

|                        |               |                             |    |   |           |
|------------------------|---------------|-----------------------------|----|---|-----------|
| 1008901002100770308100 | Negative      | unresolved. Only            | -1 |   | 7/27/2024 |
| 1008901023805550090100 | Positive      | We were not at home d       | 1  | 5 | 7/27/2024 |
| 1008901023810610140100 | Positive      | I appreciate the update     | 1  | 5 | 7/27/2024 |
| 1008901016319810320100 | Very Positive | exactly what we need        | 2  | 5 | 7/27/2024 |
| 1008901009460822600100 |               |                             |    |   | 7/27/2024 |
| 1008901023808149340100 | Very Negative | Works as it should and      | -2 | 4 | 7/27/2024 |
| 1008901023900896260114 |               |                             |    |   | 7/27/2024 |
| 1008901022900936390115 | Negative      | I signed up for the alert   | -1 |   | 7/27/2024 |
| 1008901016901467790118 |               |                             |    |   | 7/27/2024 |
| 1008901023802548320100 | Very Negative | I feel like I'm living i    | -2 | 1 | 7/27/2024 |
| 1008901016780339225100 | Negative      | Without power causes i      | -1 |   | 7/27/2024 |
| 1008901016780343195100 |               |                             |    | 3 | 7/27/2024 |
| 1008901023801282510100 |               |                             |    | 5 | 7/27/2024 |
| 1008901023803062420100 | Very Negative | The infrastructure is too   | -2 |   | 7/27/2024 |
| 1008901023814328830103 |               |                             |    |   | 7/27/2024 |
| 1008901023812628050102 | Mixed         | All in all service for this | 0  | 4 | 7/27/2024 |
| 1008901023812627680102 | Mixed         | Getting email alerts -- g   | 0  | 2 | 7/27/2024 |
| 1008901023810033260100 | Very Negative | This is the 8th time we l   | -2 | 1 | 7/27/2024 |
| 1008901020901226890117 |               |                             |    | 1 | 7/27/2024 |
| 1008901023805579230100 | Negative      | Still mad about being oi    | -1 | 3 | 7/27/2024 |
| 1008901049572532070100 |               |                             |    | 5 | 7/27/2024 |
| 1008901023802788550100 | Negative      | I have previously signec    | -1 | 4 | 7/27/2024 |
| 1008901023815349700104 |               |                             |    | 4 | 7/27/2024 |
| 1008901013191186669100 |               |                             |    | 5 | 7/27/2024 |
| 1008901023812312550102 |               |                             |    | 5 | 7/27/2024 |
| 1008901007115075744100 | Mixed         | Power Alert Service app     | 0  | 5 | 7/27/2024 |
| 1008901023810532520100 | Very Positive | Great job                   | 2  | 5 | 7/27/2024 |
| 1008901023801073880100 |               |                             |    | 5 | 7/27/2024 |
| 1008901012189194099100 | Negative      | as much effort              | -1 | 3 | 7/27/2024 |
| 1008901009457547230100 | Very Positive | The Power Alert Service     | 2  | 5 | 7/27/2024 |
| 1008901044568144035100 |               |                             |    | 5 | 7/27/2024 |
| 1008901004100093066100 | Negative      | When they turned off tl     | -1 | 5 | 7/27/2024 |
| 1008901023802603570100 |               |                             |    | 5 | 7/27/2024 |
| 1008901022900181960108 | Very Negative | I was first told the powe   | -2 | 4 | 7/27/2024 |
| 1008901024900715060113 | Very Positive | I am so satisfied with th   | 2  | 5 | 7/27/2024 |
| 1008901023805001740100 | Mixed         | It helps a lot to know th   | 0  | 5 | 7/27/2024 |
| 1008901016780358961100 |               |                             |    | 5 | 7/27/2024 |
| 1008901021783251696100 |               |                             |    | 5 | 7/27/2024 |
| 1008901023804173180100 |               |                             |    | 5 | 7/27/2024 |
| 1008901023800414940100 | Negative      | root cause(s)? If tree is   | -1 | 4 | 7/27/2024 |
| 1008901023803961770100 | Very Negative | Your power delivery sys     | -2 | 4 | 7/27/2024 |
