



Filing Receipt

Filing Date - 2024-08-02 03:15:40 PM

Control Number - 56822

Item Number - 31

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Executive Director

Public Utility Commission of Texas

TO: Retail Electric Providers

FROM: Barksdale English, Deputy Executive Director

DATE: August 2, 2024

RE: **Project No. 56822**, *Investigation of Emergency Preparedness and Response by Utilities in Houston and Surrounding Communities*

Commission Staff opened Project No. 56822 to investigate the underlying causes of repeated power outages in the Greater Houston area in the aftermath of severe weather events, with a focus on Hurricane Beryl and the May 2024 Derecho event. To bolster its understanding of the experiences of the entities most directly impacted by these kinds of weather events, Commission Staff invites Retail Electric Providers (REPs) to share with the Commission details about how they were affected by electric, water, sewer, or telecommunications utility outages during those events.

Attached to this memorandum is a set of 12 questions concerning the effect the May 2024 Derecho and Hurricane Beryl had on REPs. The questions are detailed in an effort to elicit specific responses. However, any relevant information you can provide is greatly appreciated and will assist the Commission with this important examination. While encouraged, your participation in this investigation is purely voluntary. Additionally, providing a response to one question does not obligate you to respond to all questions presented.

Commission Staff requests responses be filed electronically on the Commission's filing interchange in Project No. 56822 **no later than August 30, 2024**.¹ Instructions on how to file a response can be found at the beginning of the attached request for information.

Additionally, if you have questions that cannot be answered through the [FAQs on the PUCT's website](#), please direct:

¹ <https://interchange.puc.texas.gov/filer>.

- Technical questions related to filing to:
 - Central Records: centralrecords@puc.texas.gov
- Questions related to the substance or subject of the requests for information to:
 - Luisa Venegoni, Chief of Staff for the Executive Director:
luisa.venegoni@puc.texas.gov

On behalf of the Public Utility Commission of Texas and residents of the state of Texas, Commission Staff thanks you for your participation in this investigation.

PROJECT NO. 56822**COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION
TO RETAIL ELECTRIC PROVIDERS
QUESTION NOS. REP 1-1 THROUGH 1-12****DEFINITIONS**

- 1) "AEP" refers to AEP Texas, Inc.
- 2) "CenterPoint" refers to CenterPoint Energy Houston Electric, LLC.
- 3) "Commission" or "PUCT" refers to the Public Utility Commission of Texas.
- 4) "Derecho" or "Derecho Event" refers to the windstorm event that occurred between May 16, 2024 and May 17, 2024 and impacted the gulf coast of the United States, including the city of Houston and surrounding metropolitan area.
- 5) "Electric service provider" refers to the entity that owns the electric meter, poles, and other distribution infrastructure required to serve an end-use customer. An electric service provider may be a municipally owned utility, electric cooperative, or an investor-owned utility, like CenterPoint or Entergy.
- 6) "Entergy" refers to Entergy Texas, Inc.
- 7) "ERCOT" refers to the Electric Reliability Council of Texas, Inc.
- 8) "Hurricane Beryl" or "Beryl" refers to the hurricane or storm that made landfall in the gulf coast of Texas on July 8, 2024. The term also refers to all life cycles of the storm prior to and after July 8, 2024, that was named Hurricane Beryl.
- 9) "Impacted Area" refers to the 121 Texas counties identified in Acting Governor Dan Patrick's July 6, 2024 Amended Disaster Declaration.
- 10) "Retail Electric Provider" or "REP" refers to person that sells electric energy to retail customers in Texas and does not own or operate assets associated with the production of electricity.
- 11) "TDEM" refers to the Texas Department of Emergency Management.
- 12) "TNMP" refers to Texas-New Mexico Power Company.
- 13) "Utility" or "Utilities" refers to a person or entity providing electric, water, sewer, or telecommunications service.

**COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION
TO RETAIL ELECTRIC PROVIDERS
QUESTION NOS. REP 1-1 THROUGH 1-12**

INSTRUCTIONS

- 1) Please provide responses to any of the attached questions. Providing a response to one question does not obligate you to respond to every question; however, the more answers you can provide, the more information the PUCT will have to assess utility preparedness and responses to these events.
- 2) At the beginning of your response, please identify a point of contact in the event Commission Staff has further inquiries based on your responses. Helpful information will include the contact's name, affiliation, telephone number, and email address.
- 3) Please identify the question number and, if applicable, the relevant subpart(s) above each provided response.
- 4) You must file your responses under Project No. 58622 through the Commission's Interchange. You can find instructions and FAQs concerning the Interchange on the Commission's website at <https://www.puc.texas.gov/industry/filings/>. Email Commission Central Records staff at centralrecords@puc.texas.gov if additional assistance is required.
- 5) Because you will file your responses through the Commission's Interchange system, the public will have access to all your responses. Please **do not** include confidential, personal identification, proprietary, privileged, or otherwise sensitive information in your responses.

PROJECT NO. 56822**COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION
TO RETAIL ELECTRIC PROVIDERS
QUESTION NOS. REP 1-1 THROUGH 1-12**

- 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.
- 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.
- 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.
- 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 these communications, please attach them to your response.
- REP 1-5** Please describe how you communicated with your customers before, during, and after the May 2024 Derecho event regarding service disruptions and restoration efforts. If you have any representative examples of these communications, please attach them to your response.
- 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.
- REP 1-7** Please describe your coordination efforts with local authorities, TDUs, and other relevant entities during and in the aftermath of Hurricane Beryl.
- 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.
- 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.

- REP 1-10** Please describe the key lessons learned following the May 2024 Derecho event and Hurricane Beryl.
- REP 1-11** Please describe any plans to improve or bolster your response to similar emergency events in the future.
- REP 1-12** Please provide any additional information and describe any concerns that may be helpful to this investigation or may be relevant to the assessment and relief efforts in the aftermath of Hurricane Beryl and the May 2024 Derecho event.