



1. Incident Name: Hurricane Beryl	2. Operational Period: Date to: 7/14/24 Time From: 6:00 AM	Date from: 07/14/24 Time To: 10:00 PM
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6. Medical Emergency Procedures:

Report any incidents per normal operating procedures. Contact RTO for Life Flight services.
Notify your local safety specialist if any assistance is needed.
They are available by cell phone.

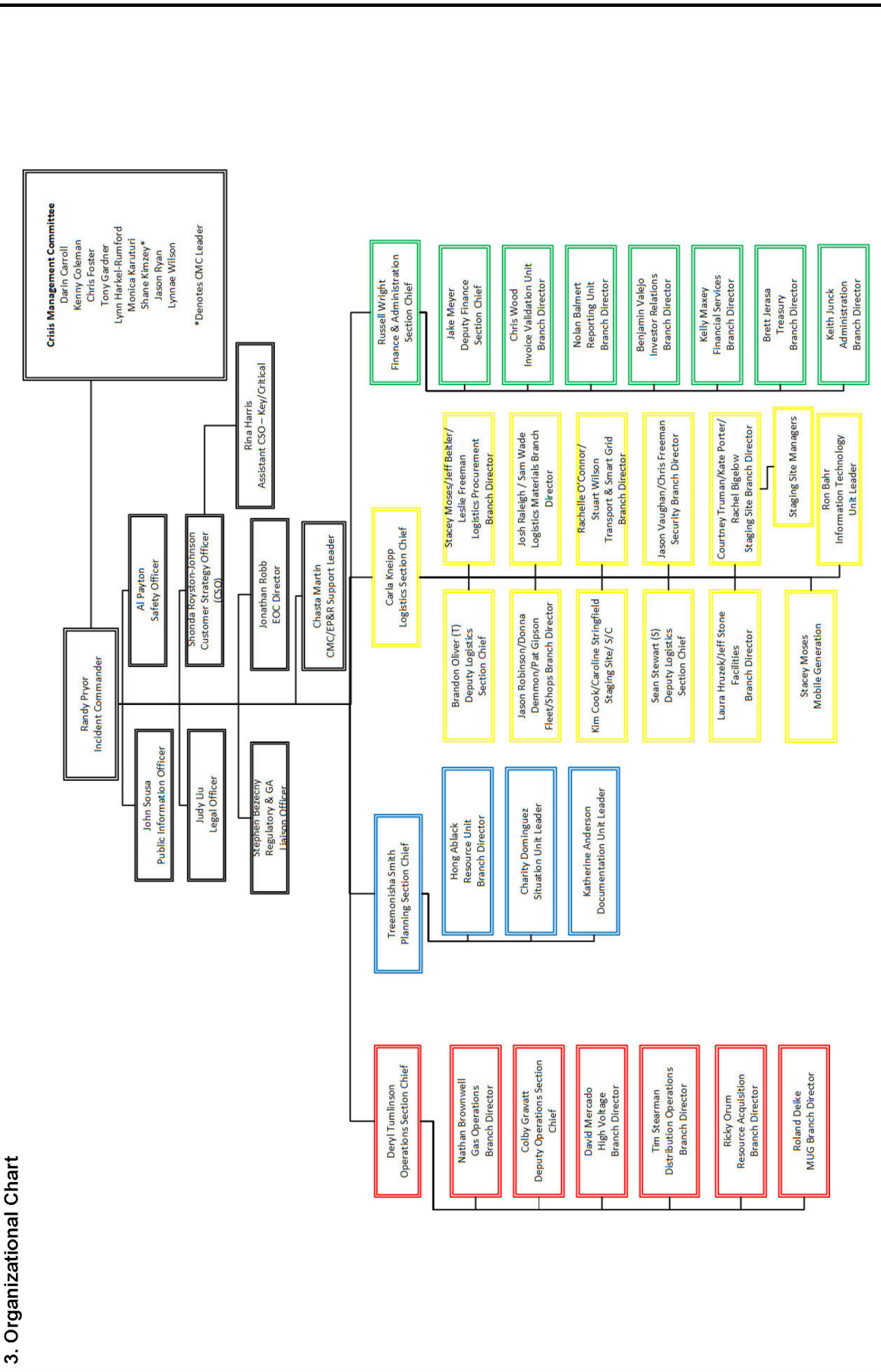
Kevin Sheffield	Safety Coordinator	[REDACTED]
Ryan Friesz	Safety Coordinator	[REDACTED]
Skyler Thomson	Safety Coordinator	[REDACTED]
Tyler Bielski	Safety Coordinator	[REDACTED]
Ryan Rutherford	Safety Coordinator	[REDACTED]
Wayland Smith	Public Safety	[REDACTED]
Dustin Krantz	Public Safety	[REDACTED]
Brett Richardson	Public Safety	[REDACTED]

7. Prepared by	Name: Jon Nixon	ICS Title: Safety Administration Manager
8. Approved by (Safety Officer): Al Payton		
ICS 206-CNP IAP Page <u>8-9</u>		



ORGANIZATION CHART (ICS 207-CNP)

1. Incident Name: Hurricane Beryl
2. Operational Period: Date From: 7/14/2024 Date To: 7/14/2024
 Time From: 6:00 AM Time To: 10:00 PM





SAFETY MESSAGE/PLAN (ICS 208-CNP)

1. Incident Name: Hurricane Beryl	2. Operational Period: Date From: 07/14/24 Date To: 07/14/24 Time From: 06:00 AM Time To: 10:00 PM
3. Safety Message/Expanded Safety Message, Safety Plan, Site Safety Plan:	
<p>GENERAL</p> <ul style="list-style-type: none"> • We are under a heat advisory, remember to stay hydrated and take breaks to cool down. • This has become a long duration event; this is not a race! Patience and effective communication is key to successful restoration efforts. • Be aware of the potential for backfeed. • Cutting corners is not worth your life! <p>SAFE WORK PRACTICES</p> <ul style="list-style-type: none"> • Take your time and assess the hazards and develop appropriate measures to address those hazards. • Remember to remain aware of changing conditions. Work together to maintain situational awareness. • Stay away or out of damaged buildings or structures. • Address damage or debris hazards at your location that may impact you. (Damaged awnings, broken glass, broken signs, area lighting, downed utility lines, broken poles, and broken tree limbs) • Call before you dig- call 811 for emergency locates. <p>TRAFFIC</p> <ul style="list-style-type: none"> • Be mindful of current road closures. • Be aware of traffic hazards such as unlit or uncontrolled intersections, high water, distracted drivers, vehicle collisions, etc. Monitor Transtar for updates. • Mark out work area protection zones clearly with traffic cones, signs and flaggers if necessary. Wear traffic vests. • On Tollways, be aware that large trucks will not fit through the regular lanes, use EZ Tag lanes. • Report all vehicle collisions. Obtain collision information and report immediately to your crew leader, FCC or coordinator. • If you have vehicle trouble and need assistance, you may call 713-945-6233 to reach Fleet Services. <p>FLOODING/HIGH WATER</p> <ul style="list-style-type: none"> • Avoid creek/river areas where flood waters will be moving faster. • Review routes for flooded roadways before leaving for destination. • Avoid high water areas when unsure of depth and safe travel. <p>PPE</p> <ul style="list-style-type: none"> • Wear all appropriate PPE including long-sleeve FR apparel. <p>ELECTRICAL WORK/ GROUNDING</p> <ul style="list-style-type: none"> • Test, tag and ground all de-energized conductors before working as dead. Work between grounds. Never assume anything is dead. There will be many generators and other energy sources and backfeed is always a hazard. Use orange or red flagging at ground locations for visual aid. • Reminder – we’ve got two ways to work; dead and grounded or energized with cover and gloves. • Grounding for tree crews is a “must” – Work with the tree crews to ground as necessary. • Remove high side jumpers after opening disconnects, especially when working on the same structure as the disconnect switch. • Report any unqualified or unapproved personnel (rogue line workers) working on CNP assets to Corporate Security. 	



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ENVIRONMENTAL HAZARDS

- Leaking equipment- immediately report to your crew leader, FCC or coordinator with detailed addresses and spill size. See Environmental spill form.

OUTDOOR SAFETY/HEAT

- Be aware of insect and snake hazards, as well as poisonous plants.
- Take time to **hydrate** and take breaks in shaded areas or vehicles with A/C as needed. If you are not feeling well, communicate with your supervisor and co-workers.
- Stay hydrated. Drink plenty of fluids but don't overdo sports drinks. Maintain balance of electrolytes.
- Avoid drinking too much coffee/energy drinks in hot conditions as caffeine is a diuretic which means it can easily cause dehydration.
- Drink before feeling thirsty. By the time you feel thirsty, you are already dehydrated.
- When working in the heat, drink 1 cup (8 ounces) of water every 15–20 minutes.
- Drinking at shorter intervals is more effective than drinking large amounts.
- We need several hours to drink enough fluids to replace what we have lost during the day. The sooner you get started, the less strain you place on your body.

FIRST AID/INJURIES

- Report all injuries. Obtain relevant information and report immediately to your crew leader, FCC or coordinator.
- Refer to the Medical Plan for available emergency room locations.
- Contact Medical Case Management for assistance when necessary.
- Seek treatment while it is a minor issue to prevent it from becoming a major issue.

PHYSICAL SECURITY

- Stay alert and aware of your surroundings while walking to and from your vehicles.
- Minimize visibility of company logo attire and exposure of company ID badge when off duty in public spaces.
- Do not leave company or personnel belongings in your vehicles when possible.
- If items must be left in vehicles, always secure them out of sight and lock your vehicle when unattended, including at worksites.
- If a customer approaches you with questions or concerns, please let them know in a calm and polite way that you are focused on responding to our restoration efforts and direct them to the nearest crew spokesperson.
- Communicate with empathy and respect. Try to deescalate where possible.
- Leave the area and call Corporate Security [REDACTED] or 911 if physically threatened.
- Personnel working after dark should not be working alone and have security escorts.

4. Prepared by: Name: Marquerite Porsch Position/Title: Safety Administration Signature: _____

5. Approved by (Safety Officer): Al Payton

ICS 208-CNP	IAP Page <u>11-12</u>	Date/Time: <u>07/14/24 8:20 AM</u>
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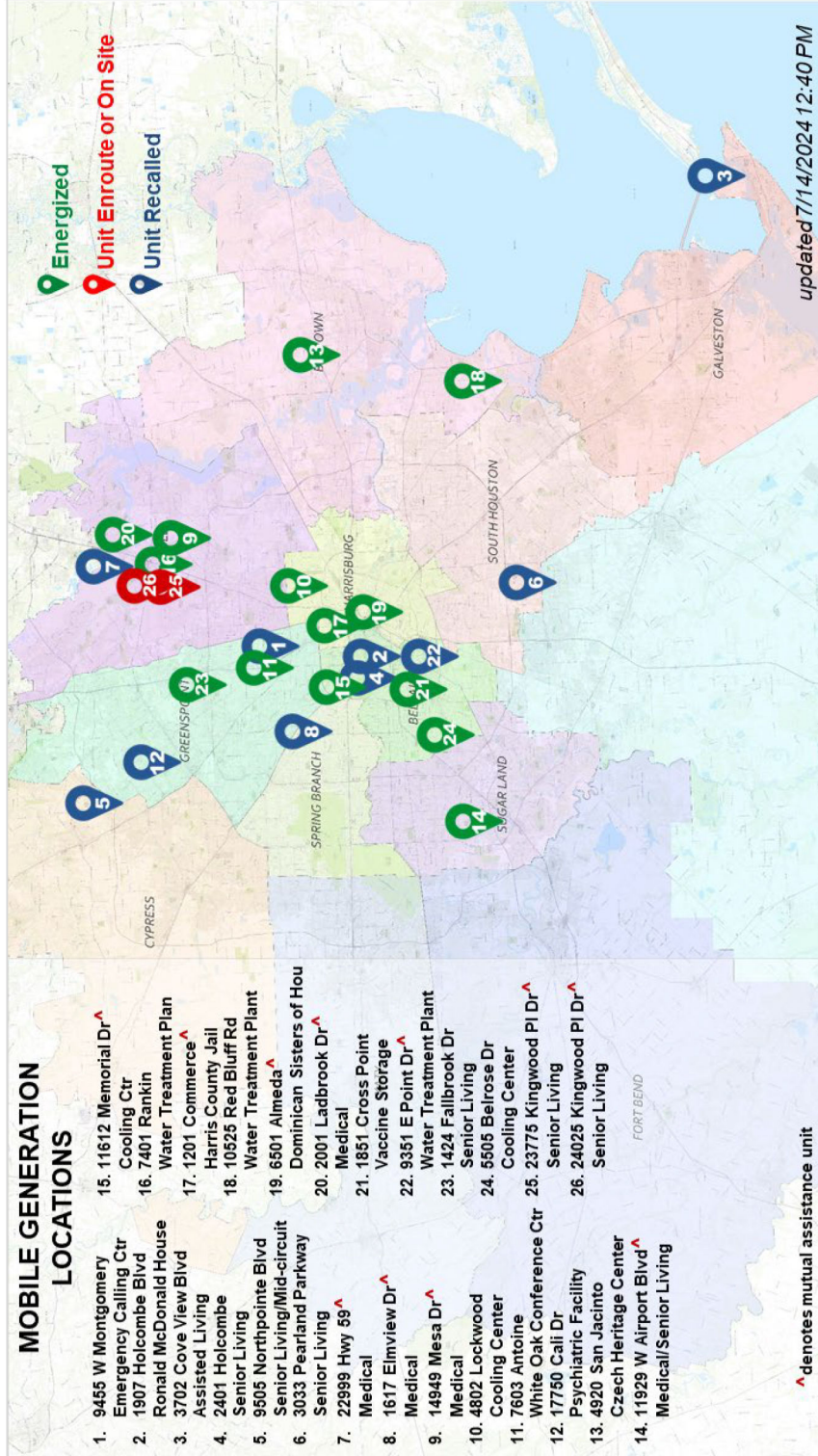


DAILY MEETING SCHEDULE ICS 230-CNP

1. Incident Name: Hurricane Beryl		2. Operational Period: Date From: 7/14/2024 Date To: 7/14/2024 Time From: 6:00 AM Time To: 10:00 PM		
3. Meeting Schedule (Commonly held meetings are included)				
Time	Meeting	Purpose	Attendees	Location
8:00 AM	EOC Briefing	Provide an incident update and report any resource needs or outstanding issues.	<ul style="list-style-type: none"> Command Staff General Staff Others as identified 	EOC and Virtual (MS Teams)
8:30 AM	CMC Update	Update the CMC on situation, objectives, and operational strategy	<ul style="list-style-type: none"> EOC Director Incident Commander CMC Members 	
10:00 AM	Media, Gov't/Regulatory, Critical/Key Customer Communications Updates Sent	Check in on news releases, critical customer updates, mobile gen deployment	<ul style="list-style-type: none"> PIO Liaison Officer Customer Communications 	
1:30 PM	EOC Objectives Check-in	Review and revise objectives	<ul style="list-style-type: none"> Command Staff General Staff 	EOC and Virtual (MS Teams)
2:00 PM	CMC Update	Update the CMC on situation, objectives, and operational strategy	<ul style="list-style-type: none"> EOC Director Incident Commander CMC Members 	
5:00 PM	Media, Gov't/Regulatory, Critical/Key Customer Communications Updates Sent	Check in on news releases, critical customer updates, mobile gen deployment	<ul style="list-style-type: none"> PIO Liaison Officer Customer Communications 	
6:00 PM	EOC Briefing	Provide an incident update and report any resource needs or outstanding issues.	<ul style="list-style-type: none"> Command Staff General Staff Others as identified 	EOC and Virtual (MS Teams)
6:30 PM	Objectives and Strategy Development	Develop a unified EOC strategy to support on-scene operations.	<ul style="list-style-type: none"> Command Staff Section Chiefs 	
8:00 PM	CMC Update	Update the CMC on situation, objectives, and operational strategy	<ul style="list-style-type: none"> EOC Director Incident Commander CMC Members 	
4. Prepared by:				
Name: <u>Treemonisha Smith</u> Position/Title: <u>Planning Section Chief</u> Signature: _____				
ICS 230-CNP		IAP Page <u>13</u>	Date/Time: <u>07/10/2024 8:00 AM</u>	



Hurricane Beryl MOBILE GEN DEPLOYMENT





**Hurricane Beryl
STAGING SITES LIST AND STATUS
7/14/24**

Priority	Staging Site Name	Status	Primary SS Manager	Ops Manager	HC Capacity	Actual (+50 internal not included)	Turnkey	Checked in as of 7/10/24 5:00pm*
1	Brazoria	Operational	Santos Calderon	Jason Grier	900	870	ITS	668
2	Ft Bend	Operational	Marcus Richardson	Kenny Greener	800	809	Cotton	830
3	Reed Rd	Operational	Jerry Cleveland	Nick White	900	878	ITS	956
4	Sam Houston	Operational	Steve Harrington	Allen Chelett	480	473	Cotton	517
5	Freedom Field	Operational	John Dodge	Dyron Walker	800	790	ITS	350
6	Galveston County	Operational	Richard Gaido	Scott Harbuck	400	364	Cotton	13
7	NRG Yellow	Operational	Leslie Cummings	Amy Kretschmar	1000	999	Cotton	112
8	Legacy/Rhodes Stadium	Operational	Jeremy Haase	Theron Cage	1100	1041	Cotton	300
9	Tomball ISD	Operational	Vic Cleveland	George Eason	600	613	ITS	12
10	AMC	Operational	Michael Traktenberg	Geno Guerro	600	607	Cotton	217
11	Humble Civic Center	Operational	John Price	Mike Davis	450	453	ITS	30
12	Lonestar College - Tomball	Operational	Derrick Jones	Ron Dugger	400	400	ITS	0
13	BASF	Operational	Clint Jones	Sean Camero	800	856	DRG	472
14	Pearland ISD Stadium	Operational	Elyse Leblanc	Brian Medelli	400	398	Base	249
15	Manvel ISD Stadium	Operational	Munir Odhwani	Josh Swanson	450	450	Cotton	450



Priority	Staging Site Name	Status	Primary SS Manager	Ops Manager	HC Capacity	Actual (+50 internal not included)	Turnkey	Checked in as of 7/10/24 5:00pm*
16	Barnett ISD*	Closed	Jamie Herdocia	Devon Koeppen	400	500	Cotton	140
17	Moody	Operational	April Fabre	David White	500	500	CNP	
18	Rhodes Stadium	Operational	see row 8					
19	2920 Spring	Operational	Steven Burns	J Hobbs Tracy Paihoda		418	Oncor	
20	George Turner Stadium (Humble)	Operational	Steve Rawlinson	M Sparacino		239	Quanta	
21	Berry Stadium*	Operational	Jamie Herdocia	Devon Koeppen		483	Cotton	
22	Stallworth Stadium	Operational	Jerry Gann	Garlington Bertrand		121	Base	

Group A (blue) 7/8 9am – onboard ready 7/9 5am crew ready | Group B (salmon) 7/9 9pm crew ready | Group C (purple) 7/10 5am crew ready | Group D (gray) | *Barnett transitioned to a materials yard due to safety concerns; personnel resources and support moving to Berry Stadium.

Man Camp Name	Status	Capacity	Turnkey
MC1 Pasadena	Complete	2,016	ITS
MC2 Tomball ISD	Complete	1,176	ITS
MC3 Lake Jackson	Complete	1,672	Cotton
MC4 Freedom Field	Complete	1,008	ITS
Total		5,872	



CenterPoint Energy
Emergency Operations Center

Incident Action Plan (IAP)

Hurricane Beryl

Operations Period:
07/15/2024 6:00 AM – 07/15/2024 10:00 PM

Prepared By:
Treemonisha Smith, Planning Section Chief

Approved By:

A handwritten signature in blue ink that reads "Randy Pryor".

Randy Pryor, Incident Commander

7/15/24 4:40PM

Date/Time



INCIDENT OBJECTIVES AND SITUATION UPDATE (ICS 202-CNP)

1. Incident Name: Hurricane Beryl	2. Operational Period: Date From: 7/15/2024 Date To: 7/15/2024 Time From: 6:00 AM Time To: 10:00 PM										
3. Situation Summary: Describe the event, the affected portion(s) of the territory, the number of customers without power, impacted circuits, substations and other facilities and other factors critical to the event											
<p>Hurricane Beryl made landfall in Matagorda early Monday morning, July 8, as a Category 1 hurricane, producing strong winds as high as 97 mph and causing significant property damage, tree damage, and downed power lines. Texas Gas peaked at 1,200 emergency orders. Texas Gas has resumed normal operations and transitioned to supporting electric restorations. CenterPoint Houston Electric outages peaked at 2.265 million customers.</p> <p>Forecast for Monday, July 15 Isolated showers and thunderstorms after 4pm. Mostly sunny, with a high near 95. Heat index values as high as 106. Calm wind becoming south around 5 mph in the morning. Chance of precipitation is 20%.</p> <p>CEHE Impact Numbers as of 7/15/2024 7:40 a.m.</p> <table border="1" style="width: 100%; text-align: center; border-collapse: collapse;"> <thead> <tr> <th style="padding: 5px;">Customers</th> <th style="padding: 5px;">Circuits</th> <th style="padding: 5px;">Fuses</th> <th style="padding: 5px;">Transformers</th> <th style="padding: 5px;">Locals</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">263,120</td> <td style="padding: 5px;">129</td> <td style="padding: 5px;">2,706</td> <td style="padding: 5px;">2,876</td> <td style="padding: 5px;">4,332</td> </tr> </tbody> </table>		Customers	Circuits	Fuses	Transformers	Locals	263,120	129	2,706	2,876	4,332
Customers	Circuits	Fuses	Transformers	Locals							
263,120	129	2,706	2,876	4,332							
4. Mission Objectives:											
<ul style="list-style-type: none"> • Restore 90% of hurricane-related outages by EOD Monday. (Electric Ops) – <i>ahead of target</i> • Identify and deploy mobile generation to 10 sites and 1 mid span daily. (Electric Ops)-<i>11 energized</i> • Monitor published ETRs for accuracy daily (Electric Ops). <i>Achieved 74% accuracy</i> • Disseminate updated outage data, resource counts, ETR policy, and impacted areas to our external partners every four hours. (JIC) on track • Disseminate daily core messages internally to align external communications. (JIC) on track 											
4a. Mission Supporting Objectives											
<ul style="list-style-type: none"> • Deploy all remaining crews arriving. (Electric Ops) • Deploy 5MW units for mid-span within 24 hours (pick up larger #s of residential and customer mix based on extensive damage to portions of a circuit) (Electric Ops) – See Mobile Gen Map attached • Deploy smaller units per priority table within 24 hours [anticipated to be used primarily cooling centers (33 of 47 identified ones appear viable) and then groceries with pharmacy, gas, and grocery (hospitals and others generally have backup, and schools are out)]. (Electric Ops) – See Mobile Gen Map attached • Deploy mobile generation based on customer prioritization index as additional units become available. (Electric Ops) – See Mobile Gen Map and priority table attached • Secure mobile generation assets in CEHE footprint and support deployment of units as needed with delivery, fueling, fencing based on prioritization noted. (Logistics) -<i>Continuous</i> • Continue to evaluate needs for additional staging sites and secure additional staging sites as needed to provide flexibility and scalability throughout the response. (Logistics)- <i>Continuous</i> 											
7. Prepared by: Treemonisha Smith	Position/Title: Planning Section Chief										
ICS 202-CNP, Page 1											



1. Incident Name: Hurricane Beryl	2. Operational Period: Date From: 7/15/2024 Date To: 7/15/2024 Time From: 6:00 AM Time To: 10:00 PM
4a. Mission Supporting Objectives (continued) <ul style="list-style-type: none"> • Throughout the response, secure hotels/man camps and bussing to support external mutual assistance and vegetation management crews, as well as internal personnel. (Logistics)- <i>Continuous</i> • Secure additional resources as needed to address potential internal gaps detailed by operational support teams. (Logistics)- <i>Continuous</i> • Refine strategy and narrative with key issues and sentiment metrics driving the approach each morning at 8:00 AM. (Comms) -<i>Continuous</i> • Create and send out two news releases each day by one in the morning and one in the evening. (Joint Comms) -<i>Continuous</i> • Send at least two informational updates to employees during the activation. (Internal Comms) - <i>Continuous</i> • Maintain and monitor all social media channels and create at least 10 posts daily with an emphasis on “in the field” visuals damages and CNP’s restoration work including Mobile Gen. (Joint Comms) - <i>Continuous</i> • Conduct 5-8 media interviews daily, with the potential for higher numbers based upon demand. (Joint Comms) -<i>Continuous</i> • Proactively deploy a media briefing approach at key times during the response to enhance efficiency and effectiveness of media outreach. (Joint Comms) -<i>Continuous</i> • Identify and meet ongoing needs of section leaders and their teams, including Utility Marketing’s support for Customer Experience’s efforts (e.g., produce daily service center outage update). (Joint Comms) - <i>Continuous</i> • Mobilize enhanced security resources due to increasing threats/acts of violence directed at company and mutual assistance personnel. – <i>Continuous</i> 	
7. Prepared by: Treemonisha Smith Position/Title: Planning Section Chief	
ICS 202-CNP, Page 2	



1. Incident Name: Hurricane Beryl	2. Operational Period: Date From: 7/15/2024 Date To: 7/15/2024 Time From: 6:00 AM Time To: 10:00 PM																																																
5. Key Account Outages Numbers as of July 15, 2024 8:30AM <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 20px;"> <thead> <tr style="background-color: #cccccc;"> <th style="text-align: left;">Priority</th> <th style="text-align: right;">Count</th> </tr> </thead> <tbody> <tr><td>Cogeneration</td><td style="text-align: right;">274</td></tr> <tr><td>Sewer Lift</td><td style="text-align: right;">130</td></tr> <tr><td>Water Other</td><td style="text-align: right;">109</td></tr> <tr><td>Sewer Other</td><td style="text-align: right;">60</td></tr> <tr><td>Sewer Treatment</td><td style="text-align: right;">34</td></tr> <tr><td>Fire Station</td><td style="text-align: right;">20</td></tr> <tr><td>Water Pumping</td><td style="text-align: right;">24</td></tr> <tr><td>Water Well</td><td style="text-align: right;">23</td></tr> <tr><td>Health Service</td><td style="text-align: right;">26</td></tr> <tr><td>Water Treatment</td><td style="text-align: right;">17</td></tr> <tr><td>Warming/Cooling</td><td style="text-align: right;">6</td></tr> <tr><td>Medical</td><td style="text-align: right;">0</td></tr> <tr><td>Police</td><td style="text-align: right;">5</td></tr> <tr><td>TRANSTAR</td><td style="text-align: right;">1</td></tr> <tr><td>Airport</td><td style="text-align: right;">0</td></tr> <tr><td>Human Services</td><td style="text-align: right;">4</td></tr> <tr><td>Fire Other</td><td style="text-align: right;">1</td></tr> <tr><td>Jail</td><td style="text-align: right;">4</td></tr> <tr><td>College</td><td style="text-align: right;">1</td></tr> <tr><td>Emergency Management</td><td style="text-align: right;">2</td></tr> <tr><td>NASA</td><td style="text-align: right;">2</td></tr> <tr><td>Port</td><td style="text-align: right;">0</td></tr> <tr style="font-weight: bold;"> <td>Grand Total</td> <td style="text-align: right;">749</td> </tr> </tbody> </table>		Priority	Count	Cogeneration	274	Sewer Lift	130	Water Other	109	Sewer Other	60	Sewer Treatment	34	Fire Station	20	Water Pumping	24	Water Well	23	Health Service	26	Water Treatment	17	Warming/Cooling	6	Medical	0	Police	5	TRANSTAR	1	Airport	0	Human Services	4	Fire Other	1	Jail	4	College	1	Emergency Management	2	NASA	2	Port	0	Grand Total	749
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Port	0																																																
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6. Incident Action Plan (the items checked below are included in this Incident Action Plan): <table style="width: 100%; border: none;"> <tr> <td style="width: 25%;"><input type="checkbox"/> ICS 203-CNP</td> <td style="width: 25%;"><input checked="" type="checkbox"/> ICS 207-CNP</td> <td style="width: 50%;"><u>Other Attachments:</u></td> </tr> <tr> <td><input checked="" type="checkbox"/> ICS 204-CNP</td> <td><input checked="" type="checkbox"/> ICS 208-CNP</td> <td><input checked="" type="checkbox"/> <u>Mobile Generation Map and Priority Table</u></td> </tr> <tr> <td><input type="checkbox"/> ICS 205-CNP</td> <td><input checked="" type="checkbox"/> ICS 230-CNP</td> <td><input checked="" type="checkbox"/> <u>Staging Sites List</u></td> </tr> <tr> <td><input type="checkbox"/> ICS 205A-CNP</td> <td><input type="checkbox"/> Map/Chart</td> <td><input type="checkbox"/> _____</td> </tr> <tr> <td><input type="checkbox"/> ICS 206-CNP</td> <td><input type="checkbox"/> Weather Forecast/Tides/Currents</td> <td><input type="checkbox"/> _____</td> </tr> </table>		<input type="checkbox"/> ICS 203-CNP	<input checked="" type="checkbox"/> ICS 207-CNP	<u>Other Attachments:</u>	<input checked="" type="checkbox"/> ICS 204-CNP	<input checked="" type="checkbox"/> ICS 208-CNP	<input checked="" type="checkbox"/> <u>Mobile Generation Map and Priority Table</u>	<input type="checkbox"/> ICS 205-CNP	<input checked="" type="checkbox"/> ICS 230-CNP	<input checked="" type="checkbox"/> <u>Staging Sites List</u>	<input type="checkbox"/> ICS 205A-CNP	<input type="checkbox"/> Map/Chart	<input type="checkbox"/> _____	<input type="checkbox"/> ICS 206-CNP	<input type="checkbox"/> Weather Forecast/Tides/Currents	<input type="checkbox"/> _____																																	
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7. Prepared by: Treemonisha Smith Position/Title: Planning Section Chief																																																	
ICS 202-CNP, Page 3																																																	



DISTRIBUTION ASSIGNMENT LIST (ICS 204-CNP)

1. Incident Name: Hurricane Beryl		2. Operational Period: Date From: 7/15/24 Date To: 7/15/24 Time From: 06:00 AM Time To: 10:00 PM		3. Branch: Distribution	
4. Operations Personnel: <u>Name</u>			Division:		
Operations Section Chief: <u>Deryl Tumlinson</u>		Contact Number(s): [REDACTED]			
Branch Director: <u>Tim Stearman</u>		[REDACTED]			
Division/Group Supervisor: <u>Darrell Ward</u>		[REDACTED]			
5. Resources Assigned:			# of Persons	Reporting Location, Special Equipment and Supplies, Remarks, Notes, Information	
Resource Identifier	Leader	Contact (e.g., phone, pager, radio frequency, etc.)			
DDOC Planning Sec Chief	Erik Swiney	1	[REDACTED]		DDOC
Ops Supervisors	Israel Garza		[REDACTED]		DDOC
	Jason Beard		[REDACTED]		DDOC
6. Work Assignments:					
<ul style="list-style-type: none"> Most CNP Operations leadership and linemen continue managing and supporting the roughly 10,600 foreign line skills and 2,670 tree trimmers that are operating out of the 21 staging sites that have been established across our footprint. 					
7. Special Instructions:					
8. Communications (radio and/or phone contact numbers needed for this assignment):					
<u>Name/Function</u>		<u>Primary Contact: indicate cell, pager, or radio (frequency/system/channel)</u>			
/					
/					
/					
/					
9. Prepared by: Name: <u>Erik Swiney</u> Position/Title: <u>SAM CYP</u> Signature: _____					
ICS 204	IAP Page <u>4</u>	Date/Time: <u>7/15/24 7:33 AM</u>			



