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August 29, 2024

VIA PUC INTERCHANGE FILER

Public Utility Commission of Texas
1701 N. Congress Avenue
PO Box 13326
Austin, TX 78711-3326
Attn: Clerk - Central Records

RE: PROJECT 56822: *Investigation of Emergency Preparedness and Response by Utilities in Houston and Surrounding Communities*

Dear Clerk:

Attached please find ENGIE Resources LLC's ("ENGIE") responses re the above-referenced Project No.

If you require any additional information, please contact me at marsha.griffin@engie.com.

Regards,

A handwritten signature in black ink that reads "Marsha F. Griffin".

Marsha Griffin
Senior Paralegal
ENGIE Resources LLC
1360 Post Oak Blvd., Suite 400
Houston, TX 77056
www.engieresources.com



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.

Response: *ENGIE does not have this information.*

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: *ENGIE does not have this information.*

REP 1-3 Which geographic areas were most affected by any outages experience 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.

Response: *ENGIE does not have this information.*

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.

Response: *For Hurricane Beryl and the May 2024 Derecho event, ENGIE did not communicate with customers in advance of the storm(s). During said storm(s), ENGIE was forced to close its Call Center because the Houston office building was closed and employees were without power. ENGIE created an automated email response and outgoing voice message for customers to contact their utility regarding power outages.*

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.

Response: *For Hurricane Beryl and the May 2024 Derecho event, ENGIE did not communicate with customers in advance of the storm(s). During said storm(s), ENGIE was forced to close its Call Center for one business day because the Houston office building was*



closed and employees were without power. ENGIE created an automated email response and outgoing voice message for customers to contact their utility regarding power outages.

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: ***ENGIE does not have this information.***

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: ***After the May 2024 Derecho event and Hurricane Beryl, CenterPoint hosted Market calls for REPs that ENGIE joined. CenterPoint provided updates on power outages, restoration efforts, disconnect for non-payment, etc. Also, CenterPoint sent several updates via email, including a list of outages that ENGIE forwarded to its Call Center in case customers contacted the Call Center. Some enrollment and usage request transactions were rejected by CenterPoint due to force majeure, but ENGIE was instructed to resubmit and they were ultimately processed.***

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: ***After the May 2024 Derecho event and Hurricane Beryl, CenterPoint hosted Market calls for REPs that ENGIE joined. CenterPoint provided updates on power outages, restoration efforts, disconnect for non-payment, etc. Also, CenterPoint sent several updates via email, including a list of outages that ENGIE forwarded to its Call Center in case customers contacted the Call Center. Some enrollment and usage request transactions were rejected by CenterPoint due to force majeure, but ENGIE was instructed to resubmit and they were ultimately processed.***

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.

Response: ***ENGIE does not have this information.***

REP 1-10 Please describe the key lessons learned following the May 2024 Derecho event and Hurricane Beryl.

Response: ***ENGIE does not have this information.***

REP 1-11 Please describe any plans to improve or bolster your response to similar emergency events in the future.

Response: ***N/A***



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.

Response: N/A