| 1008901023803153890100 |               |                             |    | 5 | 7/27/2024 |
| 1008901023812576990102 | Positive      | CenterPoint's powe          | 1  | 5 | 7/27/2024 |
| 1008901017127180265100 |               |                             |    | 5 | 7/27/2024 |
| 1008901001900768900113 |               |                             |    | 5 | 7/27/2024 |
| 1008901023806489360100 |               |                             |    | 1 | 7/27/2024 |
| 1008901023814631890104 |               |                             |    | 4 | 7/27/2024 |
| 1008901023801783590100 |               |                             |    | 4 | 7/27/2024 |
| 1008901003182391523100 |               |                             |    | 1 | 7/27/2024 |
| 1008901025000007900120 | Very Negative | fortunately but my          | -2 | 1 | 7/27/2024 |
| 1008901023806652620100 | Positive      | My power went out ove       | 1  | 2 | 7/27/2024 |
| 1008901005184589019100 | Negative      | The notifications I recei   | -1 | 3 | 7/27/2024 |
| 1008901023815248750104 | Negative      | Too many notifications      | -1 | 2 | 7/27/2024 |
| 1008901023803990820100 | Negative      | The service is not valua    | -1 | 2 | 7/27/2024 |
| 1008901023800519110100 | Very Negative | Alerts aren't accurat       | -2 | 1 | 7/27/2024 |
| 1008901023800296340100 |               |                             |    | 1 | 7/27/2024 |
| 1008901006535864456100 | Positive      | This time, definite impr    | 1  | 5 | 7/27/2024 |
| 1008901023901169150116 | Mixed         | Your system worked fin      | 0  | 4 | 7/27/2024 |
| 1008901006901629850119 | Very Negative | The power has been ou       | -2 |   | 7/28/2024 |
| 1008901023800926020100 |               |                             |    |   | 7/28/2024 |
| 1008901023901197120116 |               |                             |    |   | 7/28/2024 |
| 1008901003182390437100 | Negative      | e-mail only, power went     | -1 |   | 7/28/2024 |
| 1008901023800310150100 | Very Positive | I loved it. Thank you for   | 2  | 5 | 7/28/2024 |
| 1008901007185226532100 | Negative      | Apparently my receivin      | -1 | 4 | 7/28/2024 |
| 1008901016901245600117 | Negative      | There weren't enough e      | -1 | 2 | 7/28/2024 |
| 1008901011900790820114 | Negative      | Info not correct. Always    | -1 |   | 7/28/2024 |
| 1008901017126530290100 |               |                             |    |   | 7/28/2024 |
| 1008901023808905510100 |               |                             |    |   | 7/28/2024 |
| 1008901019147107870100 |               |                             |    |   | 7/28/2024 |
| 1008901025001408700121 | Very Positive | I was out of town and le    | 2  | 5 | 7/28/2024 |
| 1008901020901590410119 | Very Negative | Your top brass should a     | -2 | 1 | 7/28/2024 |
| 1008901015186083136100 |               |                             |    |   | 7/28/2024 |
| 1008901023809185370100 |               |                             |    |   | 7/28/2024 |
| 1008901017320117365100 |               |                             |    | 5 | 7/28/2024 |
| 1008901016319805560100 |               |                             |    |   | 7/28/2024 |
| 1008901012460838062100 |               |                             |    | 5 | 7/28/2024 |
| 1008901017127139765100 |               |                             |    | 4 | 7/28/2024 |
| 1008901016780336152100 | Mixed         | There were discrepanci      | 0  | 2 | 7/28/2024 |

|                        |               |                            |    |   |           |
|------------------------|---------------|----------------------------|----|---|-----------|
| 1008901021783251265100 |               |                            |    | 3 | 7/28/2024 |
| 1008901016780338220100 | Very Negative | Service very slow.you cl   | -2 | 2 | 7/28/2024 |
| 1008901006535864411100 | Very Negative | Yall need to be split up   | -2 |   | 7/28/2024 |