HIGH VOLTAGE-TRANSMISSION ASSIGNMENT LIST (ICS 204-CNP)

1. Incident Name: Hurricane Beryl		2. Operational Period: Date From: 7/15/24 Date To: 7/15/24 Time From: 6:00 AM Time To: 10:00 PM		3. Branch: High Voltage
4. Operations Personnel: <u>Name</u> <u>Contact Number(s)</u>			Division:	
Operations Section Chief: <u>Deryl Tumlinson</u> [REDACTED]				
Branch Director: <u>Matthew Cox</u> [REDACTED]				
Division/Group Supervisor: <u>Matthew Bell</u> [REDACTED]				
5. Resources Assigned:				Reporting Location, Special Equipment and Supplies, Remarks, Notes, Information
Resource Identifier	Leader	# of Persons	Contact (e.g., phone, pager, radio frequency, etc.)	
Transmission Contractors & Internal Transmission Crews	Matthew Bell	356	[REDACTED]	
6. Work Assignments:				
Transmission crews have currently restored all Transmission Line Outages. Further Helicopter assessments will begin today. Crews have continued repairs to lines that were damaged but still energized (Operations). The updated information on remaining restoration efforts can be found below. 274 Transmission crews (Contract Crews included) assigned to assist Distribution Operations with restoration efforts, 82 will continue repairs to Transmission damage.				
138	LN82 KR-WAP	Debris damaged tower, bent steel Str# 18956. Cleared, minor damage discovered that will require mod steel. WO created, drawings complete by 7/11/24 afternoon. Steel delivery date 7/19. WFMS updated, WO uploaded. ETR 7/22/24		
138	LN09 ZEN-FZ	Broken fiber between strs 31478-31471. Inspecting 7/13/24. Outages requested for 7/15/24 - 7/16/24		
	Various	FAA Obstruction Lights: 36 repaired, 71 failures ETR 7/16/24		
7. Special Instructions:				
9. Prepared by: Name: <u>Dante Jackson</u> Position/Title: <u>Transmission Policy Consultant</u> Signature: _____				
ICS 204	IAP Page <u>5</u>	Date/Time: <u>07/15/24 7:00am</u>		



HIGH VOLTAGE-SUBSTATION ASSIGNMENT LIST (ICS 204-CNP)

1. Incident Name: Hurricane Beryl		2. Operational Period: Date From: 7/15/24 Date To: 7/15/24 Time From: 6:00 AM Time To: 10:00 PM		3. Branch: High Voltage
4. Operations Personnel: <u>Name</u> <u>Contact Number(s)</u>			Division:	
Operations Section Chief: <u>Deryl Tumlinson</u> [REDACTED]				
Branch Director: <u>Gary Chapa</u>				
Division/Group Supervisor: <u>Wes Paxton</u>				
5. Resources Assigned:		# of Persons	Contact (e.g., phone, pager, radio frequency, etc.)	Reporting Location, Special Equipment and Supplies, Remarks, Notes, Information
Resource Identifier	Leader			
In-house BU SSO staff	Wes Paxton	253	[REDACTED]	Normal assigned work locations
6. Work Assignments:				
<ul style="list-style-type: none"> • Address distribution breaker issues identified during the circuit restoration process. Ongoing. • Will continue addressing the outstanding substation equipment and facility issues identified during the assessments. • Resolve outstanding station equipment alarms. Ongoing • Galveston Island, Freeport, and Baytown area corona inspections are complete with satisfactory results. • Substation continues to support the Distribution restoration efforts, when requested. 				
ETRs for breakers currently identified for replacement:				
12kV	Garrot - 7F0 (ETR pending distribution outage capability)	35kV	Mason Rd. - 17A0 (ETR pending distribution outage capability)	
			Southwyck - 9A0 (7/18/2024)	
7. Special Instructions: N/A				
8. Communications (radio and/or phone contact numbers needed for this assignment):				
<u>Name/Function</u>		<u>Primary Contact: indicate cell, pager, or radio (frequency/system/channel)</u>		
/				
/				
9. Prepared by: Name: <u>Brad Harris</u> Position/Title: _____ Signature: _____				
ICS 204	IAP Page <u>6</u>	Date/Time: <u>07/14/24 2:50pm</u>		



MAJOR UNDERGROUND ASSIGNMENT LIST (ICS 204-CNP)

1. Incident Name: Hurricane Beryl		2. Operational Period: Date From: 7/15/24 Date To: 7/15/24 Time From: 6:00 AM Time To: 10:00 PM		3. Branch: Major Underground
4. Operations Personnel: <u>Name</u> <u>Contact Number(s)</u>				Division:
Operations Section Chief: <u>Deryl Tumlinson</u> [REDACTED]				
Branch Director: <u>Roland Deike</u> [REDACTED]				
Division/Group Supervisor: <u>Ryan Abshier</u> [REDACTED]				
5. Resources Assigned:			# of Persons	Reporting Location, Special Equipment and Supplies, Remarks, Notes, Information
Resource Identifier	Leader	Contact (e.g., phone, pager, radio frequency, etc.)		
MUG Relay	Josh Hajdik	40	C: [REDACTED]	Harrisburg
MUG Cable	Aaron Minervine	46	C: [REDACTED]	Harrisburg
MUG Mobile GEN	Mike Haney	45	C: [REDACTED]	Harrisburg
MUG Contractor	Daniel Benard	10	C: [REDACTED]	Harrisburg
6. Work Assignments:				
<ul style="list-style-type: none"> Prioritize critical customer outage events. Support Mobile Gen installations and decommissions. Assessing and restoring all type 3 (Underground) outages Continue assisting OH Distribution with type 1 (OH, specifically lateral fuses) and type 2 (URD) outage events 				
7. Special Instructions:				
Prioritize and address underground circuit issues and critical customer outages as they arise. Move more crews to type 1 and type 2 orders as type 3 order numbers reduce. 8 Oncor crews (32 skilled resources) onsite for mobile gen installations with their generators				
8. Communications (radio and/or phone contact numbers needed for this assignment):				
<u>Name/Function</u>		<u>Primary Contact: indicate cell, pager, or radio (frequency/system/channel)</u>		
Roland Deike		[REDACTED]		
Ryan Abshier		[REDACTED]		
Aaron Minervine		[REDACTED]		
9. Prepared by: Name: <u>Roland Deike</u> Position/Title: <u>Director, MUG Operations</u> Signature: _____				
ICS 204	IAP Page <u>7</u>	Date/Time: <u>7/14/24 2:30 PM</u>		



MEDICAL PLAN (ICS 206-CNP)

1. Incident Name: Hurricane Beryl	2. Operational Period: Date to: 7/15/24 Time From: 6:00 AM	Date from: 07/15/24 Time To: 10:00 PM			
3. Medical Aid Stations:					
Name	Location	Contact Number(s)	Paramedics on Site?		
AMR Houston	NRG	832-995-6288	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
AMR Houston	Reed Rd	832-995-6288	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
AMR Houston	Brazoria County Fairgrounds	832-995-6288	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
AMR Houston	Sam Houston Raceway Park	832-995-6288	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
5. Hospitals:					
Hospital Name	Address	Contact Number(s)	Trauma Center	Burn Center	Helipad
Memorial Hermann Medical Center	6411 Fannin St Houston, TX 77030	(713) 704-4000	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Memorial Hermann Sugarland	17500 West Grand Parkway South, Sugarland, TX 77479	(281) 725-5000	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HCA Houston North Cypress	21214 Northwest Fwy, Cypress, TX 77429	(832) 912-3500	<input checked="" type="checkbox"/> Yes Level: <u>4</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Memorial Hermann at Northeast	18951 Memorial N, Humble, TX 77338	(281) 540- 7700	<input checked="" type="checkbox"/> Yes Level: <u>4</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Memorial Hermann Cypress Hospital	27800 Northwest Fwy, Cypress, TX 77433	(346) 231-4000	<input checked="" type="checkbox"/> Yes Level: <u>3</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Memorial Hermann Katy	23900 Katy Freeway, Katy TX 77494	(281) 644-7111	<input checked="" type="checkbox"/> Yes Level: <u>3</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
UTMB Health Angleton ER	132 E Hospital Dr, Angleton, TX 77515	(979) 848-9131	<input checked="" type="checkbox"/> Yes Level: <u> </u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HCA Hospital Mainland	6801 Ennett F Lowry Expy, Texas City, TX 77591	(409) 938-5000	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Memorial Herman Emergency Center at Southeast Hospital	11800 Astoria, Houston, TX 77089	(281) 929-6100	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HCA Houston Tomball	605 Holderrieth Blvd, Tomball, TX 77375	(281) 401-7500	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
St. Lukes Health Brazosport Hospital Lake Jackson	100 Medical Dr, Lake Jackson, Tx 77566	(979) 297-4411	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HCA Houston Healthcare Pearland	11100 Shadow Creek Pkwy, Pearland, Tx 77584	(713)-770- 7000	<input checked="" type="checkbox"/> Yes Level: <u>4</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
UTMB Health Galveston	901 Harborside Dr, Galveston, Tx 77550	(409)-772-1191	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No
HCA Houston Healthcare Kingwood	22999 Highway 59 N, Kingwood, Tx 77339	281-348-8000	<input checked="" type="checkbox"/> Yes Level: <u>2</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Elite Hospital Kingwood	23330 US Hwy 59 N, Kingwood, Tx 77339	832-299-3719	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No



1. Incident Name: Hurricane Beryl	2. Operational Period:	Date to: 7/15/24 Time From: 6:00 AM	Date from: 07/15/24 Time To: 10:00 PM
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6. Medical Emergency Procedures:

Report any incidents per normal operating procedures. Contact RTO for Life Flight services.
Notify your local safety specialist if any assistance is needed.
They are available by cell phone.

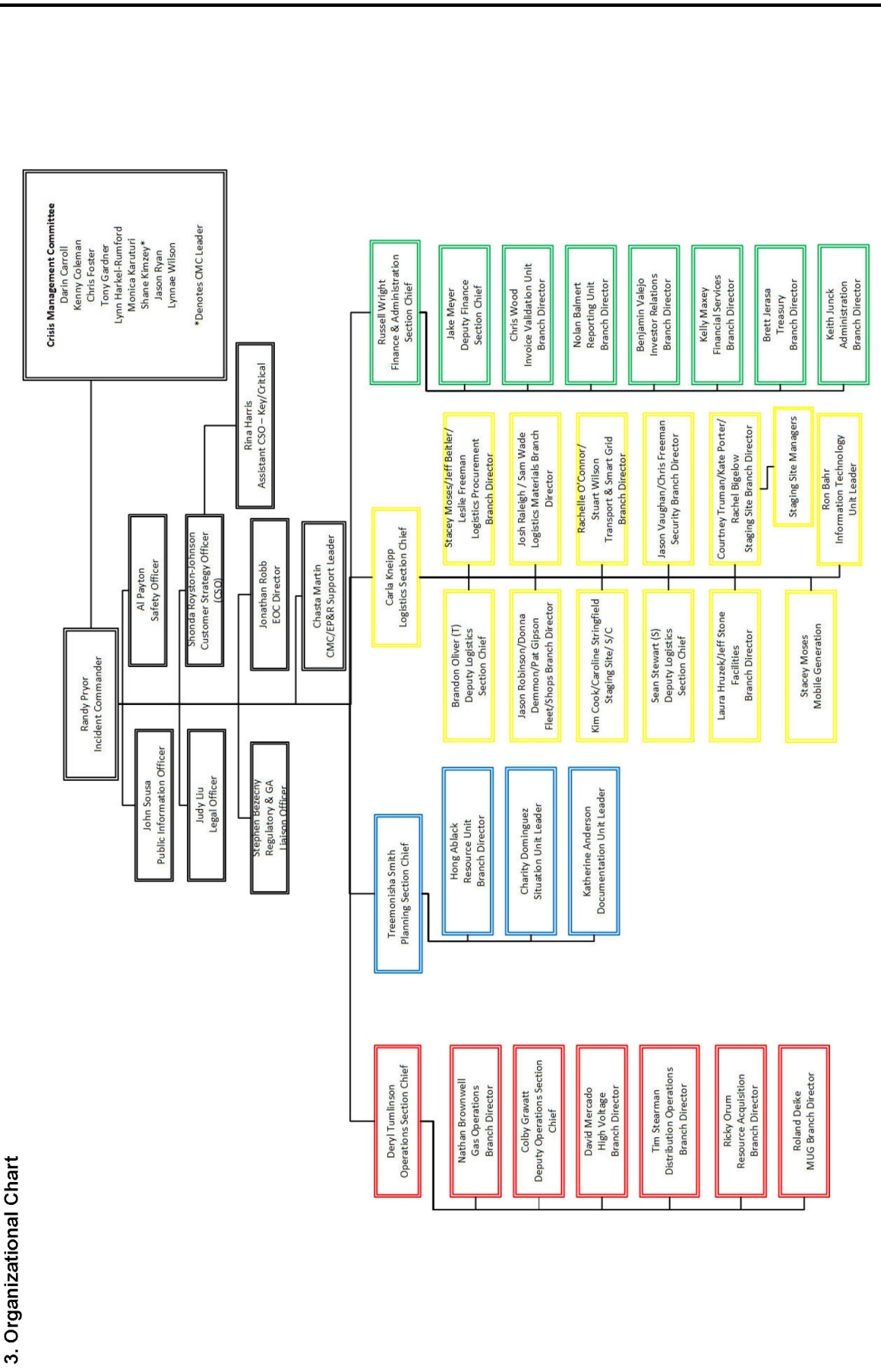
Kevin Sheffield	Safety Coordinator	[REDACTED]
Ryan Friesz	Safety Coordinator	[REDACTED]
Skyler Thomson	Safety Coordinator	[REDACTED]
Tyler Bielski	Safety Coordinator	[REDACTED]
Ryan Rutherford	Safety Coordinator	[REDACTED]
Wayland Smith	Public Safety	[REDACTED]
Dustin Krantz	Public Safety	[REDACTED]
Brett Richardson	Public Safety	[REDACTED]

7. Prepared by	Name: Jon Nixon	ICS Title: Safety Administration Manager
8. Approved by (Safety Officer):	Al Payton	Date/Time: <u>07/15/24 8:02 AM</u>
ICS 206-CNP IAP Page <u>8-9</u>		



ORGANIZATION CHART (ICS 207-CNP)

1. Incident Name: Hurricane Beryl
2. Operational Period: Date From: 7/15/2024 Date To: 7/15/2024
 Time From: 6:00 AM Time To: 10:00 PM





SAFETY MESSAGE/PLAN (ICS 208-CNP)

1. Incident Name: Hurricane Beryl	2. Operational Period: Date From: 07/15/24 Date To: 07/15/24 Time From: 06:00 AM Time To: 10:00 PM
3. Safety Message/Expanded Safety Message, Safety Plan, Site Safety Plan:	
<p>GENERAL</p> <ul style="list-style-type: none"> • We are under a heat advisory, remember to stay hydrated and take breaks to cool down. • This has become a long duration event; this is not a race! Patience and effective communication is key to successful restoration efforts. • Be aware of the potential for backfeed. • Cutting corners is not worth your life! <p>SAFE WORK PRACTICES</p> <ul style="list-style-type: none"> • Take your time and assess the hazards and develop appropriate measures to address those hazards. • Remember to remain aware of changing conditions. Work together to maintain situational awareness. • Stay away or out of damaged buildings or structures. • Address damage or debris hazards at your location that may impact you. (Damaged awnings, broken glass, broken signs, area lighting, downed utility lines, broken poles, and broken tree limbs) • Call before you dig- call 811 for emergency locates. <p>TRAFFIC</p> <ul style="list-style-type: none"> • Be mindful of current road closures. • Be aware of traffic hazards such as unlit or uncontrolled intersections, high water, distracted drivers, vehicle collisions, etc. Monitor Transtar for updates. • Mark out work area protection zones clearly with traffic cones, signs and flaggers if necessary. Wear traffic vests. • On Tollways, be aware that large trucks will not fit through the regular lanes, use EZ Tag lanes. • Report all vehicle collisions. Obtain collision information and report immediately to your crew leader, FCC or coordinator. • If you have vehicle trouble and need assistance, you may call 713-945-6233 to reach Fleet Services. <p>FLOODING/HIGH WATER</p> <ul style="list-style-type: none"> • Avoid creek/river areas where flood waters will be moving faster. • Review routes for flooded roadways before leaving for destination. • Avoid high water areas when unsure of depth and safe travel. <p>PPE</p> <ul style="list-style-type: none"> • Wear all appropriate PPE including long-sleeve FR apparel. <p>ELECTRICAL WORK/ GROUNDING</p> <ul style="list-style-type: none"> • Test, tag and ground all de-energized conductors before working as dead. Work between grounds. Never assume anything is dead. There will be many generators and other energy sources and backfeed is always a hazard. Use orange or red flagging at ground locations for visual aid. • Reminder – we’ve got two ways to work; dead and grounded or energized with cover and gloves. • Grounding for tree crews is a “must” – Work with the tree crews to ground as necessary. • Remove high side jumpers after opening disconnects, especially when working on the same structure as the disconnect switch. • Report any unqualified or unapproved personnel (rogue line workers) working on CNP assets to Corporate Security. 	



1. Incident Name: Hurricane Beryl	2. Operational Period: Date From: 07/15/24 Date To: 07/15/24 Time From: 06:00 AM Time To: 10:00 PM
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ENVIRONMENTAL HAZARDS

- Leaking equipment- immediately report to your crew leader, FCC or coordinator with detailed addresses and spill size. See Environmental spill form.

OUTDOOR SAFETY/HEAT

- Be aware of insect and snake hazards, as well as poisonous plants.
- Take time to **hydrate** and take breaks in shaded areas or vehicles with A/C as needed. If you are not feeling well, communicate with your supervisor and co-workers.
- Stay hydrated. Drink plenty of fluids but don't overdo sports drinks. Maintain balance of electrolytes.
- Avoid drinking too much coffee/energy drinks in hot conditions as caffeine is a diuretic which means it can easily cause dehydration.
- Drink before feeling thirsty. By the time you feel thirsty, you are already dehydrated.
- When working in the heat, drink 1 cup (8 ounces) of water every 15–20 minutes.
- Drinking at shorter intervals is more effective than drinking large amounts.
- We need several hours to drink enough fluids to replace what we have lost during the day. The sooner you get started, the less strain you place on your body.

FIRST AID/INJURIES

- Report all injuries. Obtain relevant information and report immediately to your crew leader, FCC or coordinator.
- Refer to the Medical Plan for available emergency room locations.
- Contact Medical Case Management for assistance when necessary.
- Seek treatment while it is a minor issue to prevent it from becoming a major issue.

PHYSICAL SECURITY

- Stay alert and aware of your surroundings while walking to and from your vehicles.
- Minimize visibility of company logo attire and exposure of company ID badge when off duty in public spaces.
- Do not leave company or personnel belongings in your vehicles when possible.
- If items must be left in vehicles, always secure them out of sight and lock your vehicle when unattended, including at worksites.
- If a customer approaches you with questions or concerns, please let them know in a calm and polite way that you are focused on responding to our restoration efforts and direct them to the nearest crew spokesperson.
- Communicate with empathy and respect. Try to deescalate where possible.
- Leave the area and call Corporate Security (██████████) or 911 if physically threatened.
- Personnel working after dark should not be working alone and have security escorts.

4. Prepared by: Name: Marquerite Porsch Position/Title: Safety Administration Signature: _____

5. Approved by (Safety Officer): Al Payton

ICS 208-CNP	IAP Page <u>11-12</u>	Date/Time: <u>07/15/24 8:02 AM</u>
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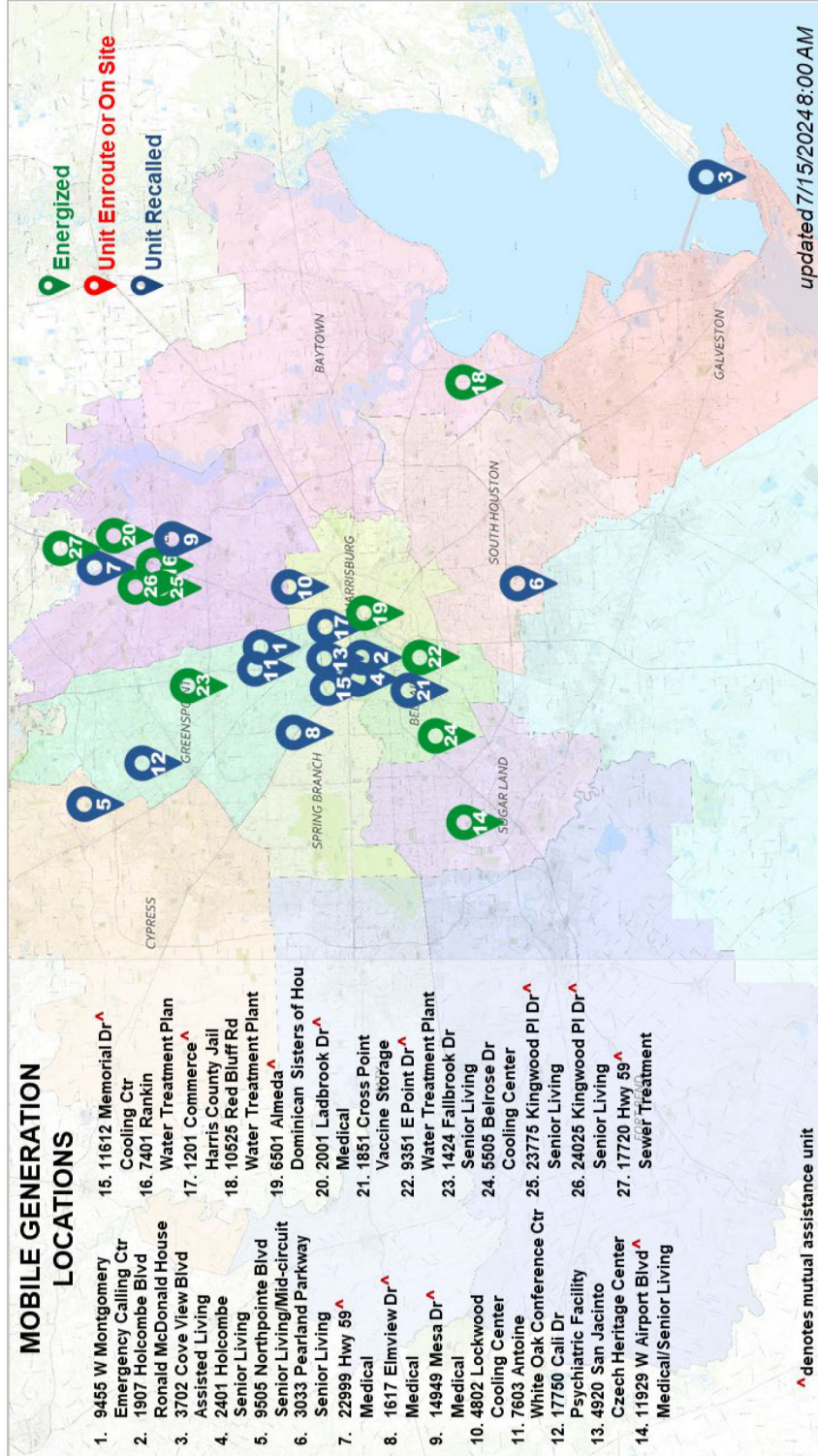


DAILY MEETING SCHEDULE ICS 230-CNP

1. Incident Name: Hurricane Beryl		2. Operational Period: Date From: 7/15/2024 Date To: 7/15/2024 Time From: 6:00 AM Time To: 10:00 PM		
3. Meeting Schedule (Commonly held meetings are included)				
Time	Meeting	Purpose	Attendees	Location
8:00 AM	EOC Briefing	Provide an incident update and report any resource needs or outstanding issues.	<ul style="list-style-type: none"> • Command Staff • General Staff • Others as identified 	EOC and Virtual (MS Teams)
8:30 AM	CMC Update	Update the CMC on situation, objectives, and operational strategy	<ul style="list-style-type: none"> • EOC Director • Incident Commander • CMC Members 	
10:00 AM	Media, Gov't/Regulatory, Critical/Key Customer Communications Updates Sent	Check in on news releases, critical customer updates, mobile gen deployment	<ul style="list-style-type: none"> • PIO • Liaison Officer • Customer Communications 	
1:30 PM	EOC Objectives Check-in	Review and revise objectives	<ul style="list-style-type: none"> • Command Staff • General Staff 	EOC and Virtual (MS Teams)
2:00 PM	CMC Update	Update the CMC on situation, objectives, and operational strategy	<ul style="list-style-type: none"> • EOC Director • Incident Commander • CMC Members 	
5:00 PM	Media, Gov't/Regulatory, Critical/Key Customer Communications Updates Sent	Check in on news releases, critical customer updates, mobile gen deployment	<ul style="list-style-type: none"> • PIO • Liaison Officer • Customer Communications 	
6:00 PM	EOC Briefing	Provide an incident update and report any resource needs or outstanding issues.	<ul style="list-style-type: none"> • Command Staff • General Staff • Others as identified 	EOC and Virtual (MS Teams)
6:30 PM	Objectives and Strategy Development	Develop a unified EOC strategy to support on-scene operations.	<ul style="list-style-type: none"> • Command Staff • Section Chiefs 	
8:00 PM	CMC Update	Update the CMC on situation, objectives, and operational strategy	<ul style="list-style-type: none"> • EOC Director • Incident Commander • CMC Members 	
4. Prepared by:				
Name: <u>Treemonisha Smith</u>		Position/Title: <u>Planning Section Chief</u> Signature: _____		
ICS 230-CNP		IAP Page <u>13</u>		Date/Time: <u>07/10/2024 8:00 AM</u>



Hurricane Beryl MOBILE GEN DEPLOYMENT



General Priority Level*	Category	Examples of Category
1	Hospital	100 Bed in-patient hospitals, Cancer Treatment, Level 1 Trauma Center
2	Emergency Services/ HAS	City/County Emergency Management, Police, Fire/Ambulatory Facilities, Critical Airport Facilities
3	Cooling Centers	Cooling Centers designated by local Cities
4	Senior/Assisted Living	Services support
5	Small ERs/Dialysis	Out-Patient Care facilities, Dialysis Clinics, Small ER Centers
6	Clinics/Pharmacy	Urgent Care, Clinics, Commercial Pharmacies
7	Grocery Stores	Major Grocery Store Chains
8	Hardware Stores/Commercial	Commercial Facilities that support Logistics/ Supply chain and community and individual relief and restoration efforts



**Hurricane Beryl
STAGING SITES LIST AND STATUS
7/15/24**

Priority	Staging Site Name	Status	Primary SS Manager	Ops Manager	HC Capacity	Actual (+50 internal not included)	Turnkey	Checked in as of 7/10/24 5:00pm*
1	Brazoria	Operational	Santos Calderon	Jason Grier	900	870	ITS	668
2	Ft Bend	Operational	Marcus Richardson	Kenny Greener	800	809	Cotton	830
3	Reed Rd	Operational	Jerry Cleveland	Nick White	900	878	ITS	956
4	Sam Houston	Operational	Steve Harrington	Allen Chelette	480	473	Cotton	517
5	Freedom Field	Operational	John Dodge	Dyron Walker	800	790	ITS	350
6	Galveston County	Operational	Richard Gaido	Scott Harbuck	400	364	Cotton	13
7	NRG Yellow	Operational	Leslie Cummings	Amy Kretschmar	1000	999	Cotton	112
8	Legacy/Rhodes Stadium	Operational	Jeremy Haase	Theron Cage	1100	1041	Cotton	300
9	Tomball ISD	Operational	Vic Cleveland	George Eason	600	613	ITS	12
10	AMC	Operational	Michael Traktenberg	Geno Guerro	600	607	Cotton	217
11	Humble Civic Center	Operational	John Price	Mike Davis	450	453	ITS	30
12	Lonestar College - Tomball	Operational	Derrick Jones	Ron Dugger	400	400	ITS	0
13	BASF	Operational	Clint Jones	Sean Cameron	800	856	DRG	472
14	Pearland ISD Stadium	Operational	Elyse Leblanc	Brian Medellin	400	398	Base	249
15	Manvel ISD Stadium	Operational	Munir Odhwani	Josh Swanson	450	450	Cotton	450



Priority	Staging Site Name	Status	Primary SS Manager	Ops Manager	HC Capacity	Actual (+50 internal not included)	Turnkey	Checked in as of 7/10/24 5:00pm*
16	Barnett ISD*	Closed			400	500	Cotton	140
17	Moody	Operational	April Fabre	David White	500	500	CNP	
18	Rhodes Stadium	Operational	see row 8					
19	2920 Spring	Operational	Steven Burns	J Hobbs Tracy Paihoda	500	418	Oncor	
20	George Turner Stadium (Humble)	Operational	Steve Rawlinson	M Sparacino	625	239	Quanta	
21	Berry Stadium*	Operational	Jamie Herdocia	Devon Koeppen	460	527	Cotton	
22	Stallworth Stadium	Operational	Jerry Gann	Garlington Bertrand	281	153	Base	

Group A (blue) 7/8 9am – onboard ready 7/9 5am crew ready | Group B (salmon) 7/9 9pm crew ready | Group C (purple) 7/10 5am crew ready | Group D (gray)

*Barnet closed and resources relocated to Berry due to safety concerns for personnel

Man Camp Name	Status	Capacity	Turnkey
MC1 Pasadena	Complete	2,016	ITS
MC2 Tomball ISD	Complete	1,176	ITS
MC3 Lake Jackson	Complete	1,672	Cotton
MC4 Freedom Field	Complete	1,008	ITS
Total		5,872	



CenterPoint Energy
Emergency Operations Center

Incident Action Plan (IAP)

Hurricane Beryl


Operations Period:
07/16/2024 6:00 AM – 07/16/2024 10:00 PM

Prepared By:
Treemonisha Smith, Planning Section Chief

Approved By:



Randy Pryor, Incident Commander



Date/Time



INCIDENT OBJECTIVES AND SITUATION UPDATE (ICS 202-CNP)

1. Incident Name: Hurricane Beryl	2. Operational Period: Date From: 7/16/2024 Date To: 7/16/2024 Time From: 6:00 AM Time To: 10:00 PM
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3. Situation Summary: Describe the event, the affected portion(s) of the territory, the number of customers without power, impacted circuits, substations and other facilities and other factors critical to the event

Hurricane Beryl made landfall in Matagorda early Monday morning, July 8, as a Category 1 hurricane, producing strong winds as high as 97 mph and causing significant property damage, tree damage, and downed power lines. Texas Gas peaked at 1,200 emergency orders. Texas Gas has resumed normal operations and transitioned to supporting electric restorations. CenterPoint Houston Electric outages peaked at 2.265 million customers. There are over 8,000 events remaining requiring significant coordination with crews working in closer proximity. Safety remains paramount.

