



## **Filing Receipt**

**Filing Date - 2024-09-17 09:15:13 AM**

**Control Number - 56822**

**Item Number - 170**

**PROJECT NO.  
56822**

Investigation of Emergency Preparedness  
and Response by Utilities in Houston and  
Surrounding Communities



September 16, 2024

**Uploaded to PUCT Portal Project No. 56822**

Public Utility Commission of Texas  
Attn: Barksdale English, Deputy Executive Director  
1701 N. Congress Avenue  
P.O. Box 13326  
Austin, TX 78711

RE: Project No. 56822; Commission Staff's First Request for Information to Retail Electric Providers Question Nos. REP 1-1 - 1-12.

Dear Deputy Executive Director English,

Please consider this Calpine Energy Solutions, LLC's ("Solutions") and Champion Energy Services, LLC's ("Champion") (collectively referred to as "Calpine Retail") joint response to the Public Utility Commission of Texas's (the "Commission") Requests for Information regarding Project Number 56822: Investigation of Emergency Preparedness and Response by Utilities in Houston and Surrounding Communities (the "RFI").

Prior to reviewing Calpine Retail's responses to the RFI, please note the following:

- Calpine Retail's responses are preliminary and based on the analysis Calpine Retail has performed to date, as well as its understanding of the questions in this RFI. These responses are being submitted according to the format and specifications requested by the Commission and Calpine Retail reserves the right to amend and supplement these responses based on new information and further analysis as it continues its review and investigation of the events forming the basis of this RFI.
- The Alliance for Retail Markets ("ARM"), an association of competitive retail electric providers ("REPs") of which Champion and Solutions are both participating members, will separately provide responses to Questions Nos. REP 1-10 through REP 1-12 on behalf of all ARM members, including Champion and Solutions.
- Calpine respectfully asserts that the local TDU companies, who are responsible for transmission and distribution lines and oversee each customer's individual meter and outage data, are likely better suited to address many of the issues and questions raised within this RFI. Calpine Retail has worked diligently to provide thorough responses to this RFI and will indicate throughout this response where TDU input would be prudent.
- Champion serves residential, small commercial, and large commercial and industrial customers in Texas. In contrast, Solutions deals with large commercial and industrial customers in Texas.

**REP 1-1** Please detail the extent and duration of outages experienced by your customers during and in the aftermath of Hurricane Beryl. If known, please include the total number of customers impacted, minimum and maximum hours of service interruptions, average hours of service interruptions, and average time to service restoration.

**RESPONSE:** In order to gather the information provided below, Calpine Retail queried the AMS interval usage tables and IDR usage data received via EDI from the local TDU companies for July 7, 2024 through July 15, 2024 and identified where there were unexpected consecutive 15-minute interval periods registering as "zero", potentially indicating that a power outage may have occurred. Calpine Retail then refined this list by removing customers whose "zero" usage was expected and/or did not appear to be storm related.

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**Based on the foregoing methodology, please see Calpine Retail's response below:**

- a) For Solutions' potentially affected customers, Solutions identified the minimum and maximum duration of outages experienced in the aftermath of the Hurricane Beryl event as 1.25 hours and 364.25 hours, respectively;
- b) The average hours of service interruptions in the aftermath of Hurricane Beryl for Solutions' customers were 64.43 hours;
- c) For Champion's potentially affected customers, Champion identified the minimum and maximum duration of outages experienced in the aftermath of the Hurricane Beryl event as 0.25 hours and 479.75 hours, respectively; and
- d) The average hours of service interruptions in the aftermath of Hurricane Beryl for Champion's customers were 98.1 hours.

**Please note that the information above is preliminary in nature and is speculative due to Calpine Retail's limited access to the TDU data in question. As stated above, Calpine Retail believes each customer's TDU is best equipped to provide the Commission with a complete and accurate response to REP 1-1, including the total number of customers impacted by Hurricane Beryl.**

**REP 1-2** Please detail and provide any supporting data on the extent and duration of outages experienced by your customers during and in the aftermath of the May 2024 Derecho event. If known, please include the total number of customers impacted, minimum and maximum hours of service interruptions, average hours of service interruptions, and average time to service restoration.