| 1008901023812620780102 | Neutral       | in your power alerts       | 0  |   | 7/28/2024 |
| 1008901005184625404100 |               |                            |    | 4 | 7/28/2024 |
| 1008901015117991940100 |               |                            |    | 5 | 7/28/2024 |
| 1008901012189154543100 |               |                            |    |   | 7/28/2024 |
| 1008901009129901850100 |               |                            |    |   | 7/28/2024 |
| 1008901023811109410100 | Negative      | The alerts do not seem     | -1 | 2 | 7/28/2024 |
| 1008901023812402250102 |               |                            |    | 5 | 7/28/2024 |
| 1008901013213544250100 |               |                            |    | 5 | 7/28/2024 |
| 1008901023800343770100 |               |                            |    | 5 | 7/28/2024 |
| 1008901023804149030100 |               |                            |    | 4 | 7/28/2024 |
| 1008901009190569589100 | Very Negative | lâ€™m extremely UNSA       | -2 | 3 | 7/28/2024 |
| 1008901003101556112100 |               |                            |    | 5 | 7/28/2024 |
| 1008901020900848340114 |               |                            |    | 4 | 7/28/2024 |
| 1008901025000881950120 | Very Positive | I very much appreciatec    | 2  | 5 | 7/28/2024 |
| 1008901023813989890103 | Very Negative | We lose power VERY VE      | -2 | 2 | 7/28/2024 |
| 1008901020900369060109 | Negative      | During large area outag    | -1 | 1 | 7/28/2024 |
| 1008901019782928725100 |               |                            |    | 5 | 7/28/2024 |
| 1008901020782933078100 |               |                            |    | 5 | 7/28/2024 |
| 1008901023901500800119 |               |                            |    | 4 | 7/28/2024 |
| 1008901023814254720103 |               |                            |    | 4 | 7/28/2024 |
| 1008901021783254096100 |               |                            |    | 4 | 7/28/2024 |
| 1008901016780337028100 |               |                            |    | 5 | 7/28/2024 |
| 1008901023811413810102 |               |                            |    | 5 | 7/28/2024 |
| 100890101114018700100  | Mixed         | The alerts are great! Th   | 0  | 4 | 7/28/2024 |
| 1008901007535953730100 | Mixed         | Alerts are usually very t  | 0  | 4 | 7/28/2024 |
| 1008901007535953960100 | Very Positive | The men restoring pow      | 2  | 4 | 7/28/2024 |
| 1008901022900913790114 |               |                            |    | 5 | 7/28/2024 |
| 1008901015118053350100 | Negative      | shortly after it was       | -1 | 5 | 7/28/2024 |
| 1008901023900517150111 | Negative      | The notification email a   | -1 | 4 | 7/28/2024 |
| 1008901003746391950100 |               |                            |    | 5 | 7/28/2024 |
| 1008901011184757841100 |               |                            |    | 5 | 7/28/2024 |
| 1008901013775360008100 | Mixed         | The alert service is a nic | 0  | 4 | 7/28/2024 |
| 1008901016191180263100 | Very Negative | Power Alert Service is     | -2 | 1 | 7/28/2024 |
| 1008901010120272165100 |               |                            |    | 3 | 7/28/2024 |
| 1008901001102443090100 | Very Negative | After Hurricane Beryl I v  | -2 | 1 | 7/28/2024 |
| 1008901016900081680107 |               |                            |    | 3 | 7/28/2024 |
| 1008901023804553560100 | Negative      | Slow or no notification.   | -1 | 1 | 7/28/2024 |
| 1008901023812265210102 | Very Negative | I am dissatisfied that     | -2 | 1 | 7/28/2024 |
| 1008901012189189519100 | Very Negative | ylur call center rep who   | -2 | 4 | 7/28/2024 |
| 1008901006314769850100 | Very Negative | Completely tired of this   | -2 | 2 | 7/28/2024 |
| 1008901023807830530100 |               |                            |    | 3 | 7/28/2024 |
| 1008901001900823840114 | Very Negative | It was systematically wr   | -2 | 1 | 7/28/2024 |
| 1008901023810039290100 |               |                            |    | 3 | 7/29/2024 |