Forecast for Tuesday, July 16

Sunny, with a high near 96. Heat index values as high as 109. Southwest wind around 5 mph. Tonight expect mostly clear skies, with a low around 78.

CEHE Impact Numbers as of 7/16/2024 | 8:20 a.m.

Customers	Circuits	Fuses	Transformers	Locals
127,835	38	1,685	2,273	4,066

4. Mission Objectives:

- Restore 98% of hurricane-related outages by EOD Wednesday. (Electric Ops) – *on track*
- Evaluate continued use of mobile generation. (Electric Ops) – *5 energized*
- Monitor published ETRs for accuracy daily (Electric Ops). – *Achieved 87% accuracy*
- Disseminate updated outage data, resource counts, ETR policy, and impacted areas to our external partners every four hours. (JIC) – *on track*
- Disseminate daily core messages internally to align external communications. (JIC) – *on track*

4a. Mission Supporting Objectives

- Deploy all remaining crews arriving. (Electric Ops) – **Complete**
- Deploy 5MW units for mid-span within 24 hours (pick up larger #s of residential and customer mix based on extensive damage to portions of a circuit) (Electric Ops) – See Mobile Gen Map attached
- Deploy smaller units per priority table within 24 hours [anticipated to be used primarily cooling centers (33 of 47 identified ones appear viable) and then groceries with pharmacy, gas, and grocery (hospitals and others generally have backup, and schools are out)]. (Electric Ops) – See Mobile Gen Map attached
- Deploy mobile generation based on customer prioritization index as additional units become available. (Electric Ops) – **Complete**
- Secure mobile generation assets in CEHE footprint and support deployment of units as needed with delivery, fueling, fencing based on prioritization noted. (Logistics) – **Complete**
- Continue to support remaining mobile generation unit as with fueling, fencing, and other resource support needed as restoration of outages increase. (Logistics) – *Continuous*
- Continue to evaluate needs for additional staging sites and secure additional staging sites as needed to provide flexibility and scalability throughout the response. (Logistics) – **Complete**



1. Incident Name: Hurricane Beryl	2. Operational Period: Date From: 7/16/2024 Date To: 7/16/2024 Time From: 6:00 AM Time To: 10:00 PM
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7. Prepared by: Treemonisha Smith	Position/Title: Planning Section Chief
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ICS 202-CNP, Page 1

- 4a. Mission Supporting Objectives (continued)**
- Throughout the response, secure hotels/man camps and bussing to support external mutual assistance and vegetation management crews, as well as internal personnel. (Logistics) – *Continuous*
 - Secure additional resources as needed to address potential internal gaps detailed by operational support teams. (Logistics) – *Continuous*
 - Refine strategy and narrative with key issues and sentiment metrics driving the approach each morning at 8:00 AM. (JIC) – *Continuous*
 - Create and send out two news releases each day by one in the morning and one in the evening. (JIC) – *Continuous*
 - Send at least two informational updates to employees during the activation. (Internal Comms) – *Continuous*
 - Maintain and monitor all social media channels and create at least 10 posts daily with an emphasis on “in the field” visuals damages and CNP’s restoration work including Mobile Gen. (JIC) – *Continuous*
 - Conduct 5-8 media interviews daily, with the potential for higher numbers based upon demand. (JIC) – *Continuous*
 - Proactively deploy a media briefing approach at key times during the response to enhance efficiency and effectiveness of media outreach. (JIC) – *Continuous*
 - Identify and meet ongoing needs of section leaders and their teams, including Utility Marketing’s support for Customer Experience’s efforts (e.g., produce daily service center outage update). (JIC) – *Continuous*
 - Mobilize enhanced security resources due to increasing threats/acts of violence directed at company and mutual assistance personnel. (Logistics) – *Continuous*



1. Incident Name: Hurricane Beryl	2. Operational Period: Date From: 7/16/2024 Date To: 7/16/2024 Time From: 6:00 AM Time To: 10:00 PM																																																
7. Prepared by: Treemonisha Smith Position/Title: Planning Section Chief																																																	
ICS 202-CNP, Page 2																																																	
5. Key Account Outages Numbers as of July 16, 2024 8:00AM																																																	
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Priority</th> <th style="text-align: right;">Count</th> </tr> </thead> <tbody> <tr><td>Cogeneration</td><td style="text-align: right;">160</td></tr> <tr><td>Sewer Lift</td><td style="text-align: right;">56</td></tr> <tr><td>Water Other</td><td style="text-align: right;">56</td></tr> <tr><td>Sewer Other</td><td style="text-align: right;">25</td></tr> <tr><td>Sewer Treatment</td><td style="text-align: right;">18</td></tr> <tr><td>Fire Station</td><td style="text-align: right;">13</td></tr> <tr><td>Water Pumping</td><td style="text-align: right;">9</td></tr> <tr><td>Water Well</td><td style="text-align: right;">9</td></tr> <tr><td>Health Service</td><td style="text-align: right;">4</td></tr> <tr><td>Water Treatment</td><td style="text-align: right;">13</td></tr> <tr><td>Warming/Cooling</td><td style="text-align: right;">5</td></tr> <tr><td>Medical</td><td style="text-align: right;">0</td></tr> <tr><td>Police</td><td style="text-align: right;">4</td></tr> <tr><td>TRANSTAR</td><td style="text-align: right;">1</td></tr> <tr><td>Airport</td><td style="text-align: right;">0</td></tr> <tr><td>Human Services</td><td style="text-align: right;">1</td></tr> <tr><td>Fire Other</td><td style="text-align: right;">0</td></tr> <tr><td>Jail</td><td style="text-align: right;">1</td></tr> <tr><td>College</td><td style="text-align: right;">2</td></tr> <tr><td>Emergency Management</td><td style="text-align: right;">1</td></tr> <tr><td>NASA</td><td style="text-align: right;">2</td></tr> <tr><td>Port</td><td style="text-align: right;">0</td></tr> <tr> <td>Grand Total</td> <td style="text-align: right;">384</td> </tr> </tbody> </table>		Priority	Count	Cogeneration	160	Sewer Lift	56	Water Other	56	Sewer Other	25	Sewer Treatment	18	Fire Station	13	Water Pumping	9	Water Well	9	Health Service	4	Water Treatment	13	Warming/Cooling	5	Medical	0	Police	4	TRANSTAR	1	Airport	0	Human Services	1	Fire Other	0	Jail	1	College	2	Emergency Management	1	NASA	2	Port	0	Grand Total	384
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Port	0																																																
Grand Total	384																																																
6. Incident Action Plan (the items checked below are included in this Incident Action Plan):																																																	
<input type="checkbox"/> ICS 203-CNP <input checked="" type="checkbox"/> ICS 207-CNP <u>Other Attachments:</u> <input checked="" type="checkbox"/> ICS 204-CNP <input checked="" type="checkbox"/> ICS 208-CNP <input checked="" type="checkbox"/> <u>Mobile Generation Map and Priority Table</u> <input type="checkbox"/> ICS 205-CNP <input checked="" type="checkbox"/> ICS 230-CNP <input checked="" type="checkbox"/> <u>Staging Sites List</u> <input type="checkbox"/> ICS 205A-CNP <input type="checkbox"/> Map/Chart <input type="checkbox"/> _____ <input type="checkbox"/> ICS 206-CNP <input type="checkbox"/> Weather Forecast/Tides/Currents <input type="checkbox"/> _____																																																	
7. Prepared by: Treemonisha Smith Position/Title: Planning Section Chief																																																	
ICS 202-CNP, Page 3																																																	



DISTRIBUTION ASSIGNMENT LIST (ICS 204-CNP)

1. Incident Name: Hurricane Beryl		2. Operational Period: Date From: 7/16/24 Date To: 7/16/24 Time From: 06:00 AM Time To: 10:00 PM		3. Branch: Distribution
4. Operations Personnel: <u>Name</u> <u>Contact Number(s)</u>			Division:	
Operations Section Chief: <u>Deryl Tumlinson</u>		[REDACTED]		
Branch Director: <u>Tim Stearman</u>		[REDACTED]		
Division/Group Supervisor: <u>Darrell Ward</u>		[REDACTED]		
5. Resources Assigned:				Reporting Location, Special Equipment and Supplies, Remarks, Notes, Information
Resource Identifier	Leader	# of Persons	Contact (e.g., phone, pager, radio frequency, etc.)	
DDOC Planning Sec Chief	Erik Swiney	1	[REDACTED]	DDOC
Ops Supervisors	Israel Garza		[REDACTED]	DDOC
	Jason Beard		[REDACTED]	DDOC
6. Work Assignments:				
<ul style="list-style-type: none"> Most CNP Operations leadership and linemen continue managing and supporting the roughly 10,600 foreign line skills and 2,670 tree trimmers that are operating out of the 21 staging sites that have been established across our footprint. 				
7. Special Instructions:				
8. Communications (radio and/or phone contact numbers needed for this assignment):				
<u>Name/Function</u>		<u>Primary Contact: indicate cell, pager, or radio (frequency/system/channel)</u>		
/				
/				
/				
/				
9. Prepared by: Name: <u>Erik Swiney</u> Position/Title: <u>SAM CYP</u> Signature: _____				
ICS 204	IAP Page <u>4</u>	Date/Time: <u>7/16/24 8:45 AM</u>		



HIGH VOLTAGE-TRANSMISSION ASSIGNMENT LIST (ICS 204-CNP)

1. Incident Name: Hurricane Beryl		2. Operational Period: Date From: 7/16/24 Date To: 7/16/24 Time From: 6:00 AM Time To: 10:00 PM		3. Branch: High Voltage
4. Operations Personnel: <u>Name</u> <u>Contact Number(s)</u>			Division:	
Operations Section Chief: <u>Deryl Tumlinson</u> [REDACTED]				
Branch Director: <u>Matthew Cox</u> [REDACTED]				
Division/Group Supervisor: <u>Matthew Bell</u> [REDACTED]				
5. Resources Assigned:				Reporting Location, Special Equipment and Supplies, Remarks, Notes, Information
Resource Identifier	Leader	# of Persons	Contact (e.g., phone, pager, radio frequency, etc.)	
Transmission Contractors & Internal Transmission Crews	Matthew Bell	352	[REDACTED]	
6. Work Assignments: Transmission crews have currently restored all Transmission Line Outages. Further Helicopter assessments will continue today. Crews have continued repairs to lines that were damaged but still energized (Operations). The updated information on remaining restoration efforts can be found below. 270 Transmission crews (Contract Crews included) assigned to assist Distribution Operations with restoration efforts, 82 will continue repairs to Transmission damage.				
138	LN82 KR-WAP	Debris damaged tower, bent steel Str# 18956. Cleared, minor damage discovered that will require mod steel. WO created, drawings complete by 7/11/24 afternoon. Steel delivery date 7/19. WFMS updated, WO uploaded. ETR TBD		
138	LN09 ZEN-FZ	Broken fiber between strs 31478-31471. Inspecting 7/13/24. Outages requested for 7/15/24 - 7/16/24. ETR 7/16/24		
	Various	FAA Obstruction Lights: 46 repaired, 71 failures ETR TBD		
7. Special Instructions:				
9. Prepared by: Name: <u>Dante Jackson</u> Position/Title: <u>Transmission Policy Consultant</u> Signature: _____				
ICS 204		IAP Page <u>5</u>		Date/Time: <u>07/16/24 6:00am</u>



HIGH VOLTAGE-SUBSTATION ASSIGNMENT LIST (ICS 204-CNP)

1. Incident Name: Hurricane Beryl		2. Operational Period: Date From: 7/16/24 Date To: 7/16/24 Time From: 6:00 AM Time To: 10:00 PM		3. Branch: High Voltage
4. Operations Personnel: Name _____ Contact Number(s) _____			Division:	
Operations Section Chief: <u>Deryl Tumlinson</u> _____				
Branch Director: <u>Gary Chapa</u> _____				
Division/Group Supervisor: <u>Wes Paxton</u> _____				
5. Resources Assigned:				Reporting Location, Special Equipment and Supplies, Remarks, Notes, Information
Resource Identifier	Leader	# of Persons	Contact (e.g., phone, pager, radio frequency, etc.)	
In-house BU SSO staff	Wes Paxton	253	_____	
6. Work Assignments:				
<ul style="list-style-type: none"> Address distribution breaker issues identified during the circuit restoration process. Ongoing. Will continue addressing the outstanding substation equipment and facility issues identified during the assessments. Substation will continue to support the Distribution restoration efforts. 				
ETRs for breakers currently identified for replacement:				
12kV	Garrot - 7F0 (ETR pending distribution outage capability)	35kV	Mason Rd. - 17A0 (ETR pending distribution outage capability)	
			Southwyck - 9A0 (7/18/2024)	
			King 20B0 (7/17/2024)	
7. Special Instructions: N/A				
8. Communications (radio and/or phone contact numbers needed for this assignment):				
Name/Function _____		Primary Contact: indicate cell, pager, or radio (frequency/system/channel) _____		
/ _____		_____		
/ _____		_____		
9. Prepared by: Name: <u>Brad Harris</u> Position/Title: _____ Signature: _____				
ICS 204	IAP Page <u>6</u>	Date/Time: <u>07/15/24 2:00pm</u>		



MAJOR UNDERGROUND ASSIGNMENT LIST (ICS 204-CNP)

1. Incident Name: Hurricane Beryl		2. Operational Period: Date From: 7/16/24 Date To: 7/16/24 Time From: 6:00 AM Time To: 10:00 PM		3. Branch: Major Underground
4. Operations Personnel: <u>Name</u> <u>Contact Number(s)</u>			Division:	
Operations Section Chief: <u>Deryl Tumlinson</u>		[REDACTED]		
Branch Director: <u>Roland Deike</u>		[REDACTED]		
Division/Group Supervisor: <u>Ryan Abshier</u>		[REDACTED]		
5. Resources Assigned:				Reporting Location, Special Equipment and Supplies, Remarks, Notes, Information
Resource Identifier	Leader	# of Persons	Contact (e.g., phone, pager, radio frequency, etc.)	
MUG Relay	Josh Hajdik	40	C: [REDACTED]	
MUG Cable	Aaron Minervine	46	C: [REDACTED]	
MUG Mobile GEN	Mike Haney	45	C: [REDACTED]	
MUG Contractor	Daniel Benard	10	C: [REDACTED]	
6. Work Assignments:				
<ul style="list-style-type: none"> Prioritize critical customer outage events. Support Mobile Gen installations and decommissions. Assessing and restoring all type 3 (Underground) outages Continue assisting OH Distribution with type 1 (OH, specifically lateral fuses) and type 2 (URD) outage events 				
7. Special Instructions:				
Prioritize and address underground circuit issues and critical customer outages as they arise. Move more crews to type 1 and type 2 orders as type 3 order numbers reduce. 8 Oncor crews (32 skilled resources) onsite for mobile gen installations with their generators				
8. Communications (radio and/or phone contact numbers needed for this assignment):				
<u>Name/Function</u>		<u>Primary Contact: indicate cell, pager, or radio (frequency/system/channel)</u>		
Roland Deike		[REDACTED]		
Ryan Abshier		[REDACTED]		
Aaron Minervine		[REDACTED]		
9. Prepared by: Name: <u>Roland Deike</u> Position/Title: <u>Director, MUG Operations</u> Signature: _____				
ICS 204	IAP Page <u>7</u>	Date/Time: <u>7/15/24 3:00 PM</u>		



MEDICAL PLAN (ICS 206-CNP)

1. Incident Name: Hurricane Beryl	2. Operational Period: Date to: 7/16/24 Time From: 6:00 AM	Date from: 07/16/24 Time To: 10:00 PM			
3. Medical Aid Stations:					
Name	Location	Contact Number(s)	Paramedics on Site?		
AMR Houston	NRG	832-995-6288	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
AMR Houston	Reed Rd	832-995-6288	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
AMR Houston	Brazoria County Fairgrounds	832-995-6288	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
AMR Houston	Sam Houston Raceway Park	832-995-6288	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
5. Hospitals:					
Hospital Name	Address	Contact Number(s)	Trauma Center	Burn Center	Helipad
Memorial Hermann Medical Center	6411 Fannin St Houston, TX 77030	(713) 704-4000	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Memorial Hermann Sugarland	17500 West Grand Parkway South, Sugarland, TX 77479	(281) 725-5000	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HCA Houston North Cypress	21214 Northwest Fwy, Cypress, TX 77429	(832) 912-3500	<input checked="" type="checkbox"/> Yes Level: <u>4</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Memorial Hermann at Northeast	18951 Memorial N, Humble, TX 77338	(281) 540- 7700	<input checked="" type="checkbox"/> Yes Level: <u>4</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Memorial Hermann Cypress Hospital	27800 Northwest Fwy, Cypress, TX 77433	(346) 231-4000	<input checked="" type="checkbox"/> Yes Level: <u>3</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Memorial Hermann Katy	23900 Katy Freeway, Katy TX 77494	(281) 644-7111	<input checked="" type="checkbox"/> Yes Level: <u>3</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
UTMB Health Angleton ER	132 E Hospital Dr, Angleton, TX 77515	(979) 848-9131	<input checked="" type="checkbox"/> Yes Level: <u> </u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HCA Hospital Mainland	6801 Ennett F Lowry Expy, Texas City, TX 77591	(409) 938-5000	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Memorial Herman Emergency Center at Southeast Hospital	11800 Astoria, Houston, TX 77089	(281) 929-6100	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HCA Houston Tomball	605 Holderrieth Blvd, Tomball, TX 77375	(281) 401-7500	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
St. Lukes Health Brazosport Hospital Lake Jackson	100 Medical Dr, Lake Jackson, Tx 77566	(979) 297-4411	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HCA Houston Healthcare Pearland	11100 Shadow Creek Pkwy, Pearland, Tx 77584	(713)-770- 7000	<input checked="" type="checkbox"/> Yes Level: <u>4</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
UTMB Health Galveston	901 Harborside Dr, Galveston, Tx 77550	(409)-772-1191	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No
HCA Houston Healthcare Kingwood	22999 Highway 59 N, Kingwood, Tx 77339	281-348-8000	<input checked="" type="checkbox"/> Yes Level: <u>2</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Elite Hospital Kingwood	23330 US Hwy 59 N, Kingwood, Tx 77339	832-299-3719	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No



1. Incident Name: Hurricane Beryl	2. Operational Period: Date to: 7/16/24 Time From: 6:00 AM	Date from: 07/16/24 Time To: 10:00 PM
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6. Medical Emergency Procedures:

Report any incidents per normal operating procedures. Contact RTO for Life Flight services.
Notify your local safety specialist if any assistance is needed.
They are available by cell phone.

Kevin Sheffield	Safety Coordinator	[REDACTED]
Ryan Friesz	Safety Coordinator	[REDACTED]
Skyler Thomson	Safety Coordinator	[REDACTED]
Tyler Bielski	Safety Coordinator	[REDACTED]
Ryan Rutherford	Safety Coordinator	[REDACTED]
Wayland Smith	Public Safety	[REDACTED]
Dustin Krantz	Public Safety	[REDACTED]
Brett Richardson	Public Safety	[REDACTED]

7. Prepared by	Name: Jon Nixon	ICS Title: Safety Administration Manager
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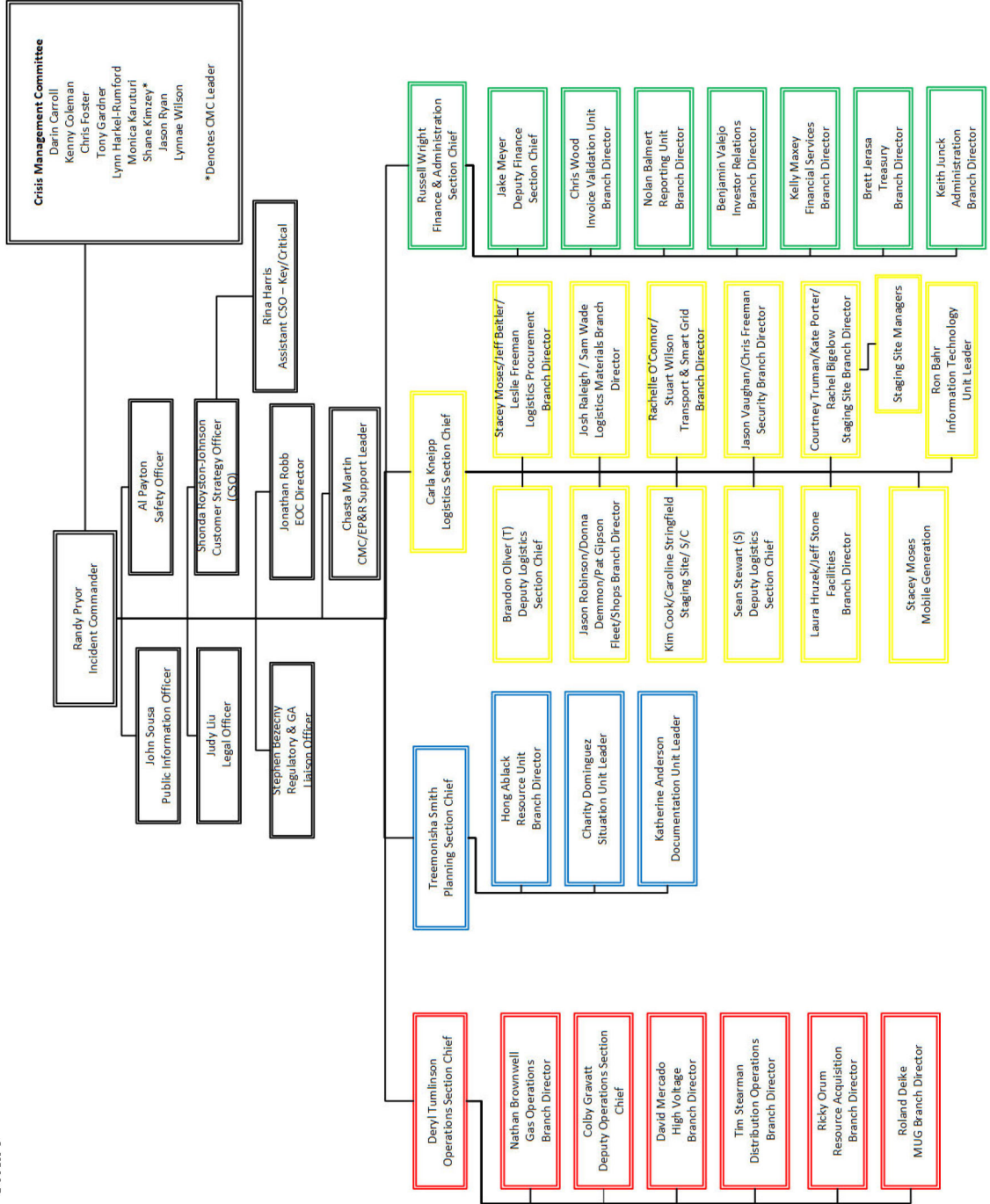
8. Approved by (Safety Officer):	Al Payton	Date/Time: <u>07/16/24 8:00 AM</u>
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ICS 206-CNP IAP Page <u>8-9</u>

ORGANIZATION CHART (ICS 207-CNP)

1. Incident Name: Hurricane Beryl
2. Operational Period: Date From: 7/16/2024 Date To: 7/16/2024
 Time From: 6:00 AM Time To: 10:00 PM

3. Organizational Chart





SAFETY MESSAGE/PLAN (ICS 208-CNP)

1. Incident Name:

Hurricane Beryl

2. Operational Period: Date From: 07/16/24 Date To: 07/16/24
Time From: 06:00 AM Time To: 10:00 PM

3. Safety Message/Expanded Safety Message, Safety Plan, Site Safety Plan:

GENERAL

- We are under a heat advisory, remember to stay hydrated and take breaks to cool down.
- This has become a long duration event; this is not a race! Patience and effective communication is key to successful restoration efforts.
- Be aware of the potential for backfeed.
- Cutting corners is not worth your life!

SAFE WORK PRACTICES

- Take your time and assess the hazards and develop appropriate measures to address those hazards.
- Remember to remain aware of changing conditions. Work together to maintain situational awareness.
- Stay away or out of damaged buildings or structures.
- Address damage or debris hazards at your location that may impact you. (Damaged awnings, broken glass, broken signs, area lighting, downed utility lines, broken poles, and broken tree limbs)
- Call before you dig - call 811 for emergency locates.

TRAFFIC

- Be mindful of current road closures.
- Be aware of traffic hazards such as unlit or uncontrolled intersections, high water, distracted drivers, vehicle collisions, etc. Monitor Transtar for updates.
- Mark out work area protection zones clearly with traffic cones, signs and flaggers if necessary. Wear traffic vests.
- On Tollways, be aware that large trucks will not fit through the regular lanes, use EZ Tag lanes.
- Report all vehicle collisions. Obtain collision information and report immediately to your crew leader, FCC or coordinator.
- If you have vehicle trouble and need assistance, you may call [REDACTED] to reach Fleet Services.

FLOODING/HIGH WATER

- Avoid creek/river areas where flood waters will be moving faster.
- Review routes for flooded roadways before leaving for destination.
- Avoid high water areas when unsure of depth and safe travel.

PPE

- Wear all appropriate PPE including long-sleeve FR apparel.

ELECTRICAL WORK/ GROUNDING

- Test, tag and ground all de-energized conductors before working as dead. **Work between grounds.** Never assume anything is dead. There will be many generators and other energy sources and backfeed is always a hazard. Use orange or red flagging at ground locations for visual aid.
- Reminder – we've got two ways to work; dead and grounded or energized with cover and gloves.
- Grounding for tree crews is a "must" – Work with the tree crews to ground as necessary.
- Remove high side jumpers after opening disconnects, especially when working on the same structure as the disconnect switch.
- Report any unqualified or unapproved personnel (rogue line workers) working on CNP assets to Corporate Security.



1. Incident Name: Hurricane Beryl	2. Operational Period: Date From: 07/16/24 Date To: 07/16/24 Time From: 06:00 AM Time To: 10:00 PM
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ENVIRONMENTAL HAZARDS

- Leaking equipment- immediately report to your crew leader, FCC or coordinator with detailed addresses and spill size. See Environmental spill form.

OUTDOOR SAFETY/HEAT

- Be aware of insect and snake hazards, as well as poisonous plants.
- Take time to **hydrate** and take breaks in shaded areas or vehicles with A/C as needed. If you are not feeling well, communicate with your supervisor and co-workers.
- Stay hydrated. Drink plenty of fluids but don't overdo sports drinks. Maintain balance of electrolytes.
- Avoid drinking too much coffee/energy drinks in hot conditions as caffeine is a diuretic which means it can easily cause dehydration.
- Drink before feeling thirsty. By the time you feel thirsty, you are already dehydrated.
- When working in the heat, drink 1 cup (8 ounces) of water every 15–20 minutes.
- Drinking at shorter intervals is more effective than drinking large amounts.
- We need several hours to drink enough fluids to replace what we have lost during the day. The sooner you get started, the less strain you place on your body.

FIRST AID/INJURIES

- Report all injuries. Obtain relevant information and report immediately to your crew leader, FCC or coordinator.
- Refer to the Medical Plan for available emergency room locations.
- Contact Medical Case Management for assistance when necessary.
- Seek treatment while it is a minor issue to prevent it from becoming a major issue.

PHYSICAL SECURITY

- Stay alert and aware of your surroundings while walking to and from your vehicles.
- Minimize visibility of company logo attire and exposure of company ID badge when off duty in public spaces.
- Do not leave company or personnel belongings in your vehicles when possible.
- If items must be left in vehicles, always secure them out of sight and lock your vehicle when unattended, including at worksites.
- If a customer approaches you with questions or concerns, please let them know in a calm and polite way that you are focused on responding to our restoration efforts and direct them to the nearest crew spokesperson.
- Communicate with empathy and respect. Try to deescalate where possible.
- Leave the area and call Corporate Security (██████████) or 911 if physically threatened.
- Personnel working after dark should not be working alone and have security escorts.

