



## **Filing Receipt**

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**LG 1-16**

**Describe the level of communication between you and any utility(s) before, during, and in the aftermath of the May 2024 Derecho or Hurricane Beryl.**

The absence of clear and timely communication regarding power restoration efforts generated frustration and uncertainty among numerous residents awaiting the re-establishment of power. Noteworthy deficiencies manifested in CenterPoint's emergency preparedness, infrastructure maintenance, and overall crisis management competence in the aftermath of Hurricane Beryl.

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