| 1008901023812393170102 | Negative      | I lost power on Monday     | -1 |   | 7/29/2024 |
| 1008901025001921180121 | Very Negative | Yall need to fix your po   | -2 |   | 7/29/2024 |
| 1008901023801254710100 | Negative      | None of the alert menti    | -1 | 4 | 7/29/2024 |
| 1008901023900348660109 | Mixed         | The outages was only fo    | 0  |   | 7/29/2024 |
| 1008901010120272145100 | Very Negative | Notifications are pretty   | -2 |   | 7/29/2024 |
| 1008901011900359940109 |               |                            |    |   | 7/29/2024 |
| 1008901023803571390100 | Negative      | This was not a power or    | -1 | 1 | 7/29/2024 |
| 1008901023800695560100 | Negative      | The power went on anc      | -1 | 5 | 7/29/2024 |
| 1008901023901488330119 | Very Negative | I thought I was already    | -2 | 4 | 7/29/2024 |
| 1008901023810698700100 |               |                            |    | 5 | 7/29/2024 |
| 1008901050573189560100 | Negative      | I have been enrolled in    | -1 |   | 7/29/2024 |
| 1008901020147757994100 | Positive      | It was good to find out t  | 1  | 5 | 7/29/2024 |
| 1008901009457547010100 |               |                            |    |   | 7/29/2024 |
| 1008901023817009780105 | Negative      | If this was planned outa   | -1 | 2 | 7/29/2024 |
| 1008901025000017400120 |               |                            |    |   | 7/29/2024 |
| 1008901023800889030100 | Very Negative | house for 20 years,        | -2 |   | 7/29/2024 |
| 1008901023801037940100 | Very Negative | No power, no cell servic   | -2 |   | 7/29/2024 |
| 1008901023800598770100 | Mixed         | It didnâ€™t work when      | 0  | 1 | 7/29/2024 |
| 1008901023800875500100 | Mixed         | email notification,        | 0  | 5 | 7/29/2024 |
| 1008901023811121250100 | Very Negative | restore power              | -2 | 1 | 7/29/2024 |
| 1008901022900886040114 | Very Negative | Power goes out constar     | -2 |   | 7/29/2024 |
| 1008901023808377870100 | Very Negative | Your service is horrible.  | -2 |   | 7/29/2024 |
| 1008901008162015203100 | Negative      | Hello, I have called a co  | -1 | 1 | 7/29/2024 |
| 1008901014129440714100 | Very Negative | Inadequate descriptors     | -2 | 2 | 7/29/2024 |
| 1008901023813453630103 |               |                            |    |   | 7/29/2024 |
| 1008901023804515170100 | Very Negative | When I called it said yo   | -2 | 1 | 7/29/2024 |
| 1008901011184746811100 |               |                            |    | 5 | 7/29/2024 |
| 1008901023818397550106 | Negative      | Poor service always        | -1 |   | 7/29/2024 |
| 1008901006189054149100 |               |                            |    | 5 | 7/29/2024 |
| 1008901009536134657100 |               |                            |    | 4 | 7/29/2024 |
| 1008901018146680291100 | Very Negative | The outage due to hurri    | -2 | 4 | 7/29/2024 |
| 1008901023805744970100 | Negative      | CenterPoint needs to h:    | -1 | 4 | 7/29/2024 |

|                        |               |                             |    |   |           |
|------------------------|---------------|-----------------------------|----|---|-----------|
| 1008901021153311495100 | Neutral       | None                        | 0  | 5 | 7/29/2024 |
| 1008901011212518070100 |               |                             |    | 5 | 7/29/2024 |
| 1008901023810627290100 | Very Negative | Reason was power out        | -2 | 4 | 7/29/2024 |
| 1008901023810698620100 |               |                             |    | 4 | 7/29/2024 |
| 1008901010186222202100 |               |                             |    | 5 | 7/29/2024 |
| 1008901023803618860100 |               |                             |    | 5 | 7/29/2024 |
| 1008901011900091420107 | Mixed         | This outage was good fr     | 0  | 3 | 7/29/2024 |
| 1008901012460835780100 |               |                             |    | 5 | 7/29/2024 |
| 1008901023803401710100 |               |                             |    | 4 | 7/29/2024 |