4. Prepared by: Name: <u>Marquerite Porsch</u> Position/Title: <u>Safety Administration</u> Signature: _____		
5. Approved by (Safety Officer): Al Payton		
ICS 208-CNP	IAP Page <u>11-12</u>	Date/Time: <u>07/16/24 8:00 AM</u>



DAILY MEETING SCHEDULE ICS 230-CNP

1. Incident Name: Hurricane Beryl		2. Operational Period: Date From: 7/16/2024 Date To: 7/16/2024 Time From: 6:00 AM Time To: 10:00 PM		
3. Meeting Schedule (Commonly held meetings are included)				
Time	Meeting	Purpose	Attendees	Location
8:00 AM	EOC Briefing	Provide an incident update and report any resource needs or outstanding issues.	<ul style="list-style-type: none"> Command Staff General Staff Others as identified 	EOC and Virtual (MS Teams)
8:30 AM	CMC Update	Update the CMC on situation, objectives, and operational strategy	<ul style="list-style-type: none"> EOC Director Incident Commander CMC Members 	
10:00 AM	Media, Gov't/Regulatory, Critical/Key Customer Communications Updates Sent	Check in on news releases, critical customer updates, mobile gen deployment	<ul style="list-style-type: none"> PIO Liaison Officer Customer Communications 	
1:30 PM	EOC Objectives Check-in	Review and revise objectives	<ul style="list-style-type: none"> Command Staff General Staff 	EOC and Virtual (MS Teams)
2:00 PM	CMC Update	Update the CMC on situation, objectives, and operational strategy	<ul style="list-style-type: none"> EOC Director Incident Commander CMC Members 	
5:00 PM	Media, Gov't/Regulatory, Critical/Key Customer Communications Updates Sent	Check in on news releases, critical customer updates, mobile gen deployment	<ul style="list-style-type: none"> PIO Liaison Officer Customer Communications 	
6:00 PM	EOC Briefing	Provide an incident update and report any resource needs or outstanding issues.	<ul style="list-style-type: none"> Command Staff General Staff Others as identified 	EOC and Virtual (MS Teams)
6:30 PM	Objectives and Strategy Development	Develop a unified EOC strategy to support on-scene operations.	<ul style="list-style-type: none"> Command Staff Section Chiefs 	
8:00 PM	CMC Update	Update the CMC on situation, objectives, and operational strategy	<ul style="list-style-type: none"> EOC Director Incident Commander CMC Members 	
4. Prepared by:				
Name: <u>Treemonisha Smith</u> Position/Title: <u>Planning Section Chief</u> Signature: _____				
ICS 230-CNP		IAP Page 13	Date/Time: <u>07/10/2024 8:00 AM</u>	

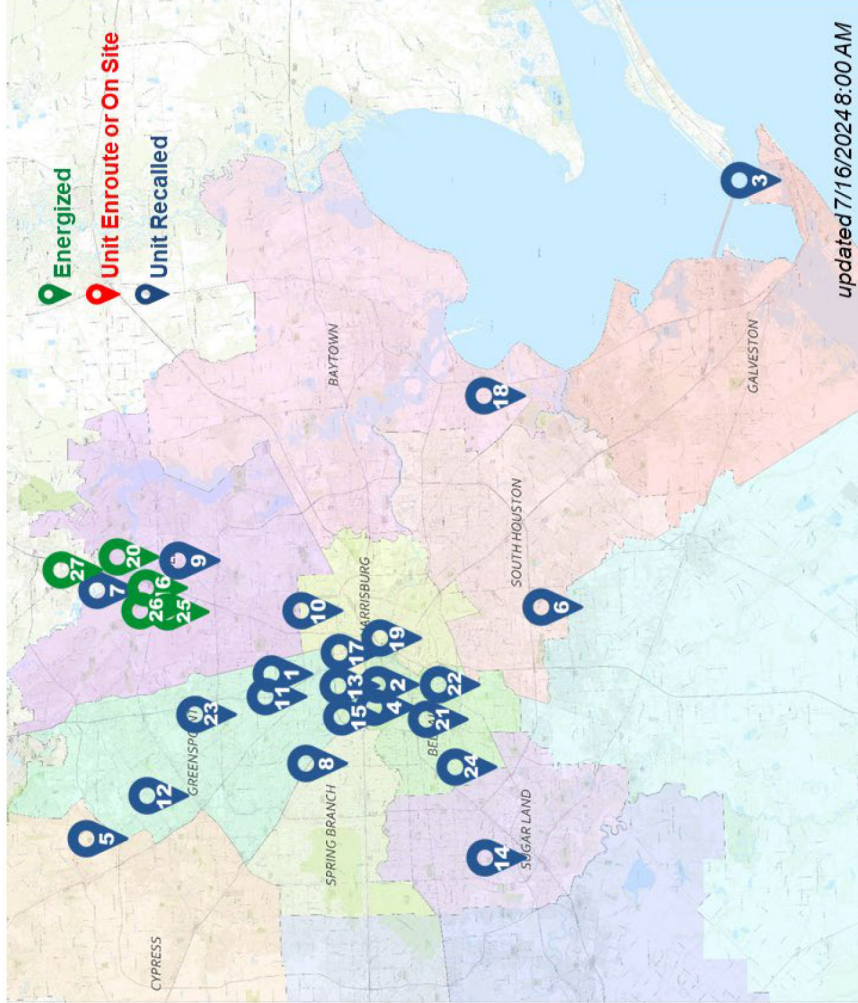


Hurricane Beryl MOBILE GEN DEPLOYMENT

MOBILE GENERATION LOCATIONS

1. 9455 W Montgomery
Emergency Calling Ctr
2. 1907 Holcombe Blvd
Ronald McDonald House
Assisted Living
3. 3702 Cove View Blvd
2401 Holcombe
Senior Living
4. 9505 Northpointhe Blvd
Senior Living/Mid-circuit
5. 3033 Pearland Parkway
Senior Living
6. 22999 Hwy 59[^]
Medical
7. 1617 Elmview Dr[^]
Medical
8. 14949 Mesa Dr[^]
Medical
9. 4802 Lockwood
Cooling Center
10. 7603 Antoine
White Oak Conference Ctr
11. 17750 Cali Dr
Psychiatric Facility
12. 4920 San Jacinto
Czech Heritage Center
13. 11929 W Airport Blvd[^]
Medical/Senior Living
14. 11612 Memorial Dr[^]
Cooling Ctr
15. 7401 Rankin
Water Treatment Plant
16. 1201 Commerce[^]
Harris County Jail
17. 10525 Red Bluff Rd
Water Treatment Plant
18. 6501 Alameda[^]
Dominican Sisters of Hou
19. 2001 Ladbrook Dr[^]
Medical
20. 1851 Gross Point
Vaccine Storage
21. 9351 E Point Dr[^]
Water Treatment Plant
22. 1424 Fallbrook Dr
Senior Living
23. 5505 Belrose Dr
Cooling Center
24. 23775 Kingwood Pl Dr[^]
Senior Living
25. 24025 Kingwood Pl Dr[^]
Senior Living
26. 17720 Hwy 59[^]
Sewer Treatment
27. 17720 Hwy 59[^]
Sewer Treatment

[^] denotes mutual assistance unit



General Framework for Small-United Mobile Generation Deployment		
General Priority Level*	Category	Examples of Category
1	Hospital	100 Bed in-patient hospitals, Cancer Treatment, Level 1 Trauma Center
2	Emergency Services/ HAS	City/County Emergency Management, Police, Fire/Ambulatory Facilities, Critical Airport Facilities
3	Cooling Centers	Cooling Centers designated by local Cities
4	Senior/Assisted Living	Services support
5	Small ERS/Dialysis	Out-patient Care facilities, Dialysis Clinics, Small ER Centers
6	Clinics/Pharmacy	Urgent Care, Clinics, Commercial Pharmacies
7	Grocery Stores	Major Grocery Store Chains
8	Hardware Stores/Commercial	Commercial Facilities that support Logistics/ Supply chain and community and individual relief and restoration efforts

* General Priority Levels as Guidance for Mobile Generation Deployment



**Hurricane Beryl
 STAGING SITES LIST AND STATUS
 7/16/24**

Priority	Staging Site Name	Status	Primary SS Manager	Ops Manager	HC Capacity	Actual (+50 internal not included)	Turnkey	Checked in as of 7/10/24 5:00pm*
1	Brazoria	Operational	Santos Calderon	Jason Grier	900	870	ITS	668
2	Ft Bend	Operational	Marcus Richardson	Kenny Greener	800	809	Cotton	830
3	Reed Rd	Operational	Jerry Cleveland	Nick White	900	878	ITS	956
4	Sam Houston	Operational	Steve Harrington	Allen Chelette	480	473	Cotton	517
5	Freedom Field	Operational	John Dodge	Dyron Walker	800	790	ITS	350
6	Galveston County	Operational	Richard Gaido	Scott Harbuck	400	364	Cotton	13
7	NRG Yellow	Operational	Leslie Cummings	Amy Kretschmar	1000	999	Cotton	112
8	Legacy/Rhodes Stadium	Operational	Jeremy Haase	Theron Cage	1100	1041	Cotton	300
9	Tomball ISD	Operational	Vic Cleveland	George Eason	600	613	ITS	12
10	AMC	Operational	Michael Traktenberg	Geno Guerro	600	607	Cotton	217
11	Humble Civic Center	Operational	John Price	Mike Davis	450	453	ITS	30
12	Lonestar College - Tomball	Operational	Derrick Jones	Ron Dugger	400	400	ITS	0
13	BASF	Operational	Clint Jones	Sean Cameron	800	856	DRG	472
14	Pearland ISD Stadium	Operational	Elyse Leblanc	Brian Medellin	400	398	Base	249
15	Manvel ISD Stadium	Operational	Munir Odhwani	Josh Swanson	450	450	Cotton	450



Priority	Staging Site Name	Status	Primary SS Manager	Ops Manager	HC Capacity	Actual (+50 internal not included)	Turnkey	Checked in as of 7/10/24 5:00pm*
16	Barnett ISD*	Closed			400	500	Cotton	140
17	Moody	Operational	April Fabre	David White	500	500	CNP	
18	Rhodes Stadium	Operational	see row 8					
19	2920 Spring	Operational	Steven Burns	J Hobbs Tracy Paihoda	500	418	Oncor	
20	George Turner Stadium (Humble)	Operational	Steve Rawlinson	M Sparacino	625	239	Quanta	
21	Berry Stadium*	Operational	Jamie Herdocia	Devon Koeppen	460	527	Cotton	
22	Stallworth Stadium	Operational	Jerry Gann	Garlington Bertrand	281	153	Base	

Group A (blue) 7/8 9am – onboard ready 7/9 5am crew ready | Group B (salmon) 7/9 9pm crew ready | Group C (purple) 7/10 5am crew ready | Group D (gray)

*Barnet closed and resources relocated to Berry due to safety concerns for personnel

Man Camp Name	Status	Capacity	Turnkey
MC1 Pasadena	Complete	2,016	ITS
MC2 Tomball ISD	Complete	1,176	ITS
MC3 Lake Jackson	Complete	1,672	Cotton
MC4 Freedom Field	Complete	1,008	ITS
Total		5,872	



CenterPoint Energy
Emergency Operations Center

Incident Action Plan (IAP)

Hurricane Beryl

Operations Period:
07/17/2024 6:00 AM – 07/17/2024 10:00 PM

Prepared By:
Treemonisha Smith, Planning Section Chief

Approved By:

A handwritten signature in blue ink that reads "Randy M. Pryor".

Randy Pryor, Incident Commander

7-17-24 7:22PM

Date/Time



INCIDENT OBJECTIVES AND SITUATION UPDATE (ICS 202-CNP)

1. Incident Name: Hurricane Beryl	2. Operational Period: Date From: 7/17/2024 Date To: 7/17/2024 Time From: 6:00 AM Time To: 10:00 PM
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3. Situation Summary: Describe the event, the affected portion(s) of the territory, the number of customers without power, impacted circuits, substations and other facilities and other factors critical to the event

Hurricane Beryl made landfall in Matagorda early Monday morning, July 8, as a Category 1 hurricane, producing strong winds as high as 97 mph and causing significant property damage, tree damage, and downed power lines. Texas Gas peaked at 1,200 emergency orders. Texas Gas has resumed normal operations and transitioned to supporting electric restorations. CenterPoint Houston Electric outages peaked at 2.265 million customers. There are over 8,000 events remaining requiring significant coordination with crews working in closer proximity. Safety remains paramount.

Forecast for Wednesday, July 17

Scattered showers and thunderstorms after 1pm. Mostly sunny, with a high near 96. Heat index values as high as 107. Light southwest wind becoming south 5 to 10 mph in the afternoon. Chance of precipitation is 40%.

CEHE Impact Numbers as of 7/17/2024 | 8:00 a.m.

Customers	Circuits	Fuses	Transformers	Locals
53,927	6	722	1,466	3,587

4. Mission Objectives:

- Restore 98% of hurricane-related outages by EOD Wednesday.(Electric Ops) – *on track*
- Evaluate continued use of mobile generation. (Electric Ops) – *5 energized*
- Monitor published ETRs for accuracy daily (Electric Ops). – *Achieved 87% accuracy*
- Disseminate updated outage data, resource counts, ETR policy, and impacted areas to our external partners every four hours. (JIC) – *on track*
- Disseminate daily core messages internally to align external communications. (JIC) – *on track*

4a. Mission Supporting Objectives

- Continue to support remaining mobile generation unit as with fueling, fencing, and other resource support needed as restoration of outages increase. (Logistics) – *Continuous*
- Throughout the response, secure hotels/man camps and bussing to support external mutual assistance and vegetation management crews, as well as internal personnel. (Logistics) – *Continuous*
- Secure additional resources as needed to address potential internal gaps detailed by operational support teams. (Logistics) – *Continuous*
- Refine strategy and narrative with key issues and sentiment metrics driving the approach each morning at 8:00 AM. (JIC) – *Continuous*
- Create and send out two news releases each day by one in the morning and one in the evening. (JIC) – *Continuous*
- Send at least two informational updates to employees during the activation. (Internal Comms) – *Continuous*
- Maintain and monitor all social media channels and create at least 10 posts daily with an emphasis on “in the field” visuals damages and CNP’s restoration work including Mobile Gen. (JIC) – *Continuous*

7. Prepared by: Treemonisha Smith	Position/Title: Planning Section Chief
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1. Incident Name: Hurricane Beryl	2. Operational Period: Date From: 7/17/2024 Date To: 7/17/2024 Time From: 6:00 AM Time To: 10:00 PM																																																
4a. Mission Supporting Objectives (continued) <ul style="list-style-type: none"> • Conduct 5-8 media interviews daily, with the potential for higher numbers based upon demand. (JIC) – <i>Continuous</i> • Proactively deploy a media briefing approach at key times during the response to enhance efficiency and effectiveness of media outreach. (JIC) – <i>Continuous</i> • Identify and meet ongoing needs of section leaders and their teams, including Utility Marketing’s support for Customer Experience’s efforts (e.g., produce daily service center outage update). (JIC) – <i>Continuous</i> • Mobilize enhanced security resources due to increasing threats/acts of violence directed at company and mutual assistance personnel. (Logistics) – <i>Continuous</i> 																																																	
5. Key Account Outages Numbers as of July 17, 2024 7:30AM <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr style="background-color: #cccccc;"> <th style="text-align: left;">Priority</th> <th style="text-align: right;">Count</th> </tr> </thead> <tbody> <tr><td>Cogeneration</td><td style="text-align: right;">57</td></tr> <tr><td>Sewer Lift</td><td style="text-align: right;">33</td></tr> <tr><td>Water Other</td><td style="text-align: right;">21</td></tr> <tr><td>Sewer Other</td><td style="text-align: right;">10</td></tr> <tr><td>Sewer Treatment</td><td style="text-align: right;">10</td></tr> <tr><td>Fire Station</td><td style="text-align: right;">5</td></tr> <tr><td>Water Pumping</td><td style="text-align: right;">0</td></tr> <tr><td>Water Well</td><td style="text-align: right;">3</td></tr> <tr><td>Health Service</td><td style="text-align: right;">2</td></tr> <tr><td>Water Treatment</td><td style="text-align: right;">6</td></tr> <tr><td>Warming/Cooling</td><td style="text-align: right;">3</td></tr> <tr><td>Medical</td><td style="text-align: right;">4</td></tr> <tr><td>Police</td><td style="text-align: right;">1</td></tr> <tr><td>TRANSTAR</td><td style="text-align: right;">1</td></tr> <tr><td>Airport</td><td style="text-align: right;">0</td></tr> <tr><td>Human Services</td><td style="text-align: right;">0</td></tr> <tr><td>Fire Other</td><td style="text-align: right;">0</td></tr> <tr><td>Jail</td><td style="text-align: right;">0</td></tr> <tr><td>College</td><td style="text-align: right;">2</td></tr> <tr><td>Emergency Management</td><td style="text-align: right;">0</td></tr> <tr><td>NASA</td><td style="text-align: right;">0</td></tr> <tr><td>Port</td><td style="text-align: right;">0</td></tr> <tr style="font-weight: bold;"> <td>Grand Total</td> <td style="text-align: right;">165</td> </tr> </tbody> </table>		Priority	Count	Cogeneration	57	Sewer Lift	33	Water Other	21	Sewer Other	10	Sewer Treatment	10	Fire Station	5	Water Pumping	0	Water Well	3	Health Service	2	Water Treatment	6	Warming/Cooling	3	Medical	4	Police	1	TRANSTAR	1	Airport	0	Human Services	0	Fire Other	0	Jail	0	College	2	Emergency Management	0	NASA	0	Port	0	Grand Total	165
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Port	0																																																
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6. Incident Action Plan (the items checked below are included in this Incident Action Plan): <table style="width: 100%; margin-top: 5px;"> <tr> <td><input type="checkbox"/> ICS 203-CNP</td> <td><input checked="" type="checkbox"/> ICS 207-CNP</td> <td rowspan="5" style="vertical-align: top;"> <u>Other Attachments:</u> <input checked="" type="checkbox"/> <u>Mobile Generation Map and Priority Table</u> <input checked="" type="checkbox"/> <u>Staging Sites List</u> <input type="checkbox"/> _____ <input type="checkbox"/> _____ </td> </tr> <tr> <td><input checked="" type="checkbox"/> ICS 204-CNP</td> <td><input checked="" type="checkbox"/> ICS 208-CNP</td> </tr> <tr> <td><input type="checkbox"/> ICS 205-CNP</td> <td><input checked="" type="checkbox"/> ICS 230-CNP</td> </tr> <tr> <td><input type="checkbox"/> ICS 205A-CNP</td> <td><input type="checkbox"/> Map/Chart</td> </tr> <tr> <td><input type="checkbox"/> ICS 206-CNP</td> <td><input type="checkbox"/> Weather Forecast/Tides/Currents</td> </tr> </table>		<input type="checkbox"/> ICS 203-CNP	<input checked="" type="checkbox"/> ICS 207-CNP	<u>Other Attachments:</u> <input checked="" type="checkbox"/> <u>Mobile Generation Map and Priority Table</u> <input checked="" type="checkbox"/> <u>Staging Sites List</u> <input type="checkbox"/> _____ <input type="checkbox"/> _____	<input checked="" type="checkbox"/> ICS 204-CNP	<input checked="" type="checkbox"/> ICS 208-CNP	<input type="checkbox"/> ICS 205-CNP	<input checked="" type="checkbox"/> ICS 230-CNP	<input type="checkbox"/> ICS 205A-CNP	<input type="checkbox"/> Map/Chart	<input type="checkbox"/> ICS 206-CNP	<input type="checkbox"/> Weather Forecast/Tides/Currents																																					
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7. Prepared by: Treemonisha Smith Position/Title: Planning Section Chief																																																	
ICS 202-CNP, Page 2																																																	



DISTRIBUTION ASSIGNMENT LIST (ICS 204-CNP)

1. Incident Name: Hurricane Beryl		2. Operational Period: Date From: 7/17/24 Date To: 7/17/24 Time From: 06:00 AM Time To: 10:00 PM		3. Branch: Distribution
4. Operations Personnel: <u>Name</u> <u>Contact Number(s)</u>			Division:	
Operations Section Chief: <u>Deryl Tumlinson</u>		[REDACTED]		
Branch Director: <u>Tim Stearman</u>		[REDACTED]		
Division/Group Supervisor: <u>Darrell Ward</u>		[REDACTED]		
5. Resources Assigned:				Reporting Location, Special Equipment and Supplies, Remarks, Notes, Information
Resource Identifier	Leader	# of Persons	Contact (e.g., phone, pager, radio frequency, etc.)	
DDOC Planning Sec Chief	Erik Swiney	1	[REDACTED]	
Ops Supervisors	Israel Garza		[REDACTED]	
	Jason Beard		[REDACTED]	
6. Work Assignments:				
<ul style="list-style-type: none"> Most CNP Operations leadership and linemen continue managing and supporting the roughly 10,600 foreign line skills and 2,670 tree trimmers that are operating out of the 21 staging sites that have been established across our footprint. Wrapping up the last few circuit-level outages and have transitioned most of our resources to fuse-level outages. 				
7. Special Instructions:				
8. Communications (radio and/or phone contact numbers needed for this assignment):				
Name/Function		Primary Contact: indicate cell, pager, or radio (frequency/system/channel)		
/				
/				
/				
/				
9. Prepared by: Name: <u>Erik Swiney</u> Position/Title: <u>SAM CYP</u> Signature: _____				
ICS 204	IAP Page <u>3</u>	Date/Time: <u>7/17/24 7:52 AM</u>		



HIGH VOLTAGE-TRANSMISSION ASSIGNMENT LIST (ICS 204-CNP)

1. Incident Name: Hurricane Beryl		2. Operational Period: Date From: 7/17/24 Date To: 7/17/24 Time From: 6:00 AM Time To: 10:00 PM		3. Branch: High Voltage
4. Operations Personnel: Name Contact Number(s)			Division:	
Operations Section Chief: <u>Deryl Tumlinson</u>		██████████		
Branch Director: <u>Matthew Cox</u>		██████████		
Division/Group Supervisor: <u>Matthew Bell</u>		██████████		
5. Resources Assigned:				Reporting Location, Special Equipment and Supplies, Remarks, Notes, Information
Resource Identifier	Leader	# of Persons	Contact (e.g., phone, pager, radio frequency, etc.)	
Transmission Contractors & Internal Transmission Crews	Matthew Bell	351	██████████	
6. Work Assignments: Transmission crews have currently restored all Transmission Line Outages. Further Helicopter assessments will continue today (Target Completion 7/19). Crews have continued repairs to lines that were damaged but still energized (Operations). The updated information on remaining restoration efforts can be found below. 272 Transmission crews (Contract Crews included) assigned to assist Distribution Operations with restoration efforts, 79 will continue repairs to Transmission damage.				
138	LN82 KR-WAP	Debris damaged tower, bent steel Str# 18956. Cleared, minor damage discovered that will require mod steel. WO created, drawings complete by 7/11/24 afternoon. Steel delivery date 7/19. WFMS updated, WO uploaded. ETR TBD		
138	LN09 ZEN-FZ	Broken fiber between strs 31478-31471. Inspecting 7/13/24. Outages requested for 7/15/24 - 7/16/24. ETR 7/16/24		
	Various	FAA Obstruction Lights: 57 repaired, 69 failures (Previously 71 due to duplicate entries) ETR TBD		
138	LN26 & 05 WEB-HOC	Loose PCS on STR# 08490 ETR TBD		
138	LN59 BYN-FP	Loose bond wires on Strs# 30706 and 30707 ETR TBD		
138	LN73 & 81 WT-WO	Tower footing washout identified at Str #22086. Foundations are near a ditch, we are looking into whether work can be done that would not impede water flow. Sent to Engineering and LROW to investigate options. ETR TBD		
7. Special Instructions:				
9. Prepared by: Name: <u>Dante Jackson</u> Position/Title: <u>Transmission Policy Consultant</u> Signature: _____				
ICS 204		IAP Page <u>4</u>		Date/Time: <u>07/17/24 8:15am</u>



HIGH VOLTAGE-SUBSTATION ASSIGNMENT LIST (ICS 204-CNP)

1. Incident Name: Hurricane Beryl		2. Operational Period: Date From: 7/17/24 Date To: 7/17/24 Time From: 6:00 AM Time To: 10:00 PM		3. Branch: High Voltage												
4. Operations Personnel: <u>Name</u> <u>Contact Number(s)</u> Operations Section Chief: <u>Deryl Tumlinson</u> [REDACTED] Branch Director: <u>Gary Chapa</u> Division/Group Supervisor: <u>Wes Paxton</u>			Division:													
5. Resources Assigned:		# of Persons	Contact (e.g., phone, pager, radio frequency, etc.)	Reporting Location, Special Equipment and Supplies, Remarks, Notes, Information												
Resource Identifier	Leader			In-house BU SSO staff	Wes Paxton	253	[REDACTED]	Normal assigned work locations								
6. Work Assignments: <ul style="list-style-type: none"> Address distribution breaker issues identified during the circuit restoration process. Ongoing. Will continue addressing the outstanding substation equipment and facility issues identified during the assessments. Substation will continue to support the Distribution restoration efforts. 																
ETRs for breakers currently identified for replacement: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr> <td style="width: 15%;">12kV</td> <td style="width: 40%;">Garrot - 7F0 (ETR pending distribution outage capability)</td> <td style="width: 15%;">35kV</td> <td style="width: 30%;">Mason Rd. - 17A0 (ETR pending distribution outage capability)</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Southwyck - 9A0 (7/18/2024)</td> </tr> <tr> <td></td> <td></td> <td></td> <td>King 20B0 (7/17/2024)</td> </tr> </table>					12kV	Garrot - 7F0 (ETR pending distribution outage capability)	35kV	Mason Rd. - 17A0 (ETR pending distribution outage capability)				Southwyck - 9A0 (7/18/2024)				King 20B0 (7/17/2024)
12kV	Garrot - 7F0 (ETR pending distribution outage capability)	35kV	Mason Rd. - 17A0 (ETR pending distribution outage capability)													
			Southwyck - 9A0 (7/18/2024)													
			King 20B0 (7/17/2024)													
7. Special Instructions: N/A																
8. Communications (radio and/or phone contact numbers needed for this assignment): <u>Name/Function</u> <u>Primary Contact: indicate cell, pager, or radio (frequency/system/channel)</u> _____/_____ _____/_____																
9. Prepared by: Name: <u>Brad Harris</u> Position/Title: _____ Signature: _____																
ICS 204	IAP Page <u>5</u>	Date/Time: <u>07/16/24 1:15pm</u>														



MAJOR UNDERGROUND ASSIGNMENT LIST (ICS 204-CNP)

1. Incident Name: Hurricane Beryl		2. Operational Period: Date From: 7/17/24 Date To: 7/17/24 Time From: 6:00 AM Time To: 10:00 PM		3. Branch: Major Underground
4. Operations Personnel: <u>Name</u> <u>Contact Number(s)</u>				Division:
Operations Section Chief: <u>Deryl Tumlinson</u>		<u>(713) 875-9039</u>		
Branch Director: <u>Roland Deike</u>		<u>(713) 253-7567</u>		
Division/Group Supervisor: <u>Ryan Abshier</u>		<u>(812) 305-1941</u>		
5. Resources Assigned:			# of Persons	Reporting Location, Special Equipment and Supplies, Remarks, Notes, Information
Resource Identifier	Leader	Contact (e.g., phone, pager, radio frequency, etc.)		
MUG Relay	Josh Hajdik	40	C: [REDACTED] Harrisburg	
MUG Cable	Aaron Minervine	46	C: [REDACTED] Harrisburg	
MUG Mobile GEN	Mike Haney	45	C: [REDACTED] Harrisburg	
MUG Contractor	Daniel Benard	10	C: [REDACTED] Harrisburg	
6. Work Assignments:				
<ul style="list-style-type: none"> Prioritize critical customer outage events. Support Mobile Gen installations and decommissions. Assessing and restoring all type 3 (Underground) outages Continue assisting OH Distribution with type 2 (URD) outage events with increased number of crews 				
7. Special Instructions:				
<ul style="list-style-type: none"> Prioritize and address underground circuit issues and critical customer outages as they arise. 8 Oncor mobile gen crews (32 resources) onsite to assist in installations of their generators 				
8. Communications (radio and/or phone contact numbers needed for this assignment):				
<u>Name/Function</u>		<u>Primary Contact: indicate cell, pager, or radio (frequency/system/channel)</u>		
Roland Deike		[REDACTED]		
Ryan Abshier		[REDACTED]		
Aaron Minervine		[REDACTED]		
9. Prepared by: Name: <u>Roland Deike</u> Position/Title: <u>Director, MUG Operations</u> Signature: _____				
ICS 204	IAP Page <u>6</u>	Date/Time: <u>7/16/24 1:15 PM</u>		



MEDICAL PLAN (ICS 206-CNP)

1. Incident Name: Hurricane Beryl	2. Operational Period: Date to: 7/17/24 Time From: 6:00 AM	Date from: 07/17/24 Time To: 10:00 PM			
3. Medical Aid Stations:					
Name	Location	Contact Number(s)	Paramedics on Site?		
AMR Houston	NRG	832-995-6288	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
AMR Houston	Reed Rd	832-995-6288	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
AMR Houston	Brazoria County Fairgrounds	832-995-6288	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
AMR Houston	Sam Houston Raceway Park	832-995-6288	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
5. Hospitals:					
Hospital Name	Address	Contact Number(s)	Trauma Center	Burn Center	Helipad
Memorial Hermann Medical Center	6411 Fannin St Houston, TX 77030	(713) 704-4000	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Memorial Hermann Sugarland	17500 West Grand Parkway South, Sugarland, TX 77479	(281) 725-5000	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HCA Houston North Cypress	21214 Northwest Fwy, Cypress, TX 77429	(832) 912-3500	<input checked="" type="checkbox"/> Yes Level: <u>4</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Memorial Hermann at Northeast	18951 Memorial N, Humble, TX 77338	(281) 540- 7700	<input checked="" type="checkbox"/> Yes Level: <u>4</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Memorial Hermann Cypress Hospital	27800 Northwest Fwy, Cypress, TX 77433	(346) 231-4000	<input checked="" type="checkbox"/> Yes Level: <u>3</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Memorial Hermann Katy	23900 Katy Freeway, Katy TX 77494	(281) 644-7111	<input checked="" type="checkbox"/> Yes Level: <u>3</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
UTMB Health Angleton ER	132 E Hospital Dr, Angleton, TX 77515	(979) 848-9131	<input checked="" type="checkbox"/> Yes Level: <u> </u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HCA Hospital Mainland	6801 Ennett F Lowry Expy, Texas City, TX 77591	(409) 938-5000	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Memorial Herman Emergency Center at Southeast Hospital	11800 Astoria, Houston, TX 77089	(281) 929-6100	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HCA Houston Tomball	605 Holderrieth Blvd, Tomball, TX 77375	(281) 401-7500	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
St. Lukes Health Brazosport Hospital Lake Jackson	100 Medical Dr, Lake Jackson, Tx 77566	(979) 297-4411	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HCA Houston Healthcare Pearland	11100 Shadow Creek Pkwy, Pearland, Tx 77584	(713)-770- 7000	<input checked="" type="checkbox"/> Yes Level: <u>4</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
UTMB Health Galveston	901 Harborside Dr, Galveston, Tx 77550	(409)-772-1191	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No
HCA Houston Healthcare Kingwood	22999 Highway 59 N, Kingwood, Tx 77339	281-348-8000	<input checked="" type="checkbox"/> Yes Level: <u>2</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Elite Hospital Kingwood	23330 US Hwy 59 N, Kingwood, Tx 77339	832-299-3719	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No



1. Incident Name: Hurricane Beryl	2. Operational Period: Date to: 7/17/24 Time From: 6:00 AM	Date from: 07/17/24 Time To: 10:00 PM
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6. Medical Emergency Procedures:

Report any incidents per normal operating procedures. Contact RTO for Life Flight services.
Notify your local safety specialist if any assistance is needed.
They are available by cell phone.

