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QUESTION NOS. TA 1-1 THROUGH 1-9

TA 1-1 For each electric service provider from which your members receive service, please provide the average duration members of your trade association were without power in the aftermath of the May 2024 Derecho and Hurricane Beryl.

Unfortunately, we do not have this information.

TA 1-2 If possible, please identify the percentage of your membership that had a smart electric meter connection on or before July 8, 2024.

Unfortunately, we do not have this information.

TA 1-3 If possible, please identify the percentage of your membership that had a smart water meter connection on or before July 8, 2024.

Unfortunately, we do not have this information.

TA 1-4 If possible, please identify the percentage of your membership that had backup or emergency power resources connected to their facilities on or before July 8, 2024.

All assisted living communities are required to have some limited emergency power resources.

TA 1-5 Please provide an estimate of the loss in revenue experienced by the membership of your trade association that resulted from outages caused by the May 2024 Derecho and Hurricane Beryl, respectively.

This information is not known at this time, and the full financial impact of the extended outages may not be felt for several years.

TA 1-6 Please provide a summary of any conversations had between your trade association (on behalf of your membership) and electric service providers concerning restoration of power in the aftermath of the May 2024 Derecho and Hurricane Beryl events.

TALA has now met with both CenterPoint Energy as well as AEP. We are in the process of scheduling meetings with other TDUs. There seems to be widespread confusion about the differences between "critical care infrastructure" and "priority restoration". The forms which have been developed are not appropriate to our health care facility type, some of the information requested is not applicable (e.g. asking for a DSHS license number or requiring a resident's physician to validate resident health care needs), and the process of identifying locations of priority restoration customer accounts is plagued by poor website design and a cumbersome opt-in system.

TALA has provided TDUs with specific clarification and feedback regarding these elements, and we remain available for additional consultation if desired.

TA 1-7 Please provide the percentage of your membership that lost power in the May 2024 Derecho event and Hurricane Beryl, respectively. Please also provide the percentage of your membership that lost power in both events.

According to information TALA obtained from the Health and Human Services Commission there were 232 AL communities impacted by Hurricane Beryl. Please note, this number is all ALs, not just TALA's members.

TA 1-8 Please identify the percentage of your membership that requested assistance related to utility services from a state or federal aid group (FEMA, SBA, etc.) due to either the May 2024 Derecho or Hurricane Beryl.

Unfortunately, we do not have this information.

TA 1-9 Please provide any additional information that may be helpful to this investigation.

There is some confusion regarding privacy and whether TDUs are permitted to use publicly available address and facility information for health care facilities with priority restoration status. We recommend that the PUC either inform TDUs that they are permitted to gather this information directly from state agencies or that the PUC act as a conduit of state-maintained information for TDUs. The current system which effectively, but not explicitly, requires thousands of health care facilities to submit individual forms is unnecessarily cumbersome and prone to accidental user errors.

Additionally, existing priority restoration rules do not require TDUs to have a communication strategy for soliciting information from priority restoration customers or for disseminating information back out. During this last storm, several of our members waited on customer service hold lines for hours to report building-specific outages and new outages. Our members frequently encountered customer service representatives who had no idea what priority restoration was and could not consistently note whether the assisted living facility's account showed a current priority restoration status.