



Filing Receipt

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Item Number - 32

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Executive Director

Public Utility Commission of Texas

TO: Medical and Eldercare Facilities

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 medical and eldercare facilities 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 17 questions concerning the effect the May 2024 Derecho and Hurricane Beryl had on medical and eldercare facilities. 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 MEDICAL AND ELDERCARE FACILITIES
QUESTION NOS. MEF 1-1 THROUGH 1-17****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) "Medical and Eldercare Facilities" refers to hospitals, medical clinics, dialysis centers, assisted living or nursing home facilities, rehabilitation centers, hospice facilities, or other similar facilities.
- 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 MEDICAL AND ELDERCARE FACILITIES
QUESTION NOS. MEF 1-1 THROUGH 1-17**

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 MEDICAL AND ELDERCARE FACILITIES
QUESTION NOS. MEF 1-1 THROUGH 1-17**

- MEF 1-1** Please provide the following information:
- a) Name of your organization;
 - b) Address of facility; and
 - c) Mission or objective of your organization.
- MEF 1-2** Please describe any communications that your organization had with your electric service provider in advance of the May 2024 Derecho or Hurricane Beryl concerning potential loss of power.
- a) Please provide the date of the communication(s).
 - b) Did the electric service provider ask if you had access to backup or emergency power generation?
 - c) Were you advised of your position on either a priority or tier list with regards to restoration of power, and if so, what was your prioritization level?
- MEF 1-3** Please describe how your operations were affected by utility outages occurring during and in the aftermath of the May 2024 Derecho or Hurricane Beryl.
- MEF 1-4** Please state whether you had a smart electric meter connection on your facility(s) on or before July 8, 2024.
- MEF 1-5** Please state whether you had a smart water meter connection on your facility(s) on or before July 8, 2024.
- MEF 1-6** Please state whether you had access to emergency or backup generation at your facility(s) on or before July 8, 2024.
- MEF 1-7** Please describe with specificity any current issues with utility services at your facility(s) due to the May 2024 Derecho or Hurricane Beryl.
- MEF 1-8** Please describe any interruptions in critical medical services or care provided to any residents of your facility(s) due to utility outages caused by the May 2024 Derecho or Hurricane Beryl.
- MEF 1-9** Please describe any utility-related equipment, whether owned by your organization or by your electric service provider, that has been damaged or rendered non-operational due to the May 2024 Derecho or Hurricane Beryl.

- MEF 1-10** Please provide the total number of individuals currently residing or cared for at your facility(s).
- MEF 1-11** Please provide the total number of residents or patients at your facility(s) requiring power-dependent critical medical equipment.
- MEF 1-12** Are there any individuals residing or cared for at your facility(s) who were relocated or evacuated due to any utility-related issues experienced at your facility(s) following the May 2024 Derecho or Hurricane Beryl? If so, please provide the total number of individuals relocated and describe the specific reasons for having to do so.
- MEF 1-13** Please specify any immediate needs for resources or assistance related to utility services in the aftermath of the May 2024 Derecho or Hurricane Beryl.
- MEF 1-14** Please detail any requests for assistance made to local, state, or federal agencies related to utility services during and in the aftermath of the May 2024 Derecho or Hurricane Beryl.
- MEF 1-15** Please state whether your facility(s) are currently operational. If not, and the reason is related to utility services, please provide an estimated timeline for restoring operations.
- MEF 1-16** Please describe any contingency or emergency plans that your organization has implemented due to the events of the May 2024 Derecho or Hurricane Beryl.
- MEF 1-17** Please provide any additional information or concerns that may be relevant to the assessment and relief efforts in the aftermath of the May 2024 Derecho or Hurricane Beryl.