**RESPONSE:** In order to gather the information provided below, Calpine Retail queried the AMS interval usage tables and IDR usage data received via EDI from the local TDU companies for May 15, 2024 through May 20, 2024 and identified where there were unexpected consecutive 15-minute interval periods registering as "zero", potentially indicating that a power outage may have occurred. Calpine Retail then refined this list by removing customers whose "zero" usage was expected and/or did not appear to be storm related.

**Based on the foregoing methodology, please see Calpine Retail's response below:**

- a) For Solutions' potentially affected customers, Solutions identified the minimum and maximum duration of outages experienced in the aftermath of the May 2024 Derecho event as 1.25 hours and 274.75 hours, respectively;
- b) The average hours of service interruptions for Solutions' customers were 39.38 hours for the May 2024 Derecho event;
- c) For Champion's potentially affected customers, Champion identified the minimum and maximum duration of outages experienced in the aftermath of the May 2024 Derecho event as 0.25 hours and 191.75 hours, respectively; and
- d) The average hours of service interruptions in the aftermath of the May 2024 Derecho event for Champion's customers were 47.1 hours.

**Please note that the information above is preliminary in nature and is speculative due to Calpine Retail's limited access to the TDU data in question. As stated above, Calpine Retail believes each customer's TDU is best equipped to provide the Commission with a complete and accurate response to REP 1-2, including the total number of customers impacted by the May 2024 Derecho Event.**

**REP 1-3** Which geographic areas were most affected by any outages experienced by your customers due to the May 2024 Derecho and Hurricane Beryl, and what factors do you think contributed to these areas being particularly vulnerable? Please provide neighborhood names, city names, zip codes, and county names, where known.

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**RESPONSE:** Based on Calpine Retail’s preliminary assessment and the methodology for gathering information described in the answers to REP 1-1 and REP 1-2, the most affected zip codes for Champion’s customers during the May 2024 Derecho Event were 77433, 77429, 77007, 77008, and 77084 and the most affected zip codes for Champion’s customers during Hurricane Beryl were 77379, 77429, 77494, 77459, and 77433.

Based on Calpine Retail’s preliminary assessment and the methodology for gathering information described in the answers to REP 1-1 and REP 1-2, the most affected zip codes for Solutions’ customers during the May 2024 Derecho Event were 77339, 75006, 75087, 75228, and 75243 and the most affected zip codes for Solutions’ customers during Hurricane Beryl were 77339, 77345, 35901, 77386, and 75904.

Please note that the information above is preliminary in nature and is speculative due to Calpine Retail’s limited access to the TDU data in question. As stated above, Calpine Retail believes each customer’s TDU is best equipped to provide the Commission with a complete and accurate response to REP 1-3, including the Commission’s requested input on factors that contributed to the vulnerability of any transmission and distribution lines.

**REP 1-4** Please describe how you communicated with your customers before, during, and after Hurricane Beryl regarding service disruptions and restoration efforts. If you have any representative examples of those communications, please attach them to your response.

**RESPONSE:** Champion’s call center agents were continuously available throughout the duration of Hurricane Beryl and the immediately succeeding days to answer questions from Champion’s residential and small commercial customers and provide outage-specific updates as they were provided by the local TDU companies. More specifically, throughout Hurricane Beryl and its aftermath, Champion’s Customer Care department had (i) live agents respond to customer calls as they came in to Champion’s toll-free customer care line, (ii) customer care agents respond to online chat inquiries, and (iii) customer care agents respond to customer emails.

As Champion received updated information from the TDUs and local news organizations, Champion diligently relayed such updated information regarding Hurricane Beryl and the consequential power outages to Champion’s customers. Solutions, dealing primarily with large commercial and industrial customers, also communicated with its customers regarding Hurricane Beryl when specific customers contacted Solutions with questions about Hurricane Beryl.

**REP 1-5** Please describe how you communicated with your customers before, during, and after the May 2024 Derecho event regarding service distributions and restoration efforts. If you have any representative examples of these communications, please attach them to your response.

**RESPONSE:** Champion’s call center agents were continuously available throughout the duration of the May 2024 Derecho event and the immediately succeeding days to answer questions from Champion’s residential and small commercial customers and to provide outage-specific updates as they were provided by the local TDU companies. More specifically, throughout the May 2024 Derecho event and its aftermath, Champion’s Customer Care department had (i) live agents respond to customer calls as they came in to Champion’s toll-free customer care line, (ii) customer care agents respond to online chat inquiries, and (iii) customer care agents respond to customer emails.