Kevin Sheffield	Safety Coordinator	[REDACTED]
Ryan Friesz	Safety Coordinator	[REDACTED]
Skyler Thomson	Safety Coordinator	[REDACTED]
Tyler Bielski	Safety Coordinator	[REDACTED]
Ryan Rutherford	Safety Coordinator	[REDACTED]
Wayland Smith	Public Safety	[REDACTED]
Dustin Krantz	Public Safety	[REDACTED]
Brett Richardson	Public Safety	[REDACTED]

7. Prepared by	Name: Jon Nixon	ICS Title: Safety Administration Manager
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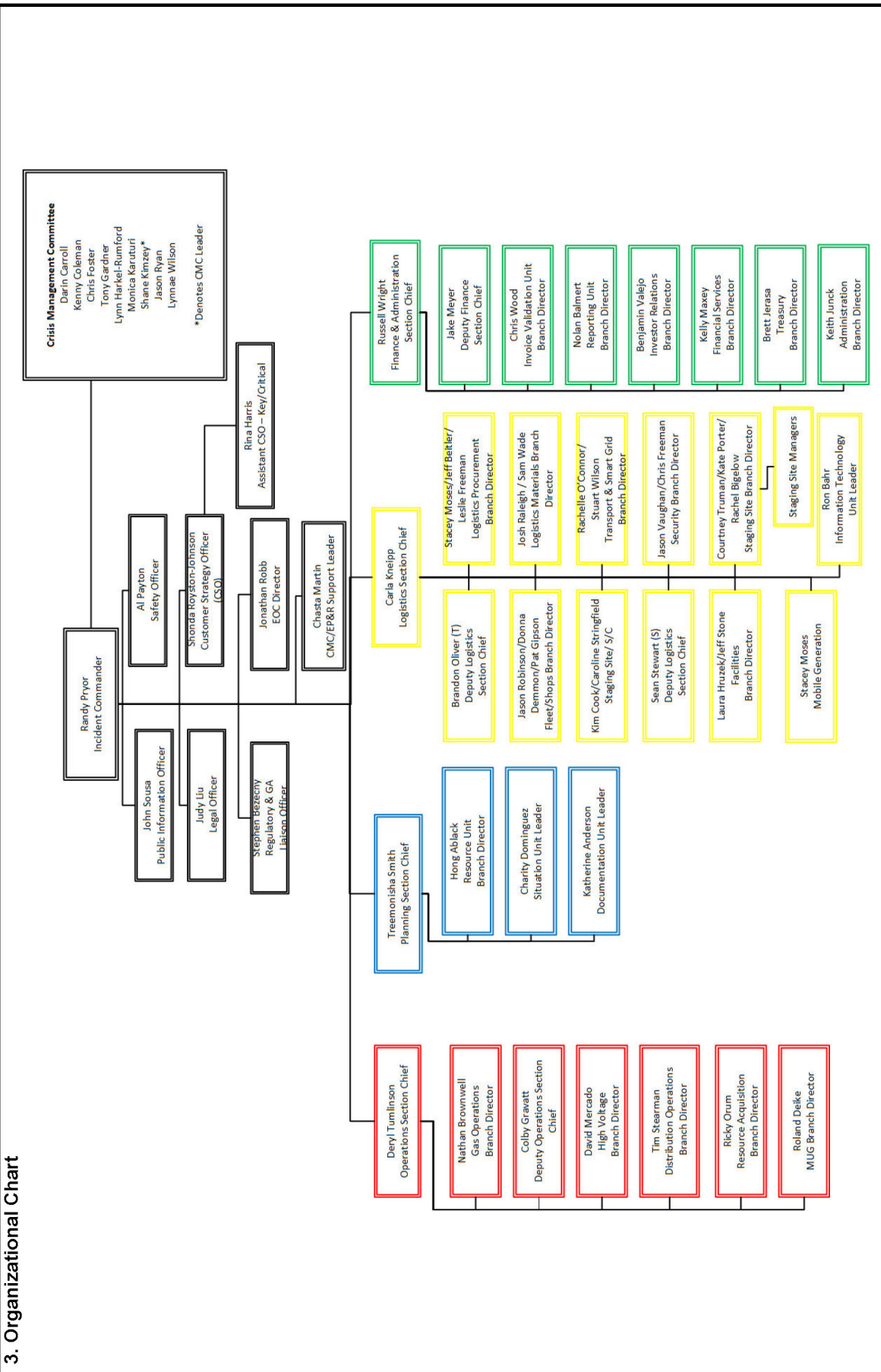
8. Approved by (Safety Officer):	Al Payton	Date/Time: <u>07/16/24 8:00 AM</u>
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ICS 206-CNP IAP Page <u>7-8</u>
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ORGANIZATION CHART (ICS 207-CNP)

1. Incident Name: Hurricane Beryl
2. Operational Period: Date From: 7/17/2024 Date To: 7/17/2024
 Time From: 6:00 AM Time To: 10:00 PM





SAFETY MESSAGE/PLAN (ICS 208-CNP)

1. Incident Name:

Hurricane Beryl

2. Operational Period:

Date From: 07/17/24 Date To: 07/17/24
Time From: 06:00 AM Time To: 10:00 PM

3. Safety Message/Expanded Safety Message, Safety Plan, Site Safety Plan:

GENERAL

- We are under a heat advisory, remember to stay hydrated and take breaks to cool down.
- This has become a long duration event; this is not a race! Patience and effective communication is key to successful restoration efforts.
- Be aware of the potential for backfeed.
- Cutting corners is not worth your life!

SAFE WORK PRACTICES

- Take your time and assess the hazards and develop appropriate measures to address those hazards.
- Remember to remain aware of changing conditions. Work together to maintain situational awareness.
- Stay away or out of damaged buildings or structures.
- Address damage or debris hazards at your location that may impact you. (Damaged awnings, broken glass, broken signs, area lighting, downed utility lines, broken poles, and broken tree limbs)
- Call before you dig - call 811 for emergency locates.

TRAFFIC

- Be mindful of current road closures.
- Be aware of traffic hazards such as unlit or uncontrolled intersections, high water, distracted drivers, vehicle collisions, etc. Monitor Transtar for updates.
- Mark out work area protection zones clearly with traffic cones, signs and flaggers if necessary. Wear traffic vests.
- On Tollways, be aware that large trucks will not fit through the regular lanes, use EZ Tag lanes.
- Report all vehicle collisions. Obtain collision information and report immediately to your crew leader, FCC or coordinator.
- If you have vehicle trouble and need assistance, you may call [REDACTED] to reach Fleet Services.

FLOODING/HIGH WATER

- Avoid creek/river areas where flood waters will be moving faster.
- Review routes for flooded roadways before leaving for destination.
- Avoid high water areas when unsure of depth and safe travel.

PPE

- Wear all appropriate PPE including long-sleeve FR apparel.

ELECTRICAL WORK/ GROUNDING

- Test, tag and ground all de-energized conductors before working as dead. **Work between grounds.** Never assume anything is dead. There will be many generators and other energy sources and backfeed is always a hazard. Use orange or red flagging at ground locations for visual aid.
- Reminder – we've got two ways to work; dead and grounded or energized with cover and gloves.
- Grounding for tree crews is a "must" – Work with the tree crews to ground as necessary.
- Remove high side jumpers after opening disconnects, especially when working on the same structure as the disconnect switch.
- Report any unqualified or unapproved personnel (rogue line workers) working on CNP assets to Corporate Security.



1. Incident Name: Hurricane Beryl	2. Operational Period: Date From: 07/17/24 Date To: 07/17/24 Time From: 06:00 AM Time To: 10:00 PM
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ENVIRONMENTAL HAZARDS

- Leaking equipment- immediately report to your crew leader, FCC or coordinator with detailed addresses and spill size. See Environmental spill form.

OUTDOOR SAFETY/HEAT

- Be aware of insect and snake hazards, as well as poisonous plants.
- Take time to **hydrate** and take breaks in shaded areas or vehicles with A/C as needed. If you are not feeling well, communicate with your supervisor and co-workers.
- Stay hydrated. Drink plenty of fluids but don't overdo sports drinks. Maintain balance of electrolytes.
- Avoid drinking too much coffee/energy drinks in hot conditions as caffeine is a diuretic which means it can easily cause dehydration.
- Drink before feeling thirsty. By the time you feel thirsty, you are already dehydrated.
- When working in the heat, drink 1 cup (8 ounces) of water every 15–20 minutes.
- Drinking at shorter intervals is more effective than drinking large amounts.
- We need several hours to drink enough fluids to replace what we have lost during the day. The sooner you get started, the less strain you place on your body.

FIRST AID/INJURIES

- Report all injuries. Obtain relevant information and report immediately to your crew leader, FCC or coordinator.
- Refer to the Medical Plan for available emergency room locations.
- Contact Medical Case Management for assistance when necessary.
- Seek treatment while it is a minor issue to prevent it from becoming a major issue.

PHYSICAL SECURITY

- Stay alert and aware of your surroundings while walking to and from your vehicles.
- Minimize visibility of company logo attire and exposure of company ID badge when off duty in public spaces.
- Do not leave company or personnel belongings in your vehicles when possible.
- If items must be left in vehicles, always secure them out of sight and lock your vehicle when unattended, including at worksites.
- If a customer approaches you with questions or concerns, please let them know in a calm and polite way that you are focused on responding to our restoration efforts and direct them to the nearest crew spokesperson.
- Communicate with empathy and respect. Try to deescalate where possible.
- Leave the area and call Corporate Security (██████████) or 911 if physically threatened.
- Personnel working after dark should not be working alone and have security escorts.

4. Prepared by: Name: Marquerite Porsch Position/Title: Safety Administration Signature: _____

5. Approved by (Safety Officer): Al Payton

ICS 208-CNP	IAP Page <u>10-11</u>	Date/Time: <u>07/16/24 8:00 AM</u>
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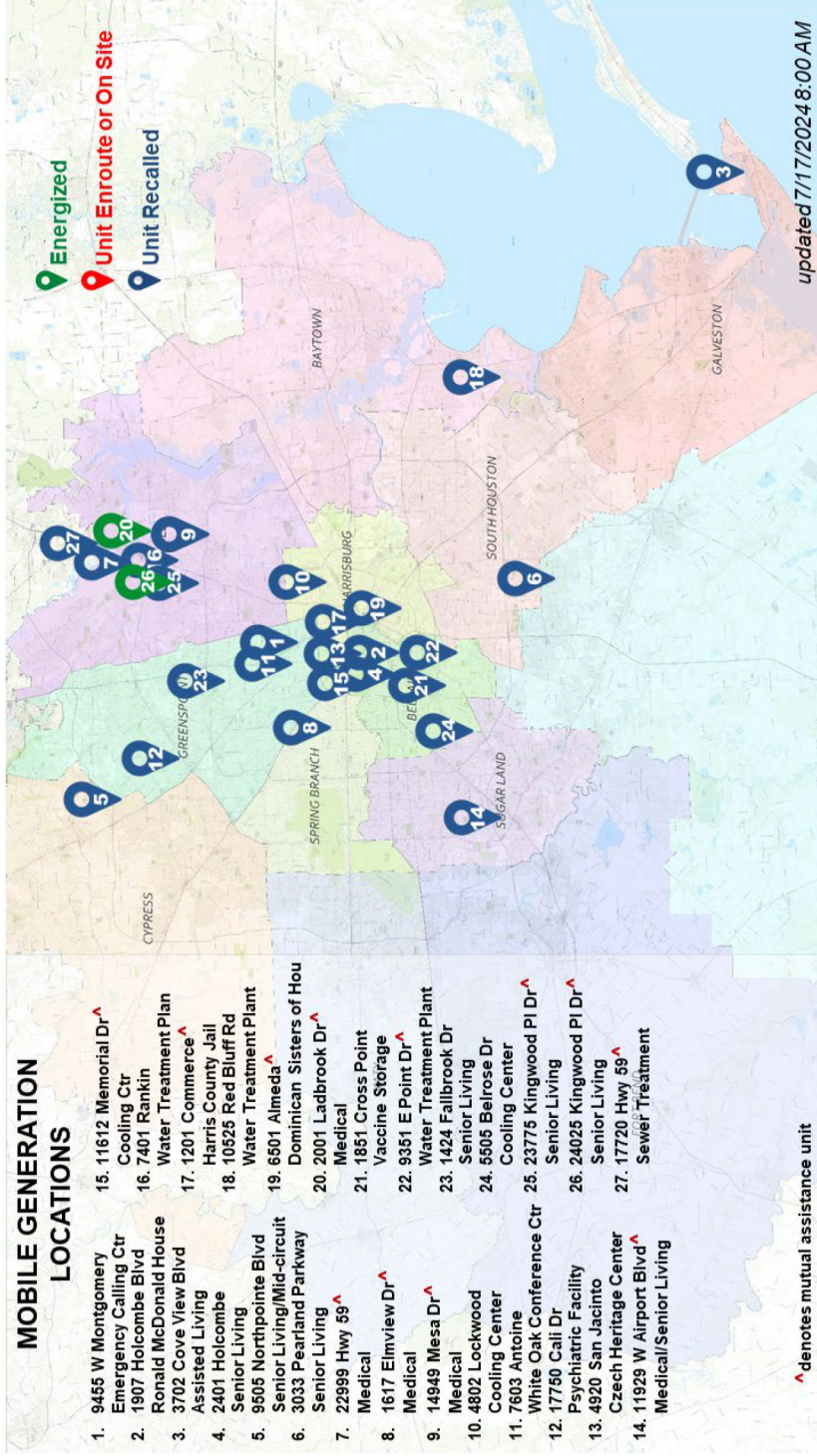


DAILY MEETING SCHEDULE ICS 230-CNP

1. Incident Name: Hurricane Beryl		2. Operational Period: Date From: 7/17/2024 Date To: 7/17/2024 Time From: 6:00 AM Time To: 10:00 PM		
3. Meeting Schedule (Commonly held meetings are included)				
Time	Meeting	Purpose	Attendees	Location
8:00 AM	EOC Briefing	Provide an incident update and report any resource needs or outstanding issues.	<ul style="list-style-type: none"> • Command Staff • General Staff • Others as identified 	EOC and Virtual (MS Teams)
8:30 AM	CMC Update	Update the CMC on situation, objectives, and operational strategy	<ul style="list-style-type: none"> • EOC Director • Incident Commander • CMC Members 	
10:00 AM	Media, Gov't/Regulatory, Critical/Key Customer Communications Updates Sent	Check in on news releases, critical customer updates, mobile gen deployment	<ul style="list-style-type: none"> • PIO • Liaison Officer • Customer Communications 	
1:30 PM	EOC Objectives Check-in	Review and revise objectives	<ul style="list-style-type: none"> • Command Staff • General Staff 	EOC and Virtual (MS Teams)
2:00 PM	CMC Update	Update the CMC on situation, objectives, and operational strategy	<ul style="list-style-type: none"> • EOC Director • Incident Commander • CMC Members 	
5:00 PM	Media, Gov't/Regulatory, Critical/Key Customer Communications Updates Sent	Check in on news releases, critical customer updates, mobile gen deployment	<ul style="list-style-type: none"> • PIO • Liaison Officer • Customer Communications 	
6:00 PM	EOC Briefing	Provide an incident update and report any resource needs or outstanding issues.	<ul style="list-style-type: none"> • Command Staff • General Staff • Others as identified 	EOC and Virtual (MS Teams)
6:30 PM	Objectives and Strategy Development	Develop a unified EOC strategy to support on-scene operations.	<ul style="list-style-type: none"> • Command Staff • Section Chiefs 	
8:00 PM	CMC Update	Update the CMC on situation, objectives, and operational strategy	<ul style="list-style-type: none"> • EOC Director • Incident Commander • CMC Members 	
4. Prepared by:				
Name: <u>Treemonisha Smith</u> Position/Title: <u>Planning Section Chief</u> Signature: _____				
ICS 230-CNP		IAP Page 12	Date/Time: <u>07/10/2024 8:00 AM</u>	



Hurricane Beryl MOBILE GEN DEPLOYMENT



General Priority Level*	Category	Examples of Category
1	Hospital	100 Bed in-patient hospitals, Cancer Treatment, Level 1 Trauma Center
2	Emergency Services/ HAS	City/County Emergency Management, Police, Fire/Ambulatory Facilities, Critical Airport Facilities
3	Cooling Centers	Cooling Centers designated by local Cities
4	Senior/Assisted Living	Services support
5	Small ERS/Dialysis	Out-Patient Care facilities, Dialysis Clinics, Small ER Centers
6	Clinics/Pharmacy	Urgent Care, Clinics, Commercial Pharmacies
7	Grocery Stores	Major Grocery Store Chains
8	Hardware Stores/Commercial	Commercial Facilities that support Logistics/ Supply chain and community and individual relief and restoration efforts

* General Priority Levels as Guidance for Mobile Generation Deployment



**Hurricane Beryl
STAGING SITES LIST AND STATUS
7/17/24**

Priority	Staging Site Name	Status	Primary SS Manager	Ops Manager	HC Capacity	Actual (+50 internal not included)	Turnkey	Checked in as of 7/10/24 5:00pm*
1	Brazoria	Operational	Santos Calderon	Jason Grier	900	870	ITS	668
2	Ft Bend	Operational	Marcus Richardson	Kenny Greener	800	809	Cotton	830
3	Reed Rd	Operational	Jerry Cleveland	Nick White	900	878	ITS	956
4	Sam Houston	Operational	Steve Harrington	Allen Chelette	480	473	Cotton	517
5	Freedom Field	Operational	John Dodge	Dyron Walker	800	790	ITS	350
6	Galveston County	Operational	Richard Gaido	Scott Harbuck	400	364	Cotton	13
7	NRG Yellow	Operational	Leslie Cummings	Amy Kretschmar	1000	999	Cotton	112
8	Legacy/Rhodes Stadium	Operational	Jeremy Haase	Theron Cage	1100	1041	Cotton	300
9	Tomball ISD	Operational	Vic Cleveland	George Eason	600	613	ITS	12
10	AMC	Operational	Michael Traktenberg	Geno Guerro	600	607	Cotton	217
11	Humble Civic Center	Operational	John Price	Mike Davis	450	453	ITS	30
12	Lonestar College - Tomball	Operational	Derrick Jones	Ron Dugger	400	400	ITS	0
13	BASF	Operational	Clint Jones	Sean Cameron	800	856	DRG	472
14	Pearland ISD Stadium	Operational	Elyse Leblanc	Brian Medellin	400	398	Base	249
15	Manvel ISD Stadium	Operational	Munir Odhwani	Josh Swanson	450	450	Cotton	450



Priority	Staging Site Name	Status	Primary SS Manager	Ops Manager	HC Capacity	Actual (+50 internal not included)	Turnkey	Checked in as of 7/10/24 5:00pm*
16	Barnett ISD*	Closed			400	500	Cotton	140
17	Moody	Operational	April Fabre	David White	500	500	CNP	
18	Rhodes Stadium	Operational	see row 8					
19	2920 Spring	Operational	Steven Burns	J Hobbs Tracy Paihoda	500	418	Oncor	
20	George Turner Stadium (Humble)	Operational	Steve Rawlinson	M Sparacino	625	239	Quanta	
21	Berry Stadium*	Operational	Jamie Herdocia	Devon Koeppen	460	527	Cotton	
22	Stallworth Stadium	Operational	Jerry Gann	Garlington Bertrand	281	153	Base	

Group A (blue) 7/8 9am – onboard ready 7/9 5am crew ready | Group B (salmon) 7/9 9pm crew ready | Group C (purple) 7/10 5am crew ready | Group D (gray)

*Barnet closed and resources relocated to Berry due to safety concerns for personnel

Man Camp Name	Status	Capacity	Turnkey
MC1 Pasadena	Complete	2,016	ITS
MC2 Tomball ISD	Complete	1,176	ITS
MC3 Lake Jackson	Complete	1,672	Cotton
MC4 Freedom Field	Complete	1,008	ITS
Total		5,872	



CenterPoint Energy
Emergency Operations Center

Incident Action Plan (IAP)

Hurricane Beryl

Operations Period:
07/18/2024 6:00 AM – 07/18/2024 10:00 PM

Prepared By:
Treemonisha Smith, Planning Section Chief

Approved By:

A handwritten signature in blue ink, appearing to read "Randy Pryor".

Randy Pryor, Incident Commander

7-18-24 5:01 PM

Date/Time



INCIDENT OBJECTIVES AND SITUATION UPDATE (ICS 202-CNP)

1. Incident Name: Hurricane Beryl	2. Operational Period: Date From: 7/18/2024 Date To: 7/18/2024 Time From: 6:00 AM Time To: 10:00 PM
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3. Situation Summary: Describe the event, the affected portion(s) of the territory, the number of customers without power, impacted circuits, substations and other facilities and other factors critical to the event

Hurricane Beryl made landfall in Matagorda early Monday morning, July 8, as a Category 1 hurricane, producing strong winds as high as 97 mph and causing significant property damage, tree damage, and downed power lines. Texas Gas peaked at 1,200 emergency orders. Texas Gas has resumed normal operations and transitioned to supporting electric restorations. CenterPoint Houston Electric outages peaked at 2.265 million customers. There are over 8,000 events remaining requiring significant coordination with crews working in closer proximity. Safety remains paramount.

Forecast for Thursday, July 18

A 50 percent chance of showers and thunderstorms. Mostly cloudy, with a high near 94. Heat index values as high as 105. West wind around 5 mph.

CEHE Impact Numbers as of 7/18/2024 | 8:00 a.m.

Customers	Circuits	Fuses	Transformers	Locals
25,768	5	274	565	2,076

4. Mission Objectives:

- Restore 100% of hurricane-related outages by EOD Friday.(Electric Ops) – *On Track*
- Evaluate continued use of mobile generation. (Electric Ops) – *3 energized*
- Monitor published ETRs for accuracy daily (Electric Ops). – *Achieved 98% accuracy*
- Disseminate updated outage data, resource counts, ETR policy, and impacted areas to our external partners twice daily. (JIC) – *On Track*
- Disseminate daily core messages internally to align external communications. (JIC) – *On Track*

4a. Mission Supporting Objectives

- Continue to support remaining mobile generation unit as with fueling, fencing, and other resource support needed as restoration of outages increase. (Logistics) – *Continuous*
- Throughout the response, secure hotels/man camps and bussing to support external mutual assistance and vegetation management crews, as well as internal personnel. (Logistics) – *Continuous*
- Secure additional resources as needed to address potential internal gaps detailed by operational support teams. (Logistics) – *Continuous*
- Refine strategy and narrative with key issues and sentiment metrics driving the approach each morning at 8:00 AM. (JIC) – *Continuous*
- Send emergency level 1 deactivation to employee once decision is made. (Internal Comms) – *On Track*
- Maintain and monitor all social media channels and create at least 10 posts daily with an emphasis on “in the field” visuals damages and CNP’s restoration work including Mobile Gen. (JIC) – *Continuous*

7. Prepared by: Treemonisha Smith	Position/Title: Planning Section Chief
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1. Incident Name: Hurricane Beryl	2. Operational Period: Date From: 7/18/2024 Date To: 7/18/2024 Time From: 6:00 AM Time To: 10:00 PM																																																
4a. Mission Supporting Objectives (continued) <ul style="list-style-type: none"> • Conduct 5-8 media interviews daily, with the potential for higher numbers based upon demand. (JIC) – <i>Continuous</i> • Proactively deploy a media briefing approach at key times during the response to enhance efficiency and effectiveness of media outreach. (JIC) – <i>Continuous</i> • Identify and meet ongoing needs of section leaders and their teams, including Utility Marketing’s support for Customer Experience’s efforts (e.g., produce daily service center outage update). (JIC) – <i>Continuous</i> • Mobilize enhanced security resources due to increasing threats/acts of violence directed at company and mutual assistance personnel. (Logistics) – <i>Continuous</i> 																																																	
5. Key Account Outages Numbers as of July 18, 2024 7:18AM <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr style="background-color: #cccccc;"> <th style="text-align: left;">Priority</th> <th style="text-align: right;">Count</th> </tr> </thead> <tbody> <tr><td>Cogeneration</td><td style="text-align: right;">11</td></tr> <tr><td>Sewer Lift</td><td style="text-align: right;">12</td></tr> <tr><td>Water Other</td><td style="text-align: right;">10</td></tr> <tr><td>Sewer Other</td><td style="text-align: right;">2</td></tr> <tr><td>Sewer Treatment</td><td style="text-align: right;">6</td></tr> <tr><td>Fire Station</td><td style="text-align: right;">2</td></tr> <tr><td>Water Pumping</td><td style="text-align: right;">1</td></tr> <tr><td>Water Well</td><td style="text-align: right;">1</td></tr> <tr><td>Health Service</td><td style="text-align: right;">0</td></tr> <tr><td>Water Treatment</td><td style="text-align: right;">4</td></tr> <tr><td>Warming/Cooling</td><td style="text-align: right;">1</td></tr> <tr><td>Medical</td><td style="text-align: right;">2</td></tr> <tr><td>Police</td><td style="text-align: right;">0</td></tr> <tr><td>TRANSTAR</td><td style="text-align: right;">1</td></tr> <tr><td>Airport</td><td style="text-align: right;">0</td></tr> <tr><td>Human Services</td><td style="text-align: right;">0</td></tr> <tr><td>Fire Other</td><td style="text-align: right;">0</td></tr> <tr><td>Jail</td><td style="text-align: right;">0</td></tr> <tr><td>College</td><td style="text-align: right;">2</td></tr> <tr><td>Emergency Management</td><td style="text-align: right;">0</td></tr> <tr><td>NASA</td><td style="text-align: right;">0</td></tr> <tr><td>Port</td><td style="text-align: right;">0</td></tr> <tr style="font-weight: bold;"> <td>Grand Total</td> <td style="text-align: right;">55</td> </tr> </tbody> </table>		Priority	Count	Cogeneration	11	Sewer Lift	12	Water Other	10	Sewer Other	2	Sewer Treatment	6	Fire Station	2	Water Pumping	1	Water Well	1	Health Service	0	Water Treatment	4	Warming/Cooling	1	Medical	2	Police	0	TRANSTAR	1	Airport	0	Human Services	0	Fire Other	0	Jail	0	College	2	Emergency Management	0	NASA	0	Port	0	Grand Total	55
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Port	0																																																
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6. Incident Action Plan (the items checked below are included in this Incident Action Plan): <table style="width: 100%; margin-top: 5px;"> <tr> <td><input type="checkbox"/> ICS 203-CNP</td> <td><input checked="" type="checkbox"/> ICS 207-CNP</td> <td rowspan="5" style="vertical-align: top;"> <u>Other Attachments:</u> <input checked="" type="checkbox"/> <u>Mobile Generation Map and Priority Table</u> <input checked="" type="checkbox"/> <u>Staging Sites List</u> <input type="checkbox"/> _____ <input type="checkbox"/> _____ </td> </tr> <tr> <td><input checked="" type="checkbox"/> ICS 204-CNP</td> <td><input checked="" type="checkbox"/> ICS 208-CNP</td> </tr> <tr> <td><input type="checkbox"/> ICS 205-CNP</td> <td><input checked="" type="checkbox"/> ICS 230-CNP</td> </tr> <tr> <td><input type="checkbox"/> ICS 205A-CNP</td> <td><input type="checkbox"/> Map/Chart</td> </tr> <tr> <td><input type="checkbox"/> ICS 206-CNP</td> <td><input type="checkbox"/> Weather Forecast/Tides/Currents</td> </tr> </table>		<input type="checkbox"/> ICS 203-CNP	<input checked="" type="checkbox"/> ICS 207-CNP	<u>Other Attachments:</u> <input checked="" type="checkbox"/> <u>Mobile Generation Map and Priority Table</u> <input checked="" type="checkbox"/> <u>Staging Sites List</u> <input type="checkbox"/> _____ <input type="checkbox"/> _____	<input checked="" type="checkbox"/> ICS 204-CNP	<input checked="" type="checkbox"/> ICS 208-CNP	<input type="checkbox"/> ICS 205-CNP	<input checked="" type="checkbox"/> ICS 230-CNP	<input type="checkbox"/> ICS 205A-CNP	<input type="checkbox"/> Map/Chart	<input type="checkbox"/> ICS 206-CNP	<input type="checkbox"/> Weather Forecast/Tides/Currents																																					
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7. Prepared by: Treemonisha Smith Position/Title: Planning Section Chief																																																	
ICS 202-CNP, Page 2																																																	



DISTRIBUTION ASSIGNMENT LIST (ICS 204-CNP)

1. Incident Name: Hurricane Beryl		2. Operational Period: Date From: 7/18/24 Date To: 7/18/24 Time From: 06:00 AM Time To: 10:00 PM		3. Branch: Distribution
4. Operations Personnel: <u>Name</u> <u>Contact Number(s)</u>			Division:	
Operations Section Chief: <u>Deryl Tumlinson</u>		[REDACTED]		
Branch Director: <u>Tim Stearman</u>		[REDACTED]		
Division/Group Supervisor: <u>Darrell Ward</u>		[REDACTED]		
5. Resources Assigned:				Reporting Location, Special Equipment and Supplies, Remarks, Notes, Information
Resource Identifier	Leader	# of Persons	Contact (e.g., phone, pager, radio frequency, etc.)	
DDOC Planning Sec Chief	Erik Swiney	1	[REDACTED]	
Ops Supervisors	Israel Garza		[REDACTED]	
	Jason Beard		[REDACTED]	
6. Work Assignments:				
<ul style="list-style-type: none"> Most CNP Operations leadership and linemen continue managing and supporting the roughly 10,600 foreign line skills and 2,670 tree trimmers that are operating out of the 21 staging sites that have been established across our footprint. Wrapping up the remaining fuse-level outages and many crews are transitioning to transformer- and local-level (i.e. single-customer) outages. 				
7. Special Instructions:				
8. Communications (radio and/or phone contact numbers needed for this assignment):				
<u>Name/Function</u>		<u>Primary Contact: indicate cell, pager, or radio (frequency/system/channel)</u>		
/				
/				
/				
/				
9. Prepared by: Name: <u>Erik Swiney</u> Position/Title: <u>SAM CYP</u> Signature: _____				
ICS 204	IAP Page <u>3</u>	Date/Time: <u>7/17/24 1:16 PM</u>		



HIGH VOLTAGE-TRANSMISSION ASSIGNMENT LIST (ICS 204-CNP)

1. Incident Name: Hurricane Beryl		2. Operational Period: Date From: 7/18/24 Date To: 7/18/24 Time From: 6:00 AM Time To: 10:00 PM		3. Branch: High Voltage
4. Operations Personnel: Name Contact Number(s)			Division:	
Operations Section Chief: <u>Deryl Tumlinson</u>		[REDACTED]		
Branch Director: <u>Matthew Cox</u>		[REDACTED]		
Division/Group Supervisor: <u>Matthew Bell</u>		[REDACTED]		
5. Resources Assigned:				Reporting Location, Special Equipment and Supplies, Remarks, Notes, Information
Resource Identifier	Leader	# of Persons	Contact (e.g., phone, pager, radio frequency, etc.)	
Transmission Contractors & Internal Transmission Crews	Matthew Bell	336	[REDACTED]	
6. Work Assignments: Transmission crews have currently restored all Transmission Line Outages. Further Helicopter assessments will continue today (Target Completion 7/19). Crews have continued repairs to lines that were damaged but still energized (Operations). The updated information on remaining restoration efforts can be found below. 282 Transmission crews (Contract Crews included) assigned to assist Distribution Operations with restoration efforts, 56 will continue repairs to Transmission damage.				
138	LN82 KR-WAP	Debris damaged tower, bent steel Str# 18956. Cleared, minor damage discovered that will require mod steel. WO created, drawings complete by 7/11/24 afternoon. Steel delivery date 7/19. WFMS updated, WO uploaded. ETR TBD		
	Various	FAA Obstruction Lights: 57 repaired, 69 failures (Previously 71 due to duplicate entries) ETR TBD		
138	LN26 & 05 WEB-HOC	Loose PCS on STR# 08490 ETR 7/24/24		
138	LN59 BYN-FP	Loose bond wires on Strs# 30706 and 30707 ETR 7/17		
138	LN73 & 81 WT-WO	Tower footing washout identified at Str #22086. ETR TBD		
7. Special Instructions:				
9. Prepared by: Name: <u>Dante Jackson</u> Position/Title: <u>Transmission Policy Consultant</u> Signature: _____				
ICS 204	IAP Page <u>4</u>	Date/Time: <u>07/18/24 8:15am</u>		



HIGH VOLTAGE-SUBSTATION ASSIGNMENT LIST (ICS 204-CNP)