| 1008901023800505550100 | Mixed         |                             | 0  | 2 | 7/29/2024 |
| 1008901023816085740105 | Negative      | The explanation for the     | -1 | 5 | 7/29/2024 |
| 1008901023812148360102 | Neutral       | Thanks                      | 0  | 5 | 7/29/2024 |
| 1008901023813298810102 |               |                             |    | 5 | 7/29/2024 |
| 1008901008162012285100 |               |                             |    | 3 | 7/29/2024 |
| 1008901023806743540100 |               |                             |    | 5 | 7/29/2024 |
| 1008901014129443805100 | Positive      | Keep up the good work       | 1  | 5 | 7/29/2024 |
| 1008901014129445215100 |               |                             |    | 5 | 7/29/2024 |
| 1008901014129451390100 |               |                             |    | 5 | 7/29/2024 |
| 1008901023805590650100 |               |                             |    | 3 | 7/29/2024 |
| 1008901023815682920104 | Neutral       |                             | 0  | 4 | 7/29/2024 |
| 1008901023815950670105 | Very Positive | It very quick to have the   | 2  | 5 | 7/29/2024 |
| 1008901023816873190105 | Negative      | Can't remember if p         | -1 | 2 | 7/29/2024 |
| 1008901023802520570100 | Mixed         | Receiving an outage no      | 0  | 4 | 7/29/2024 |
| 1008901023813419180103 | Very Negative | Your outage maps don't      | -2 | 3 | 7/29/2024 |
| 1008901023813102230102 | Very Negative | POWER!!!                    | -2 | 1 | 7/29/2024 |
| 1008901020782945178100 |               |                             |    | 3 | 7/29/2024 |
| 1008901012189194347100 | Positive      | Any alert notifications v   | 1  | 3 | 7/29/2024 |
| 1008901016319915094100 |               |                             |    | 3 | 7/29/2024 |
| 1008901005184588993100 | Very Negative | I THINK THE POWER OL        | -2 | 4 | 7/29/2024 |
| 1008901023812225040102 | Very Negative | Kingwood is among the       | -2 | 2 | 7/29/2024 |
| 1008901006535864321100 |               |                             |    | 5 | 7/29/2024 |
| 1008901001900539790111 | Very Negative | worst notifications ever    | -2 | 1 | 7/29/2024 |
| 1008901008536057550100 | Very Negative | restored and I was still    | -2 | 3 | 7/29/2024 |
| 1008901020900537160111 | Very Negative | I got an email and phon     | -2 | 1 | 7/29/2024 |
| 1008901001901439180118 |               |                             |    |   | 7/30/2024 |
| 1008901023818161660106 |               |                             |    |   | 7/30/2024 |
| 1008901011900020940107 |               |                             |    |   | 7/30/2024 |
| 1008901023817115400106 |               |                             |    |   | 7/30/2024 |
| 1008901023810915630100 |               |                             |    |   | 7/30/2024 |
| 1008901023811000190100 | Negative      | With the amount of tim      | -1 | 3 | 7/30/2024 |
| 1008901022900065530107 |               |                             |    |   | 7/30/2024 |
| 1008901014460889280100 | Negative      | alert after my power        | -1 |   | 7/30/2024 |
| 1008901023817702670106 | Very Negative | This power outage migh      | -2 |   | 7/30/2024 |
| 1008901023802629770100 | Positive      | Thank you for the servic    | 1  | 4 | 7/30/2024 |
| 1008901023811973910102 |               |                             |    | 4 | 7/30/2024 |
| 1008901023803221900100 |               |                             |    | 4 | 7/30/2024 |
| 1008901001157146180100 | Neutral       | Nothing comes to mind       | 0  | 5 | 7/30/2024 |
| 1008901023811411130102 | Very Negative | I don't know what exact     | -2 |   | 7/30/2024 |
| 1008901007535959310100 | Negative      | I've tried to enroll in the | -1 | 3 | 7/30/2024 |
| 1008901015118059285100 | Neutral       | I stayed with my family     | 0  |   | 7/30/2024 |
| 1008901006900602260112 |               |                             |    | 4 | 7/30/2024 |