As Champion received updated information from the TDUs, Champion diligently relayed such updated information regarding the May 2024 Derecho Event and the consequential power outages to Champion’s customers. Solutions, dealing primarily with large commercial and industrial customers, also communicated with its customers regarding the May 2024 Derecho when specific customers contacted Solutions with questions about the May 2024 Derecho.

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**REP 1-6** Please indicate the percentage of your customers that had “opted-in” to providing their contact information to the customer’s corresponding TDU as of July 8, 2024.

**RESPONSE:** Calpine Retail is, respectfully, unable to provide a detailed response to REP 1-6 because this request asks for information that is outside of Calpine Retail’s possession and control. Calpine Retail does not facilitate communications between individual customers and the customer’s corresponding TDU, and Calpine maintains that it is each TDU’s responsibility to both facilitate and keep records of any such communication.

**REP 1-7** Please describe your coordination efforts with local authorities, TDUs, and other relevant entities during and in the aftermath of Hurricane Beryl.

**RESPONSE:** Calpine Retail maintained consistent contact with local authorities and, when available, the TDUs during and in the aftermath of Hurricane Beryl, including telephone calls with Champion and Solutions’ respective TDU representatives as the TDU representatives made themselves available. Employees from Champion and/or Solutions also called in to CenterPoint’s Market Calls and the Texas Department of Energy Management (“TDEM”) State Operations Center calls, and attended PUCT meetings related to storm restoration efforts.

As information was received from the various TDUs’ representatives, Champion provided updated information to Champion’s customer care agents so that any customer that contacted Champion would be provided the most up to date information made available at that time.

In the days and months following Hurricane Beryl, Champion and Solutions and their ultimate parent company, Calpine Corporation, donated significant time and resources to aid those most impacted by the storm. This includes Calpine Corporation committing \$500,000 in disaster relief funds to help Texas residents impacted by Hurricane Beryl. This contribution includes \$100,000 in assistance for customers of Champion.

Additionally, Champion took the following actions as part of Champion’s ongoing relief efforts:

- Late fees for the impacted service areas were not applied in the weeks immediately following Hurricane Beryl;
- Deferred Payment Plans were offered in accordance with PUCT rules;
- Bill payment assistance (e.g., bill credits) was available for qualifying impacted customers.

Additional details on Calpine Retail’s relief efforts specific to Hurricane Beryl can be found in Project No. 56793.

**REP 1-8** Please describe your coordination efforts with local authorities, TDUs, and other relevant entities during and in the aftermath of the May 2024 Derecho event.

**RESPONSE:** Calpine Retail maintained consistent contact with local authorities and the TDUs in the aftermath of the May 2024 Derecho event, including periodic calls with Champion and Solutions’ respective TDU representatives as the TDU representatives made themselves available.

As information was received from the various TDUs’ representatives, Champion provided updated information to Champion’s customer care agents so that any customer that contacted Champion would be provided the most up to date information made available at that time.

**REP 1-9** Please describe feedback you have received from your customers regarding your response to Hurricane Beryl or the May 2024 Derecho event and efforts you are making or will make to address any concerns raised.

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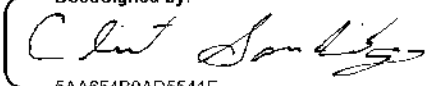
**RESPONSE:** The consistent theme in customer feedback that Calpine Retail has received regarding Hurricane Beryl and the May 2024 Derecho event is that the affected customers desire more detailed and more timely updates from their TDUs.

As the Commission is aware, Champion and Solution provided the affected customers with their smart meter data, when requested, to confirm an outage was taking place, but any additional information about the outages experienced during the May 2024 Derecho event and Hurricane Beryl would need to come from each affected customers' TDU.

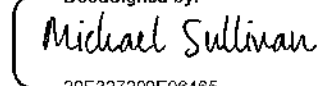
Champion's customers were grateful for the relief efforts described in the Response to REP 1-7.

If the Commission has additional questions, please let Champion and Solutions know and we will be happy to assist as needed.

Sincerely,

DocuSigned by:  
  
5AA654B0AD5541F...  
Clint Sandidge  
Managing Director, Government & Regulatory Affairs  
Calpine Energy Solutions

Sincerely,

DocuSigned by:  
  
29E327299E96485...  
Michael Sullivan  
President & CEO  
Champion Energy Services