1. Incident Name: Hurricane Beryl		2. Operational Period: Date From: 7/18/24 Date To: 7/18/24 Time From: 6:00 AM Time To: 10:00 PM		3. Branch: High Voltage
4. Operations Personnel: <u>Name</u> <u>Contact Number(s)</u> Operations Section Chief: <u>Deryl Tumlinson</u> [REDACTED] Branch Director: <u>Gary Chapa</u> Division/Group Supervisor: <u>Wes Paxton</u>			Division:	
5. Resources Assigned:				Reporting Location, Special Equipment and Supplies, Remarks, Notes, Information
Resource Identifier	Leader	# of Persons	Contact (e.g., phone, pager, radio frequency, etc.)	
In-house BU SSO staff	Wes Paxton	253	[REDACTED]	Normal assigned work locations
6. Work Assignments:				
<ul style="list-style-type: none"> • Address distribution breaker issues identified during the circuit restoration process. Ongoing. • Will continue addressing the outstanding substation equipment and facility issues identified during the assessments. • Substation will continue to support the Distribution restoration efforts. 				
ETRs for breakers currently identified for replacement:				
12kV	Garrot - 7F0 (ETR pending distribution outage capability)	35kV	Mason Rd. - 17A0 (ETR pending distribution outage capability)	
			King 20B0 (7/17/2024)	
7. Special Instructions: N/A				
8. Communications (radio and/or phone contact numbers needed for this assignment): <u>Name/Function</u> <u>Primary Contact: indicate cell, pager, or radio (frequency/system/channel)</u> _____/_____ _____/_____				
9. Prepared by: Name: <u>Brad Harris</u> Position/Title: _____ Signature: _____				
ICS 204	IAP Page <u>5</u>	Date/Time: <u>07/17/24 1:11pm</u>		



MAJOR UNDERGROUND ASSIGNMENT LIST (ICS 204-CNP)

1. Incident Name: Hurricane Beryl		2. Operational Period: Date From: 7/18/24 Date To: 7/18/24 Time From: 6:00 AM Time To: 10:00 PM		3. Branch: Major Underground
4. Operations Personnel: <u>Name</u> <u>Contact Number(s)</u>				Division:
Operations Section Chief: <u>Deryl Tumlinson</u> [REDACTED]				
Branch Director: <u>Roland Deike</u> [REDACTED]				
Division/Group Supervisor: <u>Ryan Abshier</u> [REDACTED]				
5. Resources Assigned:			# of Persons	Reporting Location, Special Equipment and Supplies, Remarks, Notes, Information
Resource Identifier	Leader	Contact (e.g., phone, pager, radio frequency, etc.)		
MUG Relay	Josh Hajdik	40	C: [REDACTED]	Harrisburg
MUG Cable	Aaron Minervine	46	C: [REDACTED]	Harrisburg
MUG Mobile GEN	Mike Haney	45	C: [REDACTED]	Harrisburg
MUG Contractor	Daniel Benard	10	C: [REDACTED]	Harrisburg
6. Work Assignments:				
<ul style="list-style-type: none"> Prioritize critical customer outage events. Support Mobile Gen installations and decommissions. Assessing and restoring all type 3 (Underground) outages Continue assisting OH Distribution with type 2 (URD) outage events with increased number of crews 				
7. Special Instructions:				
<ul style="list-style-type: none"> Prioritize and address underground circuit issues and critical customer outages as they arise. 8 Oncor mobile gen crews (32 resources) onsite to assist in installations of their generators 				
8. Communications (radio and/or phone contact numbers needed for this assignment):				
<u>Name/Function</u>		<u>Primary Contact: indicate cell, pager, or radio (frequency/system/channel)</u>		
Roland Deike		[REDACTED]		
Ryan Abshier		[REDACTED]		
Aaron Minervine		[REDACTED]		
9. Prepared by: Name: <u>Roland Deike</u> Position/Title: <u>Director, MUG Operations</u> Signature: _____				
ICS 204	IAP Page <u>6</u>	Date/Time: <u>7/17/24 5:26 PM</u>		



MEDICAL PLAN (ICS 206-CNP)

1. Incident Name: Hurricane Beryl	2. Operational Period: Date to: 7/18/24 Time From: 6:00 AM	Date from: 07/18/24 Time To: 10:00 PM			
3. Medical Aid Stations:					
Name	Location	Contact Number(s)	Paramedics on Site?		
AMR Houston	NRG	832-995-6288	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
AMR Houston	Reed Rd	832-995-6288	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
AMR Houston	Brazoria County Fairgrounds	832-995-6288	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
AMR Houston	Sam Houston Raceway Park	832-995-6288	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
5. Hospitals:					
Hospital Name	Address	Contact Number(s)	Trauma Center	Burn Center	Helipad
Memorial Hermann Medical Center	6411 Fannin St Houston, TX 77030	(713) 704-4000	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Memorial Hermann Sugarland	17500 West Grand Parkway South, Sugarland, TX 77479	(281) 725-5000	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HCA Houston North Cypress	21214 Northwest Fwy, Cypress, TX 77429	(832) 912-3500	<input checked="" type="checkbox"/> Yes Level: <u>4</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Memorial Hermann at Northeast	18951 Memorial N, Humble, TX 77338	(281) 540- 7700	<input checked="" type="checkbox"/> Yes Level: <u>4</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Memorial Hermann Cypress Hospital	27800 Northwest Fwy, Cypress, TX 77433	(346) 231-4000	<input checked="" type="checkbox"/> Yes Level: <u>3</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Memorial Hermann Katy	23900 Katy Freeway, Katy TX 77494	(281) 644-7111	<input checked="" type="checkbox"/> Yes Level: <u>3</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
UTMB Health Angleton ER	132 E Hospital Dr, Angleton, TX 77515	(979) 848-9131	<input checked="" type="checkbox"/> Yes Level: <u> </u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HCA Hospital Mainland	6801 Ennett F Lowry Expy, Texas City, TX 77591	(409) 938-5000	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Memorial Herman Emergency Center at Southeast Hospital	11800 Astoria, Houston, TX 77089	(281) 929-6100	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HCA Houston Tomball	605 Holderrieth Blvd, Tomball, TX 77375	(281) 401-7500	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
St. Lukes Health Brazosport Hospital Lake Jackson	100 Medical Dr, Lake Jackson, Tx 77566	(979) 297-4411	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HCA Houston Healthcare Pearland	11100 Shadow Creek Pkwy, Pearland, Tx 77584	(713)-770- 7000	<input checked="" type="checkbox"/> Yes Level: <u>4</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
UTMB Health Galveston	901 Harborside Dr, Galveston, Tx 77550	(409)-772-1191	<input checked="" type="checkbox"/> Yes Level: <u>1</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No
HCA Houston Healthcare Kingwood	22999 Highway 59 N, Kingwood, Tx 77339	281-348-8000	<input checked="" type="checkbox"/> Yes Level: <u>2</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Elite Hospital Kingwood	23330 US Hwy 59 N, Kingwood, Tx 77339	832-299-3719	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No



1. Incident Name: Hurricane Beryl	2. Operational Period: Date to: 7/18/24 Time From: 6:00 AM	Date from: 07/18/24 Time To: 10:00 PM
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6. Medical Emergency Procedures:

Report any incidents per normal operating procedures. Contact RTO for Life Flight services.
Notify your local safety specialist if any assistance is needed.
They are available by cell phone.

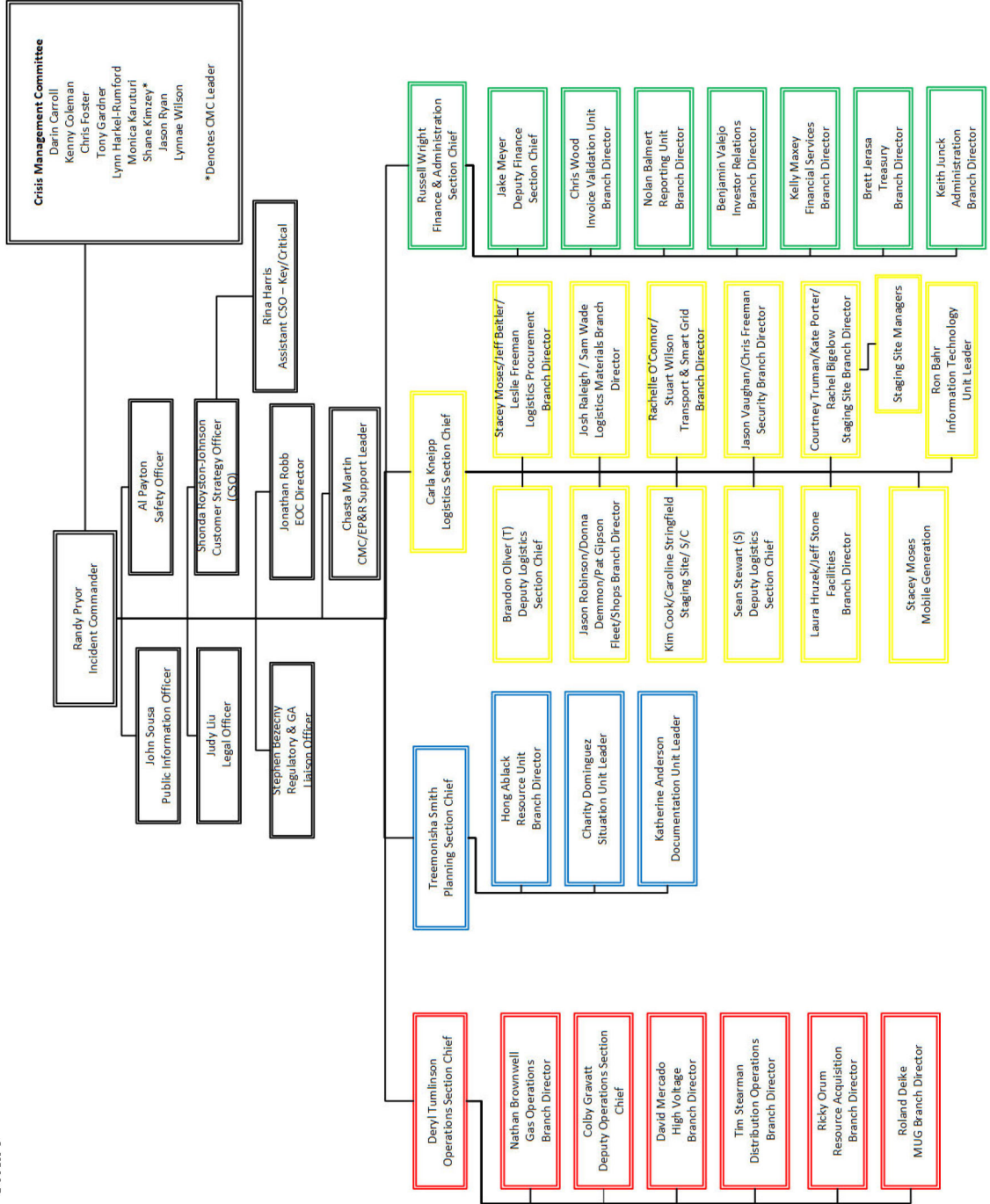
Kevin Sheffield	Safety Coordinator	[REDACTED]
Ryan Friesz	Safety Coordinator	[REDACTED]
Tyler Bielski	Safety Coordinator	[REDACTED]
Ryan Rutherford	Safety Coordinator	[REDACTED]
Wayland Smith	Public Safety	[REDACTED]
Dustin Krantz	Public Safety	[REDACTED]
Brett Richardson	Public Safety	[REDACTED]

7. Prepared by	Name: Jon Nixon	ICS Title: Safety Administration Manager
8. Approved by (Safety Officer):	Al Payton	Date/Time: <u>07/18/24 8:10 AM</u>
ICS 206-CNP IAP Page <u>7-8</u>		

ORGANIZATION CHART (ICS 207-CNP)

1. Incident Name: Hurricane Beryl
2. Operational Period: Date From: 7/18/2024 Date To: 7/18/2024
 Time From: 6:00 AM Time To: 10:00 PM

3. Organizational Chart





SAFETY MESSAGE/PLAN (ICS 208-CNP)

1. Incident Name: Hurricane Beryl	2. Operational Period: Date From: 07/18/24 Date To: 07/18/24 Time From: 06:00 AM Time To: 10:00 PM
3. Safety Message/Expanded Safety Message, Safety Plan, Site Safety Plan: GENERAL <ul style="list-style-type: none">• We are under a heat advisory, remember to stay hydrated and take breaks to cool down.• This has become a long duration event; this is not a race! Patience and effective communication is key to successful restoration efforts.• Be aware of the potential for backfeed.• Cutting corners is not worth your life!• Look for signs of lightning, like dark skies and thunder. Use apps like Weatherbug to monitor for lightning strikes in your area. Stop work until safe to proceed. SAFE WORK PRACTICES <ul style="list-style-type: none">• Take your time and assess the hazards and develop appropriate measures to address those hazards.• Remember to remain aware of changing conditions. Work together to maintain situational awareness.• Stay away or out of damaged buildings or structures.• Address damage or debris hazards at your location that may impact you. (Damaged awnings, broken glass, broken signs, area lighting, downed utility lines, broken poles, and broken tree limbs)• Call before you dig- call 811 for emergency locates. TRAFFIC <ul style="list-style-type: none">• Be mindful of current road closures.• Be aware of traffic hazards such as unlit or uncontrolled intersections, high water, distracted drivers, vehicle collisions, etc. Monitor Transtar for updates.• Mark out work area protection zones clearly with traffic cones, signs and flaggers if necessary. Wear traffic vests.• On Tollways, be aware that large trucks will not fit through the regular lanes, use EZ Tag lanes.• Report all vehicle collisions. Obtain collision information and report immediately to your crew leader, FCC or coordinator.• If you have vehicle trouble and need assistance, you may call [REDACTED] to reach Fleet Services. FLOODING/HIGH WATER <ul style="list-style-type: none">• Avoid creek/river areas where flood waters will be moving faster.• Review routes for flooded roadways before leaving for destination.• Avoid high water areas when unsure of depth and safe travel. PPE <ul style="list-style-type: none">• Wear all appropriate PPE including long-sleeve FR apparel. ELECTRICAL WORK/ GROUNDING <ul style="list-style-type: none">• Test, tag and ground all de-energized conductors before working as dead. Work between grounds. Never assume anything is dead. There will be many generators and other energy sources and backfeed is always a hazard. Use orange or red flagging at ground locations for visual aid.• Reminder – we’ve got two ways to work; dead and grounded or energized with cover and gloves.• Grounding for tree crews is a “must” – Work with the tree crews to ground as necessary.• Remove high side jumpers after opening disconnects, especially when working on the same structure as the disconnect switch.• Report any unqualified or unapproved personnel (rogue line workers) working on CNP assets to Corporate Security.	



1. Incident Name: Hurricane Beryl	2. Operational Period: Date From: 07/18/24 Date To: 07/18/24 Time From: 06:00 AM Time To: 10:00 PM
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ENVIRONMENTAL HAZARDS

- Leaking equipment- immediately report to your crew leader, FCC or coordinator with detailed addresses and spill size. See Environmental spill form.

OUTDOOR SAFETY/HEAT

- Be aware of insect and snake hazards, as well as poisonous plants.
- Take time to **hydrate** and take breaks in shaded areas or vehicles with A/C as needed. If you are not feeling well, communicate with your supervisor and co-workers.
- Stay hydrated. Drink plenty of fluids but don't overdo sports drinks. Maintain balance of electrolytes.
- Avoid drinking too much coffee/energy drinks in hot conditions as caffeine is a diuretic.
- Drink before feeling thirsty. By the time you feel thirsty, you are already dehydrated.
- When working in the heat, drink 1 cup (8 ounces) of water every 15–20 minutes.
- Drinking at shorter intervals is more effective than drinking large amounts.
- We need several hours to drink enough fluids to replace what we have lost during the day. The sooner you get started, the less strain you place on your body.

FIRST AID/INJURIES

- Report all injuries. Obtain relevant information and report immediately to your crew leader, FCC or coordinator.
- Refer to the Medical Plan for available emergency room locations.
- Contact Medical Case Management for assistance when necessary.
- Seek treatment while it is a minor issue to prevent it from becoming a major issue.

PHYSICAL SECURITY

- Stay alert and aware of your surroundings while walking to and from your vehicles.
- Minimize visibility of company logo attire and exposure of company ID badge when off duty in public spaces.
- Do not leave company or personnel belongings in your vehicles when possible.
- If items must be left in vehicles, always secure them out of sight and lock your vehicle when unattended, including at worksites.
- If a customer approaches you with questions or concerns, please let them know in a calm and polite way that you are focused on responding to our restoration efforts and direct them to the nearest crew spokesperson.
- Communicate with empathy and respect. Try to deescalate where possible.
- Leave the area and call Corporate Security (██████████) or 911 if physically threatened.
- Personnel working after dark should not be working alone and have security escorts.

4. Prepared by: Name: Marquerite Porsch Position/Title: Safety Administration Signature: _____

5. Approved by (Safety Officer): Al Payton

ICS 208-CNP	IAP Page <u>10-11</u>	Date/Time: <u>07/18/24 8:10 AM</u>
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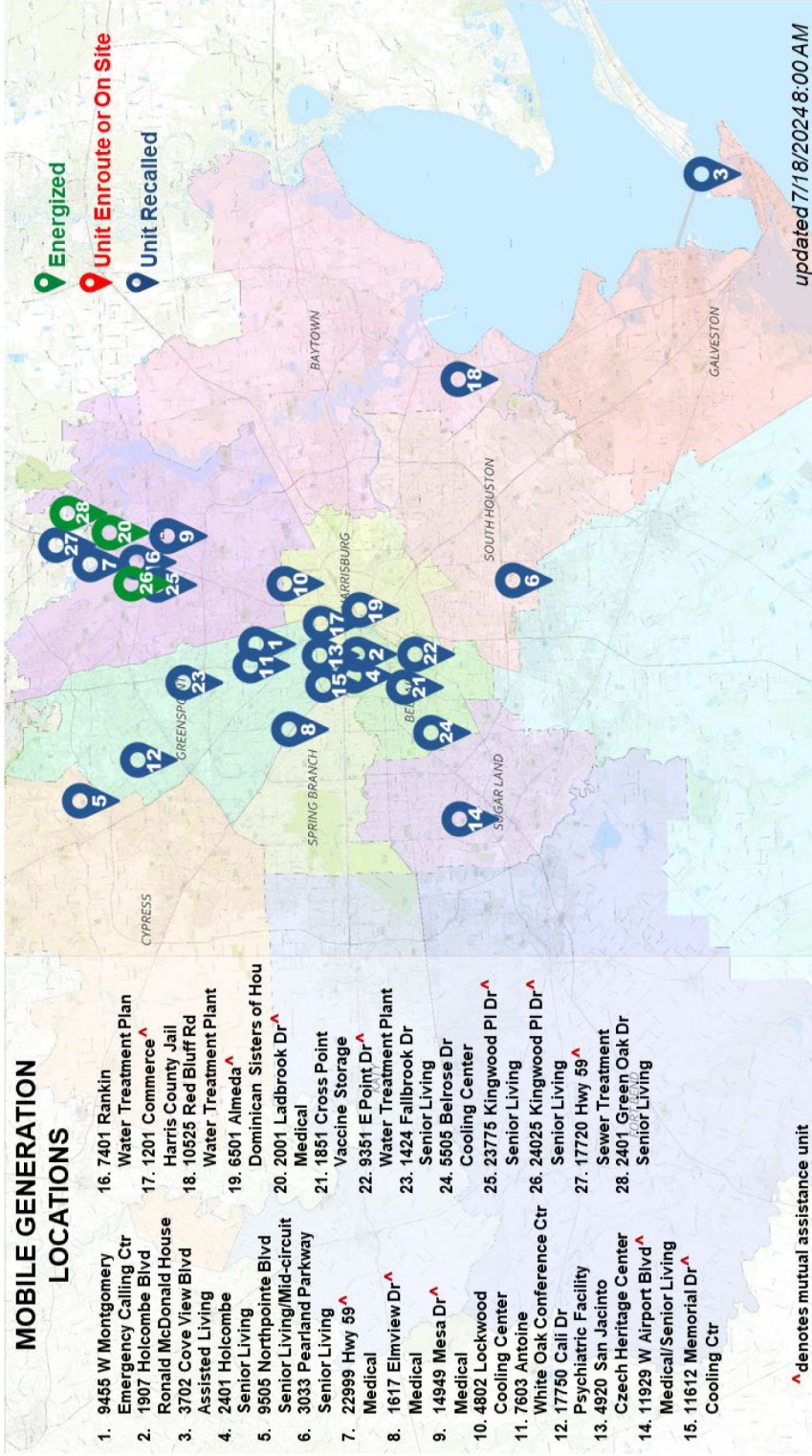


DAILY MEETING SCHEDULE ICS 230-CNP

1. Incident Name: Hurricane Beryl		2. Operational Period: Date From: 7/18/2024 Date To: 7/18/2024 Time From: 6:00 AM Time To: 10:00 PM		
3. Meeting Schedule (Commonly held meetings are included)				
Time	Meeting	Purpose	Attendees	Location
8:00 AM	EOC Briefing	Provide an incident update and report any resource needs or outstanding issues.	<ul style="list-style-type: none"> • Command Staff • General Staff • Others as identified 	EOC and Virtual (MS Teams)
8:30 AM	CMC Update	Update the CMC on situation, objectives, and operational strategy	<ul style="list-style-type: none"> • EOC Director • Incident Commander • CMC Members 	
10:00 AM	Media, Gov't/Regulatory, Critical/Key Customer Communications Updates Sent	Check in on news releases, critical customer updates, mobile gen deployment	<ul style="list-style-type: none"> • PIO • Liaison Officer • Customer Communications 	
1:30 PM	EOC Objectives Check-in	Review and revise objectives	<ul style="list-style-type: none"> • Command Staff • General Staff 	EOC and Virtual (MS Teams)
2:00 PM	CMC Update	Update the CMC on situation, objectives, and operational strategy	<ul style="list-style-type: none"> • EOC Director • Incident Commander • CMC Members 	
5:00 PM	Media, Gov't/Regulatory, Critical/Key Customer Communications Updates Sent	Check in on news releases, critical customer updates, mobile gen deployment	<ul style="list-style-type: none"> • PIO • Liaison Officer • Customer Communications 	
6:00 PM	EOC Briefing	Provide an incident update and report any resource needs or outstanding issues.	<ul style="list-style-type: none"> • Command Staff • General Staff • Others as identified 	EOC and Virtual (MS Teams)
6:30 PM	Objectives and Strategy Development	Develop a unified EOC strategy to support on-scene operations.	<ul style="list-style-type: none"> • Command Staff • Section Chiefs 	
8:00 PM	CMC Update	Update the CMC on situation, objectives, and operational strategy	<ul style="list-style-type: none"> • EOC Director • Incident Commander • CMC Members 	
4. Prepared by:				
Name: <u>Treemonisha Smith</u> Position/Title: <u>Planning Section Chief</u> Signature: _____				
ICS 230-CNP		IAP Page 12	Date/Time: <u>07/10/2024 8:00 AM</u>	



Hurricane Beryl MOBILE GEN DEPLOYMENT





**Hurricane Beryl
STAGING SITES LIST AND STATUS
7/18/24**

Priority	Staging Site Name	Status	Primary SS Manager	Ops Manager	HC Capacity	Actual (+50 internal not included)	Turnkey	Checked in as of 7/10/24 5:00pm*
1	Brazoria	Operational	Santos Calderon	Jason Grier	900	870	ITS	668
2	Ft Bend	Operational	Marcus Richardson	Kenny Greener	800	809	Cotton	830
3	Reed Rd	Operational	Jerry Cleveland	Nick White	900	878	ITS	956
4	Sam Houston	Operational	Steve Harrington	Allen Chelette	480	473	Cotton	517
5	Freedom Field	Operational	John Dodge	Dyron Walker	800	790	ITS	350
6	Galveston County	Operational	Richard Gaido	Scott Harbuck	400	364	Cotton	13
7	NRG Yellow	Operational	Leslie Cummings	Amy Kretschmar	1000	999	Cotton	112
8	Legacy/Rhodes Stadium	Operational	Jeremy Haase	Theron Cage	1100	1041	Cotton	300
9	Tomball ISD	Operational	Vic Cleveland	George Eason	600	613	ITS	12
10	AMC	Operational	Michael Traktenberg	Geno Guerro	600	607	Cotton	217
11	Humble Civic Center	Operational	John Price	Mike Davis	450	453	ITS	30
12	Lonestar College - Tomball	Operational	Derrick Jones	Ron Dugger	400	400	ITS	0
13	BASF	Operational	Clint Jones	Sean Cameron	800	856	DRG	472
14	Pearland ISD Stadium	Operational	Elyse Leblanc	Brian Medellin	400	398	Base	249
15	Manvel ISD Stadium	Operational	Munir Odhwani	Josh Swanson	450	450	Cotton	450



Priority	Staging Site Name	Status	Primary SS Manager	Ops Manager	HC Capacity	Actual (+50 internal not included)	Turnkey	Checked in as of 7/10/24 5:00pm*
16	Barnett ISD*	Closed			400	500	Cotton	140
17	Moody	Operational	April Fabre	David White	500	500	CNP	
18	Rhodes Stadium	Operational	see row 8					
19	2920 Spring	Operational	Steven Burns	J Hobbs Tracy Paihoda	500	418	Oncor	
20	George Turner Stadium (Humble)	Operational	Steve Rawlinson	M Sparacino	625	239	Quanta	
21	Berry Stadium*	Operational	Jamie Herdocia	Devon Koeppen	460	527	Cotton	
22	Stallworth Stadium	Operational	Jerry Gann	Garlington Bertrand	281	153	Base	

Group A (blue) 7/8 9am – onboard ready 7/9 5am crew ready | Group B (salmon) 7/9 9pm crew ready | Group C (purple) 7/10 5am crew ready | Group D (gray)

*Barnet closed and resources relocated to Berry due to safety concerns for personnel

Man Camp Name	Status	Capacity	Turnkey
MC1 Pasadena	Complete	2,016	ITS
MC2 Tomball ISD	Complete	1,176	ITS
MC3 Lake Jackson	Complete	1,672	Cotton
MC4 Freedom Field	Complete	1,008	ITS
Total		5,872	

**CENTERPOINT ENERGY HOUSTON ELECTRIC, LLC
PROJECT NO. 56822
INVESTIGATION OF EMERGENCY PREPAREDNESS AND RESPONSE**

**PUBLIC UTILITY COMMISSION OF TEXAS
REQUEST NO.: PUC-RF101-025**

QUESTION:

Electric Utilities – Emergency Planning and Event Response

Provide a timeline concerning when CenterPoint Energy activated and escalated EOP levels (as identified on page 129 of the Hurricane Annex portion of the most recently filed EOP) in response to or during Hurricane Beryl.

ANSWER:

Escalation levels are discussed starting on page 12 of the EOP which was most recently filed on March 15, 2024 in Case 53385-2318. On Saturday, July 6, 2024 CenterPoint Houston began Operational Alignment Calls as outlined on page 15 of the most recently filed EOP. This activated the alignment processes and response plans for the forecasted hurricane. On Sunday, July 7, 2024 CenterPoint Houston escalated to Emergency Level 2 as identified on page 12. In response to the impact of Hurricane Beryl, CenterPoint Energy escalated to Level 1 on Monday, July 8, 2024.

Please refer to PUC-RF101-010 for the CEHE Emergency Operations Plan 2024 Update filed in Project No. 53385.

SPONSOR:
Chasta Martin

RESPONSIVE DOCUMENTS:
None

**CENTERPOINT ENERGY HOUSTON ELECTRIC, LLC
PROJECT NO. 56822
INVESTIGATION OF EMERGENCY PREPAREDNESS AND RESPONSE**

**PUBLIC UTILITY COMMISSION OF TEXAS
REQUEST NO.: PUC-RFI01-026**

QUESTION:

Electric Utilities – Emergency Planning and Event Response

Were you tracking Hurricane Beryl before you were initially notified of the potential threat presented by that storm system by TDEM? If yes, please provide the date you began tracking Hurricane Beryl.

ANSWER:

Yes, CenterPoint Houston was tracking the disturbance that became Hurricane Beryl beginning on June 25, 2024.

SPONSOR:
Chasta Martin

RESPONSIVE DOCUMENTS:
PUC-RFI01-026 - StormGeo_Atlantic Daily Briefing_Tracking Disturbance 7

[Trusted Partner] Atlantic Daily Briefing

StormGeo <tropicswatch@stormgeo.com>

Tue 6/25/2024 4:34 AM

To: Scott Jr, Tillman W <wayne.scott@centerpointenergy.com>; Timothy.stearman@centerpointenergy.com <Timothy.stearman@centerpointenergy.com>; RTO Outage Group <RTOOutageGroup@CenterPointEnergy.com>; Smith, Treemonisha X <treemonisha.smith@centerpointenergy.com>; TSCC <TSCC@centerpointenergy.com>; RTO Training Group <RTOTrainingGroup@CenterPointEnergy.com>; Robb, Jonathan E <jonathan.robb@centerpointenergy.com>; Reed, Ronald W <ronald.reed@centerpointenergy.com>; SDO <Security_Desk_Operator@CenterpointEnergy.com>; Peterfeso, Wanda J. <wanda.peterfeso@centerpointenergy.com>; RTO Engineering <RTOEngineering@CenterpointEnergy.com>; Tanzi, Kevin V <kevin.tanzi@centerpointenergy.com>; Foster, Christopher A <chris.foster@centerpointenergy.com>; Brandel, Roger J <roger.brandel@centerpointenergy.com>

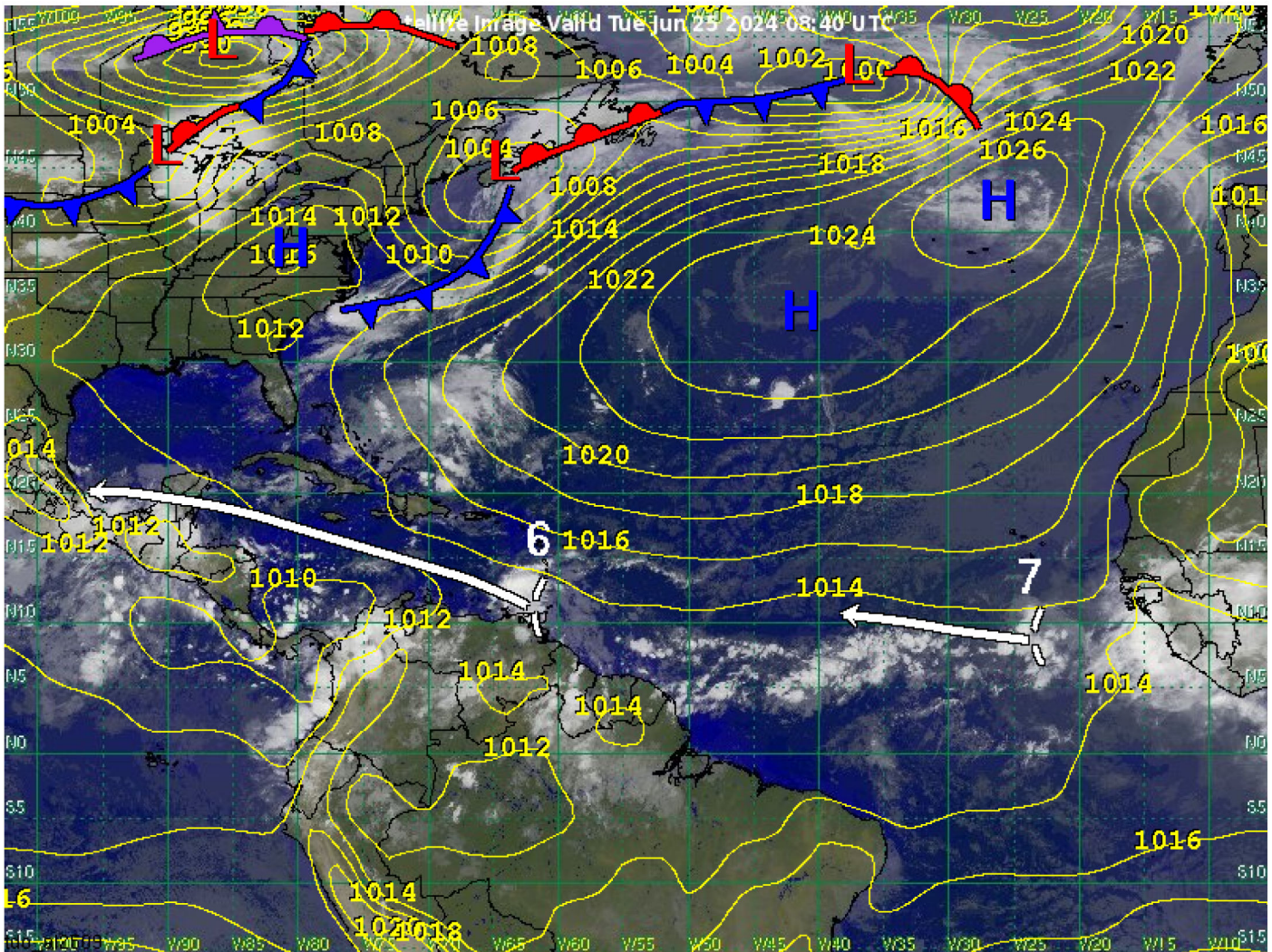
TRUSTED PARTNER EMAIL

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StormGeo

Atlantic Daily Briefing
Issued: 04:33 AM CDT Tuesday June 25, 2024





Active Systems
None

Other Disturbances / Areas to Watch

Disturbance 6 has formed by the Windward Islands along 61.5W. It is moving slightly north of due west at about 20 mph. This motion should continue over the next few days, taking the disturbance across the Caribbean. This weekend, the disturbance may move over the Bay of Campeche. There are no indications that the disturbance will move toward the northwest Gulf. Showers and storms are expected today for the Windward Islands. Environmental conditions may become more favorable for development if the system were to move over the Bay of Campeche. There is a 20 percent chance of development within the next 7 days.

Disturbance 7 has formed to the SSE of the Cabo Verde Islands along 23W. The disturbance is moving to the west at 5 to 10 mph. This motion is expected to continue for the next few days. The disturbance is at least a week away from impacting the islands of the eastern Caribbean. There is a small area of storms associated with the disturbance, though environmental conditions are not favorable for development. As the system approaches the Caribbean, conditions may become a little more favorable for development. There is a 20 percent chance of development within the next 7 days.

Meteorologist: Derek Ort

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**CENTERPOINT ENERGY HOUSTON ELECTRIC, LLC
PROJECT NO. 56822
INVESTIGATION OF EMERGENCY PREPAREDNESS AND RESPONSE**

**PUBLIC UTILITY COMMISSION OF TEXAS
REQUEST NO.: PUC-RF101-027**

QUESTION:

Electric Utilities – Emergency Planning and Event Response

Describe how vegetation management efforts and repair and replacement schedule for infrastructure at the end of their anticipated service life are contemplated as part of CenterPoint Energy's hurricane season preparations.

ANSWER:

Vegetation crews proactively trim, year-round, in preparation for hurricane season. In addition, we target roughly 65% of our annual plan in the first two quarters of the calendar year. Additionally, we attempt to accomplish a larger portion of proactive trimming in the first part of the year, to make resources available in anticipation for increased need for proactive trimming during the second half of the calendar year.

Prior to storm season, which includes the first and second quarters of a calendar year, CenterPoint Houston proactively works preventative maintenance items to reduce risk of storm-related outages.

SPONSOR:

Randy Pryor

RESPONSIVE DOCUMENTS:

None

**CENTERPOINT ENERGY HOUSTON ELECTRIC, LLC
PROJECT NO. 56822
INVESTIGATION OF EMERGENCY PREPAREDNESS AND RESPONSE**

**PUBLIC UTILITY COMMISSION OF TEXAS
REQUEST NO.: PUC-RF101-028**

QUESTION:

Electric Utilities Communication and Coordination

Provide the following information concerning the communication strategy and policy in place before July 8, 2024:

- a. What consideration is given to local governments, community organizations, and other electric, water, sewer, and telecommunication utilities concerning your communication strategy after a hurricane or major storm in your service territory?
- b. Describe any augmentation to staffing at call centers or help desks that would occur in advance of or after a hurricane or major storm entered your service territory.
- c. For transmission and distribution utilities, please describe how your company coordinates communication to end-use customers with retail electric providers.

ANSWER:

- a. Prior to Beryl's Landfall, CenterPoint Houston initiated regular internal reporting for outages which affected service to customers registered for Critical Load designation; the intent was to heighten awareness of outages affecting essential services (such as Police, Fire, Hospitals, Telecommunications, Water and Sewer). As restoration efforts began, CenterPoint Houston communicated regularly with many of these first responder organizations to provide an Estimated Time of Restoration and to assist in prioritization of service restoration, though this communication was not systematic and applied across all critical loads. CenterPoint Houston is developing a standardized communication plan which will include working directly with existing Critical Load customers to update/confirm contact data and records followed by regular contact via email.
- b. CenterPoint augmented staff by implementing overtime schedules, using internal support groups/contractor labor (such as online customer service agents that respond to online customer inquiries, the Quality Assurance team, the Customer Experience Resolution Team and Issue Resolution Agents) and other functional business units within Customer Experience (such as Electric Market Operations (EMO), Billing and Credit).
- c. During major events such as Hurricane Beryl, a daily communication schedule is established which includes the issuance of daily market notices with damage and restoration updates, safety information, company press releases, and information specific to event's effect on retail market processes including billing, service orders, and the provision of interval usage data. REPs may use this information in communicating with end-use customers. The market notices are distributed via the ERCOT Retail Market Subcommittee (RMS) listserv. Throughout the restoration event, the company also hosts daily market calls to update REPs on the restoration and market processes and to answer questions from REPs. In addition, representatives from the Electric Market Operations team are assigned extended work shifts and are available to assist REPs with inquiries and support needs.

SPONSOR:

Steve Bezecny / June Deadrick / Rina Harris / Shonda Johnson / John Hudson

RESPONSIVE DOCUMENTS:

None

**CENTERPOINT ENERGY HOUSTON ELECTRIC, LLC
PROJECT NO. 56822
INVESTIGATION OF EMERGENCY PREPAREDNESS AND RESPONSE**

**PUBLIC UTILITY COMMISSION OF TEXAS
REQUEST NO.: PUC-RF101-029**

QUESTION:

Electric Utilities Communication and Coordination

Describe your communication strategy with the public before, during, and after the May 2024 Derecho and Hurricane Beryl and by what means these communications were conducted.

ANSWER:

May 2024 Derecho

With severe weather forecasted for the area that day, CenterPoint Houston utilized its social media accounts to share standard pre-storm messaging. However, due to the Derecho's sudden intensity and not much warning of its impact to the area, CenterPoint Houston did not send out any communication as the weather event moved through the area. Once the Derecho had moved out of the area and its impact was realized, CenterPoint Houston's proactive communications strategy included frequent updates on the Company's response and post-storm safety. The following channels were utilized: news releases, written media responses, on-camera interviews, social media platforms (Facebook, X, Instagram, LinkedIn and Nextdoor), customer email, Power Alert Service, and company website. See attached samples of some of these communications. CenterPoint Houston also utilized company representatives, in roles referred to as crew spokespersons, to provide on-site information to impacted communities.

Derecho

- **38** media interviews
- **65** media inquiries answered
- **270** mentions in news articles
- More than **670** features on local, state and national televised broadcasts
- **15** total daily news release updates sent
- **6** customer emails sent, each providing updates on CenterPoint Houston's storm restoration progress - Approximately 1.22 million customers reached daily
 - Translated all emails into Spanish

Social media

- **136** Facebook posts that reached **4 million** people
- **136** X (formerly Twitter) posts that gained **3.8 million impressions**
- **33** LinkedIn posts gained more than **700,000 impressions**
- **19** Instagram posts reached more than **36,000** people
- **19,000** followers gained across all platforms
- **1 million** views earned on videos
- **14,000** shares received on posts
- **90,000** reactions and likes earned on posts

Hurricane Beryl

CenterPoint Houston's proactive communications strategy began prior to Hurricane Beryl impacting the area and included standard pre-storm preparedness and safety messaging, including issuing our first Hurricane Beryl news release to alert and prepare our customers on Saturday, July 6 – two days in advance of the storm making landfall. As Hurricane Beryl moved through the area, CenterPoint Houston communicated operational updates and safety information. After Hurricane Beryl left the area and impact was assessed, CenterPoint Houston provided frequent updates on the company's response and post-storm safety information. The following channels were utilized: news releases, written media responses, on-camera interviews, social media platforms (Facebook, X, Instagram, LinkedIn and Nextdoor), customer email, Power Alert Service and company website. See attached

samples of some of these communications. CenterPoint also utilized company representatives, in roles referred to as crew spokespersons, to provide on-site information to impacted communities.

Beryl

- **55** media interviews conducted and answered **390** media inquiries.
- **574** mentions in news articles and more than **2,400** features on local, state and national televised broadcasts in July.
- **20** total daily news release updates sent
- **4** customer emails sent, each providing updates on CenterPoint Houston's storm restoration progress - As many as 1.35 million customers reached
 - Translated all emails into Spanish

Social media

- **170** Facebook posts that reached **14.5 million** people
- **376** X (formerly Twitter) posts that gained **14.3 million impressions**
- **118** LinkedIn posts gained more than **729,000 impressions**
- **185** Instagram posts reached more than **972,000** people
- More than **60,000 followers** gained across all platforms
- **2.2 million** views earned on videos
- **30,000** shares received on posts
- More than **183,000** reactions and likes earned on posts

A major component of our communications strategy is to emphasize and continuously reiterate safety-related messaging before, during and after an event within all materials and pushed out through all communication channels. In addition to the safety of the public, we always stress the importance of CenterPoint Houston's employees' safety as well, as we communicate information related to our restoration efforts.

SPONSOR:

John Sousa

RESPONSIVE DOCUMENTS:

PUC-RFI01-029 - Derecho_Prestorm_X.pdf
PUC-RFI01-029 - Derecho_Prestorm_FB.pdf
PUC-RFI01-029 - CNP_Derecho_update.pdf
PUC-RFI01-029 - CNP_Beryl Prep X Post.pdf
PUC-RFI01-029 - CNP_Beryl preparedness July 6.pdf
PUC-RFI01-029 - Derecho_WireDown_X.pdf
PUC-RFI01-029 - Beryl_weatherhead_FB.pdf

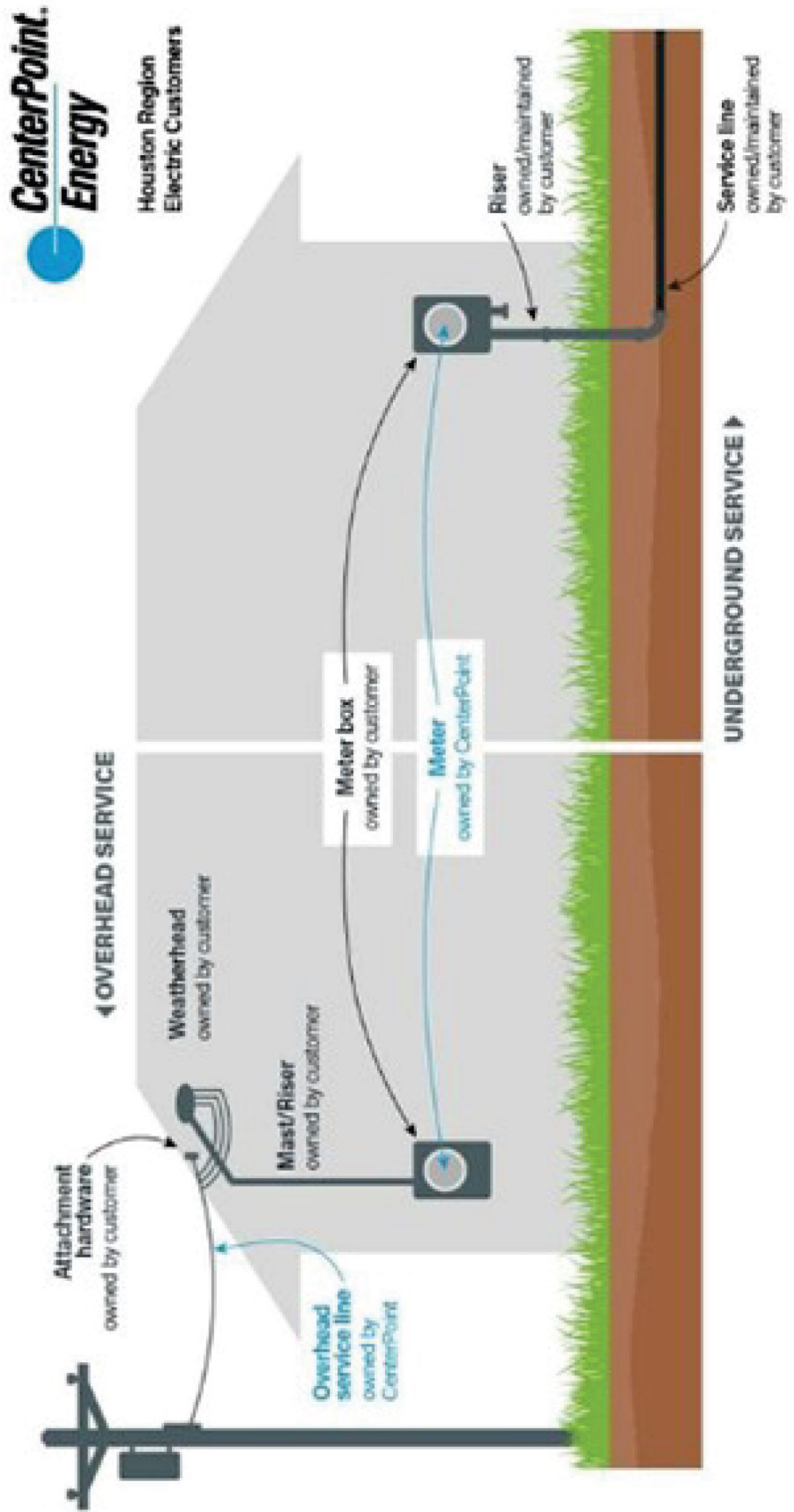


CenterPoint Energy

July 11 · 🌐

Beryl's hurricane force winds may have damaged your home or business's weatherhead. If it's damaged or torn from your home or building, you'll need to contact an electrician to make repairs before we can safely restore your power.

Specifically, check your weatherhead which is the point where power enters the home through an electric service drop. If you're served by an underground service, you won't have a weatherhead but there may still be damage to their equipment that could require servicing.





We have been closely monitoring forecasts and preparing for potential impacts from Hurricane Beryl, which is currently projected to make landfall on the Texas coast with 90 mph winds on Monday, July 8 and impact the Greater Houston area. Our electric and natural gas crews are prepared to respond. We encourage you to stay informed of weather conditions and advisories, have an emergency plan, assemble a hurricane preparedness kit and visit [centerpointenergy.com/en-us/corporat...](https://www.centerpointenergy.com/en-us/corporat...) for important tips to keep you and your family safe.

Electric Service
UPDATE

CenterPoint.
Energy

UTILITY WORK AHEAD

The graphic features a dark blue background with a pattern of small white dots. At the top, the text "Electric Service" is written in white. Below it, the word "UPDATE" is written in large, bold, white capital letters. In the bottom right corner, the CenterPoint Energy logo is displayed, consisting of a blue circle and the text "CenterPoint." above "Energy". In the background, there is a faint image of utility workers in a field with a yellow diamond-shaped sign that reads "UTILITY WORK AHEAD".



For more information, contact
Communications
Media.Relations@CenterPointEnergy.com

For Immediate Release

CenterPoint Energy provides update on power restoration efforts following Thursday evening's severe weather event

- *Strong storm system with winds topping 85 miles per hour caused significant damage to company's electric system, including Bellaire, Cypress, Baytown, Greenspoint, Humble and Spring Branch*
- *Restoration efforts in hardest-hit areas expected to take several days or longer*
- *Power to more than 180,000 customers restored overnight*
- *Approximately 4,000 lineworkers and 1,000 vegetation professionals requested for mutual assistance support*

Houston — May 17, 2024 — CenterPoint Energy's damage assessment and restoration efforts are continuing to ramp up this morning following yesterday evening's severe weather event. Crews began efforts overnight to restore power to affected customers as safely and quickly as possible. There are currently more than 2,000 employees and contractors deployed, with approximately 4,000 lineworkers and 1,000 vegetation professionals requested for mutual assistance support.

While there is still extensive damage to assess, crews made progress overnight restoring more than 180,000 customers in the last 12 hours. As of 9:30 a.m., more than 72% of CenterPoint Energy's customers, or 2 million, currently have power. Damage from the severe weather resulted in electric service interruptions peaking at nearly 922,000 customers.

"In certain parts of our service area where the damage to our infrastructure was significant, our restoration efforts are expected to take several days, and some of the hardest hit areas could take longer," said Lynnae Wilson, Senior Vice President, Electric Business. "We are mobilizing all our available resources, as well as mutual assistance resources from nearby utility companies, to begin the process of quickly and safely restoring power to our customers. We appreciate our customers' patience and understanding as we focus on the important work ahead."

Wilson added, "Due to the extent of the damage to our transmission system, we are also deploying mobile generation resources at certain substations that will enable us to temporarily restore power to certain areas of our service territory."

The storm system caused extensive damage to the company's transmission and distribution electric systems. Wind gusts between 65-85 mph and sustained winds equivalent to a tropical storm, or a Category 1 Hurricane, were seen downtown and eastward toward northern Galveston Bay. The hardest-hit area was likely over the 290 corridor from Jersey Village to Waller (e.g., North region west of I-45) where there was strong evidence of a tornado based on Doppler radar data. Restoration work is expected to continue through the weekend and into early next week. As repairs begin, information on particular areas will be provided to customers.

CenterPoint Energy has also requested mutual assistance to receive additional resources to assist with restoration efforts. The company is part of electric utility mutual assistance programs that provide access to thousands of line workers and vegetation crews from around the country to lend a hand during widespread power outage emergencies.



For more information, contact
Communications
Media.Relations@CenterPointEnergy.com

For Immediate Release

Those customers who depend on electricity for life-sustaining equipment (such as chronic condition or critical care customers) are encouraged to have an emergency plan in place as CenterPoint Energy cannot ensure an uninterrupted power supply. If electricity is a necessity, customers should make alternate arrangements for on-site back-up capabilities or other alternatives in the event of loss of electric service.

In addition to damaging CenterPoint Energy's electric infrastructure and equipment, severe weather may have caused damage to customer-owned equipment. Customers should check their weatherhead, the point where power enters the home through an electric service drop, which is often a pipe located on the side of the residence or building. If the equipment is damaged, customers will need to contact a qualified electrician to make repairs before the company is able to restore service to them.

CenterPoint Energy urges customers to always stay at least 35 feet away from downed power lines and damaged electric utility equipment. Treat all down and damaged equipment as energized and report them to the company at (713) 207-2222.

We will continue to provide updates in the coming days. For latest information on power outages:

- Follow [@CenterPoint](#) and visit Outage Tracker for general outage locations; and
- Visit <https://www.centerpointenergy.com/StormCenter> for electric and natural gas safety tips and other resources.

Please note: Restoration times may be delayed as crews continue to assess damages.

###



For more information, contact
Communications
Media.Relations@CenterPointEnergy.com

For Immediate Release

CenterPoint Energy is monitoring and preparing for Hurricane Beryl *Company urges customers to be prepared as storm heads toward the Texas coast*

Houston – July 6, 2024 – CenterPoint Energy has been closely monitoring forecasts and preparing for potential impacts from Hurricane Beryl, which is currently projected to make landfall on the Texas coast with 90 mph winds on Monday, July 8, to its natural gas and electric systems.

In preparation for potential severe weather across the Texas coast and Greater Houston area, CenterPoint is reminding all customers to develop an [emergency plan](#) and assemble a [hurricane preparedness kit](#) that includes essential items such as non-perishable food, water, flashlights, batteries, a first aid kit, any necessary medications, a battery-powered radio and a portable charger for mobile devices.

As previously communicated, Outage Tracker is unavailable due to technical issues originating during the May 16 derecho event. CenterPoint recognizes the inconvenience to its customers and will continue to provide general outage information in the interim – updated every 15 minutes – at [CenterPointEnergy.com/StormCenter](#). By the end of this month, CenterPoint plans to replace the outage map with a redesigned cloud-based platform that can be more easily scaled for increased customer traffic.

Although real-time updates from Outage Tracker are currently unavailable, CenterPoint's electric customers are encouraged to enroll in [Power Alert Service](#)[®] to receive outage details, estimated restoration times, as available or determined, and community-specific restoration updates in the event of severe weather. With the option to receive updates via phone call, text or email, Power Alert Service[®] helps keep customers informed of restoration progress during an outage event.

Because CenterPoint cannot guarantee an uninterrupted, regular or continuous power supply during a severe weather event, **customers who depend on electricity for life-sustaining equipment are encouraged to make alternate arrangements for on-site back-up capabilities or other alternatives in the event of loss of electric service.**

During pre-storm preparations and post-storm recovery efforts, CenterPoint urges customers to stay informed of weather conditions and warnings or advisories issued by local authorities by paying close attention to announcements from local news outlets for important information regarding ongoing conditions and recovery efforts. The company also recommends that customers follow these important natural gas and electric safety tips:

Natural Gas

- If you smell natural gas — which has a distinctive, strong odor, often compared to rotten eggs or sulfur — leave the area immediately on foot, and tell others to leave, too. Do not turn the lights on or off, smoke, strike a match, use a phone or operate anything that might cause a spark, including a flashlight or a generator. Once safely away from the area, call 911 and CenterPoint Energy, and we will send a trained service technician immediately.
- Do not turn off your natural gas at the meter; your natural gas meter should be left on to maintain proper pressure in the natural gas piping within the house and to prevent water from entering the lines should flooding occur.
- Natural gas can be turned off at each appliance. Later, to restore natural gas service to an appliance, you may follow the written instructions located on the appliance for re-lighting. If you



For more information, contact
Communications
Media.Relations@CenterPointEnergy.com

For Immediate Release

are unable to locate the instructions or don't feel comfortable re-lighting, call a qualified plumber/technician.

- While conducting exterior clean-up and/or repairs, call 811 to locate utility lines prior to digging on your property.
- If your home was flooded, call a licensed plumber or a natural gas appliance technician to inspect your appliances prior to requesting a service reconnection.
- Be cautious around work crews and give them plenty of room to safely assess damage and make repairs.

Electric

- If you experience an electric outage, do not open freezers and refrigerators any more than necessary, as opening these appliances will allow food to thaw more quickly.
- Only use a portable generator in a well-ventilated area and never run it inside your residence or in a garage to avoid carbon monoxide fumes, which can be deadly.
- Never connect a portable electric generator directly to your building's electrical system during a power outage; electricity could backfeed into the power lines and potentially endanger utility workers, emergency responders or members of the public.
- Have your weatherhead, which connects the overhead power line to your home or business, checked for damage. Any weatherhead problems will need to be repaired by a licensed electrician prior to service being restored.
- Stay away from low-hanging, downed power lines or lines that could be submerged in standing water. Treat all downed power lines and damaged electric utility equipment as if they are energized. Report any low-hanging or downed power lines and damaged electric utility equipment to CenterPoint Energy by calling 713-207-2222.
- Water poses a potential electric safety threat because it's a good conductor – always be careful not to touch water, or anything in contact with it, near a downed power line.
- Any amount of water, including a puddle, can become energized. If you see a downed power line near water, retreat to a safe distance, then call CenterPoint Energy immediately at 713-207-2222 to report it.
- Flood water can be hazardous. Always use extreme care when stepping into flooded areas. Submerged outlets or electrical cords can energize water, even from a distance.
- Boats or other vehicles being used in high water can expose you to danger from power lines at their normal height. Be aware and stay away.
- If water has risen above the electrical outlets, contact a licensed electrician before turning on the main circuit breaker.

As Hurricane Beryl moves toward CenterPoint's natural gas and electric service territories, additional updates will be provided as needed.

For additional information and resources on hurricane preparedness, visit CenterPointEnergy.com/StormCenter and follow [@CenterPoint](https://twitter.com/CenterPoint) for updates during inclement weather events.

###



CenterPoint Energy

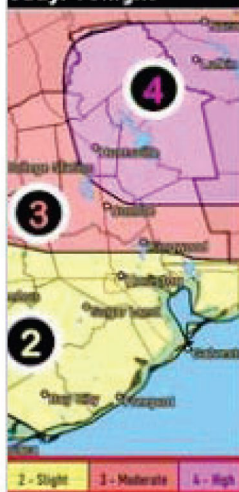
Published by Angelica Gutierrez Covarrubias

May 16

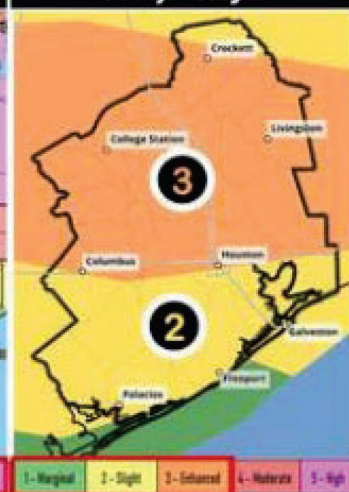
Houston: Severe weather is possible this evening and tonight. Stay safe, weather aware and receive the most up-to-date outage and restoration updates with Power Alert Service®: CenterPointEnergy.com/PowerAlertService

HEAVY RAIN & SEVERE STORMS THIS AFTERNOON/EVENING

Five Rainfall Outlook Today/Tonight



Severe Weather Outlook Today/Tonight



WHAT

- Heavy rainfall will likely result in dangerous flash flooding
- A **Flood Watch** remains in effect until early Friday morning
- Rainfall totals of 3 to 6 inches expected with isolated high amounts possible in the watch area.
- Isolated to scattered strong to severe thunderstorms possible



TIMING

Ongoing - 10 PM tonight



IMPACTS

- Flash flooding is likely as well as additional rises along rivers and creeks, especially where already saturated.
- Large hail, damaging winds and isolated tornadoes possible with the strongest storms.



ACTIONS

Never drive through flooded roadways...turn around, don't drown. Remain weather aware and have multiple ways to receive weather updates.

NATIONAL WEATHER SERVICE
Houston/Galveston, TX

ISSUED: 3:00 PM - Thursday, May 16, 2024



		Probability of Precipitation Forecast (%)													
		5/16				5/17				5/18					
		PM				PM				AM					
		12pm	3pm	6pm	9pm	12pm	3pm	6pm	9pm	12am	3am	6am	9am		
40-45	25	20	10	10	40	30	10	10	20	20	10	5	5	5	5
30-40	10	20	10	10	30	20	10	10	20	20	10	5	5	5	5
20-30	5	10	5	5	20	10	10	10	10	10	5	5	5	5	5
10-20	5	5	5	5	10	5	5	5	10	5	5	5	5	5	5
5-10	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
0-5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
0	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5



US National Weather Service Houston-Galveston Texas

May 16

Showers & storms will continue to develop across the region this afternoon and evening. Heavy rainfall will likely result in dangerous flash flooding, particularly for areas north of I-10. Severe storms will be capable of producing damaging winds, hail & isolated tornadoes. Rain and storms will gradually diminish late this evening. However, rain and storm chances return on Friday with the highest chances near the coast.

A Tornado Watch is in effect through 10 PM tonight.

A Flood Watch remains in effect until early Friday morning.

Stay weather aware and make sure you have multiple ways to receive warnings.

#houwx

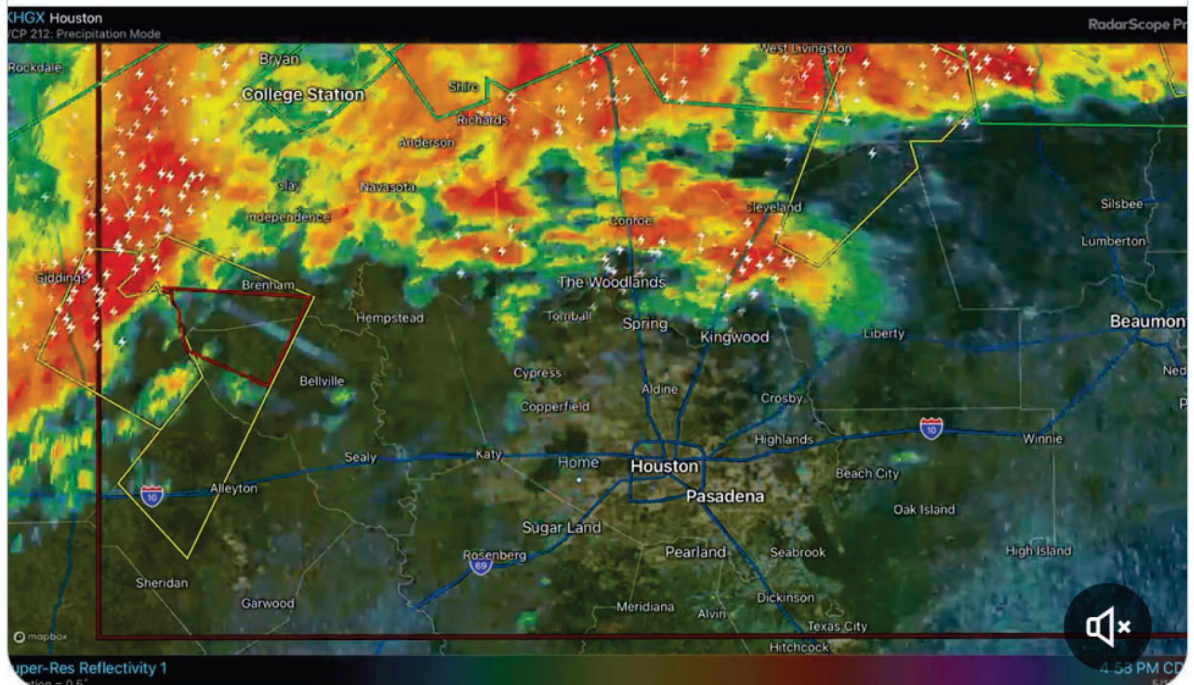


CenterPoint Energy 🌟 @Center... · 5/16/24 ...
[#HOU](#) Severe weather is possible this evening and tonight. Stay safe, weather aware and receive the most up-to-date outage and restoration updates with Power Alert Service®: [CenterPointEnergy.com/PowerAlertServ...](https://www.CenterPointEnergy.com/PowerAlertServ...)



Aaron Barker @weatherbark... · 5/16/24

Powerful storms are approaching the Houston metro. Both a Tornado Watch and a Flood Watch are in effect. Stay weather-aware, and NEVER drive through floodwater. #houwx #hounews #houston #houstontx #htx #txwx #wxtwitter





CenterPoint Energy
@CenterPoint

Promote

...

#HOU: We've received reports of wires down as storms moved across our service area. Please assume all lines are energized and dangerous and stay at least 35 feet away. Never spray a sparking or burning wire with water and never attempt to remove tree limbs or any object from power lines. Report any potentially hazardous condition immediately at 713-207-2222.



**CenterPoint.
Energy**

Stay safe around downed wires.

Maintain a distance of at least 35 feet and contact **CenterPoint Energy** at **713-207-2222** to report the issue.

7:30 PM · May 16, 2024 · 74.3K Views

**CENTERPOINT ENERGY HOUSTON ELECTRIC, LLC
PROJECT NO. 56822
INVESTIGATION OF EMERGENCY PREPAREDNESS AND RESPONSE**

**PUBLIC UTILITY COMMISSION OF TEXAS
REQUEST NO.: PUC-RFI01-030**

QUESTION:

Electric Utilities Communication and Coordination

Please provide any available data regarding customer feedback you received in response to your service restoration efforts during and in the aftermath of Hurricane Beryl.

ANSWER:

Attached files include all survey responses for our "Voice of the Customer" and "Power Alert Service" surveys from both electric only and combo gas/electric Texas customers. The tabs are divided into feedback received during the immediate restoration efforts (7/8-7/19) and over the following weeks (7/20-8/15). Customer e-mail addresses have been removed.

Additionally, as part of the Greater Houston Resiliency Initiative (GHRI), CenterPoint Houston is currently in the middle of a series of 16 Community Open House events which began on Saturday, August 17th and is also conducting community listening sessions and focus groups to gather additional feedback from customers.

SPONSOR:

Stephenie Howard

RESPONSIVE DOCUMENTS:

PUC-RFI01-030 - PAS PUC RFI_Email Rmvd.xlsx

PUC-RFI01-030 - VOC PUC RFI_Email Rmvd.xlsx

ESIID	Sentiment	Customer Comme	SentimentScore	CSAT	RecordedDate
1008901003183588413100	Negative	The notifications a	-1	2	7/8/2024
1008901021194937141100				5	7/8/2024
1008901011184710348100					7/8/2024
1008901023805725020100					7/8/2024
1008901023815344480104				2	7/8/2024
1008901003532873115100	Negative	I have gotten zip ir	-1		7/8/2024
1008901001900128100107	Neutral	I was out for a few	0		7/8/2024
1008901016191091617100	Very Negative	At midnight I'm se	-2	1	7/8/2024
1008901045787266660100	Negative	still have no powe	-1		7/8/2024
1008901038786506680100	Very Negative	Weâ€™re without	-2	4	7/8/2024
1008901045787266088100	Negative	I originally signed i	-1	2	7/8/2024
1008901006901186680116					7/8/2024
1008901016900161550108	Mixed	The outage in this	0	1	7/8/2024
1008901020900064420107	Very Positive	This feature is grea	2	5	7/8/2024
1008901047787327632100				5	7/8/2024
1008901023815307190104	Very Positive	It's a great extra se	2	5	7/8/2024
1008901020147856388100	Negative	Fix the outage trac	-1	4	7/8/2024
1008901001901105500116	Very Positive	Keep up the great	2	5	7/8/2024
1008901023806044370100	Very Positive	The power alert se	2	5	7/8/2024
1008901020900617420112				5	7/8/2024
1008901023800611020100	Positive	Thank you for keep	1	5	7/8/2024
1008901035360084700100				4	7/8/2024
1008901016901228820117	Negative	The power alerts s	-1	5	7/8/2024
1008901016191090341100	Negative	I'm watching for sp	-1	5	7/8/2024
1008901023805547720100				5	7/8/2024
1008901013191297249100				1	7/8/2024
1008901015118000122100	Negative	Please help your e	-1	2	7/8/2024
1008901049787437937100	Very Negative	Shit service. You st	-2		7/9/2024
1008901023816718500105	Negative	On to 2 days of no	-1		7/9/2024
1008901023811859510102					7/9/2024
1008901025000197310120	Negative	This service is fault	-1		7/9/2024
1008901023801886090100				2	7/9/2024
1008901003183495292100	Negative	This is a business,	-1		7/9/2024
1008901009130570623100				4	7/9/2024
1008901009130560614100				3	7/9/2024
1008901007115024255100	Very Negative	We shouldnâ€™t b	-2	2	7/9/2024
1008901011900863600114	Negative	Power is still out a	-1		7/9/2024
1008901023901643060120	Very Negative	Complete lack of ti	-2	1	7/9/2024
1008901007115074510100	Negative	The outage was af	-1		7/9/2024
1008901023807613030102				5	7/9/2024
1008901023812068750102	Very Negative	It has been imposs	-2		7/9/2024
1008901013252057870100	Negative	My power is still o	-1		7/9/2024
1008901023810811630100	Very Negative	Terrible, no inform	-2		7/9/2024
1008901023802748520100	Very Negative	Your service sucks	-2		7/9/2024
1008901024900505130111	Very Negative	The website for ou	-2		7/9/2024
1008901011900716660113	Very Negative	We are 1 of 17 hor	-2		7/9/2024
1008901023810831510100	Negative	We still do not hav	-1		7/9/2024
1008901006901063850115					7/9/2024
1008901023807864880100				5	7/9/2024
1008901018146674532100	Very Negative	Itâ€™s been really	-2	2	7/9/2024
1008901023806181550100	Negative	We need an estim:	-1		7/9/2024
1008901011184710019100				5	7/9/2024
1008901023900546130111	Negative	took too long tor r	-1		7/9/2024
1008901023803162700100	Negative	I lost power and I f	-1		7/9/2024
1008901023802878240100	Very Positive	Survey is not entir	2	4	7/9/2024
1008901023814173480103	Very Negative	Still no power as o	-2	1	7/9/2024
1008901038786503281100	Neutral	I have a natural ga	0	5	7/9/2024
1008901020900997270115	Very Negative	Never got any	-2		7/9/2024
1008901007185097936100				5	7/9/2024
1008901010187475183100				5	7/9/2024
1008901011900126430107	Mixed	outages are	0		7/9/2024
1008901011113945601100				5	7/9/2024
1008901024900575460112				5	7/9/2024
1008901007185271839100				4	7/9/2024
1008901015118446100100	Negative	Need to improve c	-1	1	7/9/2024
1008901009130568620100	Negative	I wish there were r	-1	4	7/9/2024
1008901011184936462100	Negative	Please send me ale	-1	2	7/9/2024
1008901023804302340100	Negative	a general psa and	-1	1	7/9/2024
1008901020900976250115				1	7/9/2024
1008901023818322230106				4	7/9/2024
1008901020900867820114	Very Negative	I (and 6 of the my	-2	1	7/9/2024
1008901023814230590103	Negative	A transformer in nr	-1	2	7/9/2024
	Neutral	Quando. A a haber	0		7/10/2024
1008901023801936470100					7/10/2024
1008901047787326740100					7/10/2024
1008901009190512079100					7/10/2024
1008901023816738140105				3	7/10/2024

1008901023802595330100	Very Positive	This system works	2	5	7/10/2024
1008901007185245565100				1	7/10/2024
1008901001900659390113	Negative	Late emails and nc	-1		7/10/2024
1008901007185247943100	Negative	Out of town and d	-1	4	7/10/2024
1008901007185248281100	Very Negative	Has not been hel	-2		7/10/2024
1008901023805851160100	Negative	Never received an'	-1		7/10/2024
1008901011184710617100	Very Negative	I am signed up for	-2		7/10/2024
1008901023817595210106	Negative	signed up for	-1	2	7/10/2024
1008901023808555660102	Very Negative	Havenâ€™t heard	-2		7/10/2024
1008901023806671430100	Very Positive	Great notification	2	5	7/10/2024
1008901023803159550100	Very Negative	Centerpoint sucks	-2		7/10/2024
1008901014127192480100	Negative	It's too hot to be si	-1		7/10/2024
1008901017126622812100	Very Negative	Horrible experienc	-2		7/10/2024
1008901017126635515100	Very Negative	I never could react	-2	2	7/10/2024
1008901023815353870104	Very Negative	Power went out be	-2	1	7/10/2024
1008901015185918300100	Very Negative	We still have no pc	-2		7/10/2024
1008901003532873060100	Very Negative	It's HOT ðŸ”¥ ðŸ”¥	-2		7/10/2024
1008901023805754940100	Very Negative	Can't you guys fix t	-2		7/10/2024
1008901023805274620100					7/10/2024
1008901016191093450100	Negative	We do not have pc	-1		7/10/2024
1008901001900801820114	Negative	I received a power	-1		7/10/2024
1008901007115063660100	Very Negative	I donâ€™t have po	-2	1	7/10/2024
1008901023900575430112	Very Negative	We had a lightning	-2		7/10/2024
1008901016191091740100	Very Negative	The power has bee	-2	1	7/10/2024
1008901016191091707100	Very Negative	The outage trackel	-2	2	7/10/2024
1008901038786502634100	Negative	Still have houses w	-1		7/10/2024
1008901045787265329100	Very Negative	The power has gor	-2		7/10/2024
1008901023807071080100	Negative	Thereâ€™s no way	-1		7/10/2024
1008901045787266030100				3	7/10/2024
1008901023801453420100	Very Negative	Awful. Terrible cor	-2		7/10/2024
1008901045787266204100	Negative	After the storm hit	-1		7/10/2024
1008901023805840570100	Very Negative	WE STILL DONâ€™	-2	4	7/10/2024
1008901023801446290100	Negative	No power still 262	-1		7/10/2024
1008901023901101990116	Very Negative	No updates, incorr	-2		7/10/2024
1008901023817698570106	Negative	My power is still o	-1		7/10/2024
1008901023900451590110	Mixed	Please â€œkeep	0	5	7/10/2024
1008901002440293335100				5	7/10/2024
1008901006901086360116				3	7/10/2024
1008901013141568470100				4	7/10/2024
1008901009190570121100	Negative	I never received ar	-1	4	7/10/2024
1008901011901259050117				5	7/10/2024
1008901006901612290119				5	7/10/2024
1008901016900389720110				4	7/10/2024
1008901023803405250100	Very Negative	It is imperative we	-2	3	7/10/2024
1008901023807358520100				3	7/10/2024
1008901011184710516100	Negative	I have received tw	-1	1	7/10/2024
1008901023808556900102	Negative	Too vague for whe	-1	1	7/10/2024
1008901019146907150100	Very Negative	I did sign up for te:	-2	4	7/10/2024
1008901023817138230106	Very Negative	It is very frustratin	-2	2	7/10/2024
1008901016191091649100	Very Negative	Power never was r	-2	1	7/10/2024
1008901016191090399100				3	7/10/2024
1008901016191090232100				3	7/10/2024
1008901045787266686100				3	7/10/2024
1008901023808313410100	Very Negative	I still have no pow	-2	3	7/10/2024
1008901023805875890100	Negative	Centerpoint has nc	-1	1	7/10/2024
1008901011143651715100	Negative	This was from Jun	-1		7/11/2024
1008901023809792660100					7/11/2024
1008901002100728650100					7/11/2024
1008901036551485950100				3	7/11/2024
1008901023804770000100	Negative	I would like an upc	-1	1	7/11/2024
1008901023808556850100	Negative	Power has been ou	-1		7/11/2024
1008901006900524530111	Very Negative	Seriously does any	-2		7/11/2024
1008901023806704780100	Negative	We lost power a d	-1		7/11/2024
1008901023805557970100	Very Negative	Not very good. Thi	-2		7/11/2024
1008901016191091629100	Very Negative	I'd appreciate not	-2	2	7/11/2024
1008901038786415718100					7/11/2024
1008901006901175600116	Very Negative	Itâ€™s absolutely	-2		7/11/2024
1008901045787265734100	Negative	I got the survey en	-1		7/11/2024
1008901023801787190100	Very Negative	Horrible	-2		7/11/2024
1008901023807692900100	Very Negative	We always receive	-2		7/11/2024
1008901044787254258100	Negative	CenterPoint did nc	-1		7/11/2024
1008901044787254292100	Negative	We were out of pc	-1	4	7/11/2024
1008901011630397660100	Very Negative	The power issue w	-2		7/11/2024
1008901007185237528100					7/11/2024
1008901011184710345100				2	7/11/2024
1008901005184633155100	Negative	Please fix the pow	-1	2	7/11/2024
1008901023817756300106	Very Negative	Fire the CEO. Hire	-2	1	7/11/2024
					7/12/2024

1008901019193356849100	Very Negative	Our power is still c	-2	3	7/12/2024
1008901016191089960100	Negative	I have tried multip	-1		7/12/2024
1008901045787264979100	Very Negative	i didnt have power	-2	4	7/12/2024
1008901023810275690100	Negative	I would really appr	-1	3	7/12/2024
1008901009130569629100				4	7/12/2024
1008901010186275516100					7/13/2024
1008901016191090364100	Mixed	I am happy. Things	0	5	7/13/2024
1008901002181315427100	Negative	I am displeased wi	-1		7/14/2024
1008901023814492140103					7/14/2024
1008901023818099110106					7/14/2024
1008901008185305244100				3	7/14/2024
1008901023811901300100					7/14/2024
					7/15/2024
1008901014190353053100					7/15/2024
1008901021194710045100					7/15/2024
1008901049787438119100					7/15/2024
1008901047787343231100					7/15/2024
1008901007114123845100					7/15/2024
1008901023816738130105					7/15/2024
1008901024901488440119					7/15/2024
1008901014190337554100					7/15/2024
1008901001184530310100					7/15/2024
1008901006901088440116					7/15/2024
1008901031584678503100					7/15/2024
1008901023817034270105	Negative	still don't have any	-1		7/15/2024
1008901012189192579100	Very Negative	Same as previous :	-2	3	7/15/2024
1008901023806858320100					7/16/2024
1008901011900242920108					7/16/2024
1008901002611825845100					7/16/2024
1008901009130569149100					7/16/2024
1008901023801842610100					7/16/2024
1008901023802458360100				2	7/16/2024
1008901013252061070100					7/16/2024
1008901007185245559100					7/16/2024
1008901016900722460113					7/16/2024
1008901020900318600109					7/16/2024
1008901023813138070102					7/16/2024
1008901016191034436100					7/16/2024
1008901011184965888100					7/16/2024
1008901023802602670100					7/16/2024
1008901005102702920100					7/17/2024
1008901011114118822100					7/17/2024
1008901022900651790112					7/17/2024
1008901011184710340100					7/17/2024
1008901004180179196100					7/17/2024
1008901008185305094100					7/17/2024
1008901023800748200100					7/17/2024
1008901011901278130117					7/17/2024
1008901006901014260115					7/18/2024
1008901009130593295100					7/18/2024
1008901009190570163100					7/18/2024
100890101113918630100					7/18/2024
1008901013318282610100					7/19/2024
1008901023814036680103				1	7/19/2024

ESIID	Sentiment	Customer Comment	SentimentScore	CSAT	RecordedDate
1008901007535973340100	Negative	CPE wasn't even aw		-1	7/23/2024
1008901049573141035100	Negative	I thought I would receiv		-1	2 7/23/2024
1008901009536135725100	Negative	Power is still out and h		-1	3 7/23/2024
1008901009536135520100	Very Negative	The first message (7:52		-2	4 7/23/2024
1008901018547952776100	Very Negative	Really poor it took 7 da		-2	7/23/2024
1008901025001617600121	Very Negative	This is ridiculous how lc		-2	7/23/2024
1008901018547888070100	Mixed	I had to sign up again tc		0	7/23/2024
1008901001531523925100				4	7/23/2024
1008901001531531568100	Negative	I have updated my new		-1	7/23/2024
1008901001531561660100					7/23/2024
1008901011554012354100	Negative	I do appreciate the notif		-1	5 7/23/2024
1008901036786241095100				5	7/23/2024
1008901023802657410100				4	7/23/2024
1008901050574921995100	Negative	Both my wife and I are :		-1	4 7/23/2024
1008901025000828500120				5	7/23/2024
100890101114000960100	Negative	In the event you're r		-1	3 7/23/2024
1008901023817114370106	Very Positive	Excellent work and grea		2	5 7/23/2024
1008901023810953580100				5	7/23/2024
1008901050574922006100	Very Negative	Keep the power on. Th		-2	1 7/23/2024
1008901025001639100121				4	7/23/2024
1008901025001473370121				4	7/23/2024
1008901016901633800119	Negative	There should be a an ap		-1	2 7/23/2024
1008901022901227430117	Very Negative	My lights were out for r		-2	3 7/24/2024
1008901025003384900123	Very Negative	There were no alerts pr		-2	7/24/2024
1008901025003084150122	Very Negative	Power alerts were not a		-2	7/24/2024
1008901023804805250100	Neutral			0	3 7/24/2024
1008901023800484100100				4	7/24/2024
1008901025003904900123	Very Negative	You are horrible. I was v		-2	1 7/24/2024
1008901023808825680100					7/24/2024
1008901023813107010102					7/24/2024
1008901003101346691100				4	7/24/2024
1008901023809667770100	Very Negative	We did receive informa		-2	7/24/2024
1008901023810051570100				4	7/24/2024
1008901023806521630100	Negative	Centerpoint is not hone		-1	7/24/2024
1008901022900768330113				5	7/24/2024
1008901025001347140121	Negative	Do better & be prompt		-1	7/24/2024
1008901006901483390118					7/24/2024
1008901023803817400100					7/24/2024
1008901023801922020100	Negative	I want to receive text al		-1	7/24/2024
1008901001157326510100	Mixed	Most times we receive :		0	7/24/2024
1008901013411970664100	Very Negative	There is no real inform		-2	2 7/24/2024
1008901023817424780106	Very Positive	because we were a		2	5 7/24/2024
1008901036786241075100				4	7/24/2024
1008901023808912440100	Negative	I feel with todays techn		-1	3 7/24/2024
1008901023805758900100	Negative	The message always sa		-1	4 7/24/2024
1008901023803111290100				1	7/24/2024
1008901025002190790122				2	7/24/2024
1008901024901539930119	Mixed	But the number of		0	5 7/24/2024
1008901002611826005100				4	7/24/2024
1008901022901294230117				5	7/24/2024
1008901023811994870100	Very Negative	Too many power outag		-2	4 7/24/2024
1008901023809924730100				5	7/24/2024
1008901050393264621100	Mixed	Attempted signing up fr		0	5 7/24/2024
1008901023900037240107	Negative	I have signed up countl		-1	4 7/24/2024
1008901024901414270118				5	7/24/2024
1008901016900474280111				5	7/24/2024
1008901023900394570110	Neutral	None		0	5 7/24/2024
1008901001900897590114				4	7/24/2024
1008901023818119090106	Neutral			0	5 7/24/2024
1008901024900909820114				5	7/24/2024
1008901025002395340122	Very Positive	The company promptly		2	5 7/24/2024
1008901017189801533100				5	7/24/2024
1008901051574946350100	Neutral	Please, see my previous		0	4 7/24/2024
1008901023804886270100				1	7/24/2024
1008901023802882910100	Very Negative	I signed up for and rece		-2	2 7/24/2024
1008901023800507950100				2	7/24/2024
1008901037557571015100	Negative	The estimated times dic		-1	1 7/24/2024
1008901039560168030100	Very Negative	The power was out fron		-2	1 7/24/2024
1008901023811323730100	Very Negative	Just poor customer serv		-2	1 7/24/2024
1008901023900289120109				1	7/24/2024
1008901020900274060108				4	7/24/2024
1008901023816941620105				2	7/24/2024
1008901001184402087100	Very Positive	Les Agradezco Por Arre		2	7/25/2024
1008901025000893330120				4	7/25/2024
1008901025003018190122	Negative	Never received a text		-1	7/25/2024
1008901025000968640120					7/25/2024
1008901025001145220121	Very Negative	the other.		-2	7/25/2024

100890102090002280107	Negative	Power was off for 5 day	-1		7/25/2024
1008901023811696270102	Very Negative	Nine days without pow	-2		7/25/2024
1008901022901462470118					7/25/2024
1008901025002534000122	Very Negative	I received NO ALERT AN	-2		7/25/2024
1008901023801941980100	Very Negative	I could not get any mes	-2	1	7/25/2024
1008901023804145300100	Very Negative	I've been signed up for	-2	3	7/25/2024
1008901007535948330100				4	7/25/2024
1008901013191182649100				4	7/25/2024
1008901013191182483100	Negative	5 or 6 ~~~emails for an o	-1	1	7/25/2024
1008901023813553800103	Very Negative	Our household has prov	-2		7/25/2024
1008901009190569292100				3	7/25/2024
1008901009190569023100	Mixed	Thank you for all the wc	0	5	7/25/2024
1008901009190568575100					7/25/2024
1008901024901336250117	Negative	Communication from C	-1		7/25/2024
1008901003183445074100	Negative	We were without powe	-1		7/25/2024
1008901023800965570100				2	7/25/2024
1008901007115093640100	Negative	I am not sure but I belie	-1		7/25/2024
1008901011901116110116	Negative	If it was an equipment r	-1	2	7/25/2024
1008901007115083970100	Negative	I signed up to receive n	-1		7/25/2024
1008901007115089790100	Negative	the timeline provide wa	-1		7/25/2024
1008901007115085165100	Negative	Add time of day to ema	-1	4	7/25/2024
1008901018191712894100					7/25/2024
1008901010623987560100					7/25/2024
1008901023815693520104				5	7/25/2024
1008901001900455910110	Positive	I appreciate your help v	1	5	7/25/2024
1008901023814408990103				5	7/25/2024
1008901020900271940108				5	7/25/2024
1008901006535891886100				5	7/25/2024
1008901023800139250100				5	7/25/2024
1008901007535948676100	Negative	More realistic updates	-1	3	7/25/2024
1008901001531561670100				3	7/25/2024
1008901023815756140105	Negative	I think a text message is	-1	4	7/25/2024
1008901013191182433100	Mixed	I received the alert time	0	5	7/25/2024
1008901023811204600100				4	7/25/2024
1008901023811387810101	Positive	Thank you for all yâ€™s	1	5	7/25/2024
1008901003182391281100	Negative	There was need for an c	-1	1	7/25/2024
1008901015118408174100	Mixed	Knowing how overload	0	4	7/25/2024
1008901015186022863100	Mixed	The gentleman who car	0	5	7/25/2024
1008901010623932770100	Very Negative	I kept receiving alerts th	-2	2	7/25/2024
1008901014127190354100				4	7/25/2024
1008901001157561616100	Very Negative	We never receive texts	-2	2	7/25/2024
1008901012537716757100	Negative	We werenâ€™t alerted	-1	1	7/25/2024
1008901023808684690100				1	7/25/2024
1008901006210272850100				3	7/25/2024
1008901001901236400117				1	7/25/2024
1008901023804370890100	Very Negative	Your alert system seem	-2	3	7/25/2024
1008901007535944960100	Negative	When power is off your	-1	2	7/25/2024
1008901007535948730100	Negative	C'mon don't give unrea	-1	1	7/25/2024
1008901023500014411100	Very Negative	Very unhappy when Cer	-2	1	7/25/2024
1008901023804660520100				1	7/25/2024
1008901023812164250102	Negative	information about	-1	4	7/25/2024
1008901013191186503100				4	7/25/2024
1008901013191182499100				2	7/25/2024
1008901016901481840118	Very Negative	Thanks for letting me kr	-2	1	7/25/2024
1008901023811256420100	Very Negative	During Hurricane Beryl,	-2	3	7/25/2024
1008901007115074440100	Negative	I have signed up for tex	-1	2	7/25/2024
1008901007115093974100	Very Negative	You should spend more	-2	1	7/25/2024
1008901025003586130123				2	7/25/2024
1008901022900023630107	Negative	We had no phone servi	-1		7/26/2024
1008901023805278110100	Very Negative	During Hurricane Beryl	-2	2	7/26/2024
1008901023805337500100				3	7/26/2024
1008901023805873430100				4	7/26/2024
1008901023808211250100				1	7/26/2024
1008901023801360710100	Negative	Way too many power ir	-1	1	7/26/2024
1008901023800206780100	Mixed	I appreciate any inform	0	5	7/26/2024
1008901020193828507100					7/26/2024
1008901020901551840119	Negative	Power outage over 8 da	-1	3	7/26/2024
1008901024901551310119	Very Negative	I never get alerts wheth	-2		7/26/2024
1008901024900131910107				4	7/26/2024
1008901050574922020100	Negative	The system bogs down	-1		7/26/2024
1008901017127187705100	Very Negative	No good for service my	-2		7/26/2024
1008901016191178383100	Very Negative	The way you conducted	-2	1	7/26/2024
1008901021153150500100	Very Negative	The system is inconsiste	-2		7/26/2024
1008901001900114940107	Negative	I will wait to see my bill	-1	3	7/26/2024
1008901005160779819100					7/26/2024
1008901005457320290100	Very Negative	The centerpoint Linema	-2		7/26/2024
1008901006900286460109	Mixed	Need to update our	0	4	7/26/2024
1008901023804313390100	Very Negative	I am very dissatisfied wit	-2	2	7/26/2024

1008901023806077790100	Very Negative	I don't know how m	-2		7/26/2024
1008901005210239590100					7/26/2024
1008901019193331330100	Positive	My Electric was broken	1		7/26/2024
1008901001155631424100	Mixed	Pre the recent hurrican	0	4	7/26/2024
1008901001155630197100	Negative	Power Alert Service is ir	-1		7/26/2024
1008901020782937629100	Negative	I was trying to find on tl	-1	4	7/26/2024
1008901015186100528100				5	7/26/2024
1008901023803294650100	Neutral	Yes, I call about the cpa	0		7/26/2024
1008901023803383980100	Positive	Thank you for your harc	1	4	7/26/2024
1008901023817203070106	Very Negative	I have constant power l	-2	1	7/26/2024
1008901001900221780108	Mixed	Greater accuracy in rest	0	5	7/26/2024
1008901023816703400105	Positive	Thank you for all you dk	1	5	7/26/2024
1008901012189142279100				5	7/26/2024
1008901006121064108100	Mixed	The alerts are appreciat	0		7/26/2024
1008901023811994310100				4	7/26/2024
1008901009129861200100				4	7/26/2024
1008901023802770310100	Very Positive	Excelente .su trabajo .i	2	5	7/26/2024
1008901023810218710100	Negative	The estimated time of r	-1	4	7/26/2024
1008901001900236840108				5	7/26/2024
1008901023813990780103	Negative	Don't know if it's possib	-1	4	7/26/2024
1008901001155631490100				3	7/26/2024
1008901023803330300100	Negative	Stop the BS and keep th	-1	5	7/26/2024
1008901023810285540100	Very Negative	I've found it very dif	-2	2	7/26/2024
1008901023808171720100	Positive	They doing the best the	1	5	7/26/2024
1008901020782949830100	Neutral	none	0	5	7/26/2024
1008901020782953015100				5	7/26/2024
1008901019782927490100	Negative	Don't understand th	-1	3	7/26/2024
1008901023810557300100				5	7/26/2024
1008901010186220477100				5	7/26/2024
1008901020900241420108	Very Negative	I've been having proble	-2	4	7/26/2024
1008901010186219893100				5	7/26/2024
1008901010186220937100				5	7/26/2024
1008901050573184941100				2	7/26/2024
1008901013191339455100	Very Positive	I love being updated on	2	5	7/26/2024
1008901007535969780100	Negative	I did not receive any ale	-1	1	7/26/2024
1008901023810050910100	Mixed	The estimated time to r	0	4	7/26/2024
1008901013141771865100	Neutral	I would have light for th	0	2	7/26/2024
1008901023802851880100	Very Negative	See prior comments. Al	-2	2	7/26/2024
1008901023801387500100	Very Negative	Do better. Spend mone	-2	1	7/26/2024
1008901021153150440100				4	7/26/2024
1008901011554033211100	Negative	I received incorrect esti	-1	2	7/26/2024
1008901024900896400114				1	7/26/2024
1008901023901107020116	Very Negative	I have yet to see a singl	-2	1	7/26/2024
1008901017547782180100	Very Negative	All the power outages b	-2	4	7/26/2024
1008901023804679200100	Very Negative	Due to the continued	-2	1	7/26/2024
1008901023813991070103	Very Negative	This survey was about I	-2	2	7/26/2024
1008901011900310450109	Very Negative	you are the worst comp	-2	1	7/26/2024
1008901020782945059100				1	7/26/2024
1008901019782928234100	Very Negative	Not very reliable in its "	-2	3	7/26/2024
1008901010186222793100	Very Negative	CenterPointle\$\$ will be	-2	1	7/26/2024
1008901050573189525100				1	7/26/2024
1008901002101124680100					7/27/2024
1008901025002342570122				4	7/27/2024
1008901011317264850100	Very Positive	center point has done a	2	5	7/27/2024
1008901023801808150100					7/27/2024
1008901007161852015100					7/27/2024
1008901023817476500106					7/27/2024
1008901020900029840107	Very Negative	Still waiting for confirm	-2		7/27/2024
1008901019191738110100	Positive	I am satisfied with the a	1	4	7/27/2024
1008901020900348460109					7/27/2024
1008901023812640670102	Negative	Later in day received an	-1	3	7/27/2024
1008901023802323120100	Very Negative	Can't access it withc	-2	1	7/27/2024
1008901009536136111100				4	7/27/2024
1008901009190570504100				5	7/27/2024
1008901009190568563100					7/27/2024
1008901009190570453100					7/27/2024
1008901009190571485100				5	7/27/2024
1008901024900073750107	Very Negative	Horrible. Didn't get	-2		7/27/2024
1008901025001921190121	Very Negative	You guys are horrible it	-2		7/27/2024
1008901012189136858100					7/27/2024
1008901003182365709100	Neutral	Power outage for 4day	0		7/27/2024
1008901002181314380100					7/27/2024
1008901007115073929100	Very Negative	Notifications are not co	-2		7/27/2024
1008901007115079445100	Positive	System worked and is n	1	4	7/27/2024
1008901023901539260119				1	7/27/2024
1008901049393161815100					7/27/2024
1008901023802534630100				5	7/27/2024
1008901023810226460100	Negative	it was harder to sign up	-1	4	7/27/2024
1008901024901273440117				5	7/27/2024