| 1008901023813568170103 | Very Negative | Outage information wa       | -2 | 1 | 7/30/2024 |
| 1008901024900542330111 | Negative      | I understand that huma      | -1 | 4 | 7/30/2024 |
| 1008901007185213710100 | Negative      | Keep it up. I got several   | -1 | 5 | 7/30/2024 |
| 1008901037557576550100 |               |                             |    |   | 7/30/2024 |
| 1008901008142410915100 | Very Positive | The situation was taken     | 2  |   | 7/30/2024 |
| 1008901007114359481100 | Negative      | The alert is not helpful I  | -1 | 1 | 7/30/2024 |
| 1008901021152509978100 | Negative      | I have been without po      | -1 |   | 7/30/2024 |
| 1008901023818275010106 |               |                             |    |   | 7/30/2024 |
| 1008901023803380500100 |               |                             |    | 5 | 7/30/2024 |
| 1008901016780337163100 |               |                             |    | 4 | 7/30/2024 |
| 1008901023803865860100 |               |                             |    | 5 | 7/30/2024 |
| 1008901023800135500100 | Mixed         | The problem with emai       | 0  | 4 | 7/30/2024 |
| 1008901008536057532100 |               |                             |    | 4 | 7/30/2024 |
| 1008901023803339320100 | Mixed         | This was a very differen    | 0  | 4 | 7/30/2024 |
| 1008901011184758091100 |               |                             |    | 4 | 7/30/2024 |
| 1008901011901080470116 |               |                             |    | 5 | 7/30/2024 |
| 1008901037557573075100 |               |                             |    | 5 | 7/30/2024 |
| 1008901016191107513100 | Very Negative | via email were mostly       | -2 | 4 | 7/30/2024 |
| 1008901023800773190100 |               |                             |    | 5 | 7/30/2024 |
| 1008901023805027890100 | Very Negative | CenterPoint had anothe      | -2 | 4 | 7/30/2024 |
| 1008901013191187001100 | Negative      | I did not receive a text c  | -1 | 3 | 7/30/2024 |
| 1008901013191188071100 | Neutral       | No further comments.        | 0  | 5 | 7/30/2024 |
| 1008901023800697890100 | Negative      | If you're trying to let us  | -1 | 2 | 7/30/2024 |
| 1008901023800951320100 | Mixed         | The reported outage ar      | 0  | 1 | 7/30/2024 |
| 1008901023814129490103 |               |                             |    | 1 | 7/30/2024 |
| 1008901007535955080100 | Very Negative | We have too many pow        | -2 | 2 | 7/30/2024 |
| 1008901001901335080117 | Mixed         | The Alert is Amazing ,bi    | 0  | 2 | 7/30/2024 |

|                        |               |                            |    |   |           |
|------------------------|---------------|----------------------------|----|---|-----------|
| 1008901011900977470115 | Negative      | there are                  | -1 | 4 | 7/30/2024 |
| 1008901006900341780109 | Very Negative | Received another notic     | -2 | 1 | 7/30/2024 |
| 100890101114111510100  | Very Negative | I don't know what more     | -2 | 1 | 7/30/2024 |
| 1008901023812457620102 |               |                            |    | 2 | 7/30/2024 |
| 1008901016900021730107 |               |                            |    |   | 7/31/2024 |
| 1008901023817945790106 |               |                            |    |   | 7/31/2024 |
| 1008901023815714670104 |               |                            |    | 4 | 7/31/2024 |
| 1008901023812456430102 |               |                            |    |   | 7/31/2024 |
| 1008901023800567600100 |               |                            |    | 5 | 7/31/2024 |
| 1008901023801288540100 |               |                            |    |   | 7/31/2024 |
| 1008901007535959780100 | Very Negative | worthless. every outag     | -2 |   | 7/31/2024 |
| 1008901008535977175100 | Negative      | Only received an alert v   | -1 |   | 7/31/2024 |
| 1008901007185213627100 | Very Negative | Welcome! Please reply      | -2 |   | 7/31/2024 |
| 1008901048571559405100 |               |                            |    | 3 | 7/31/2024 |
| 1008901021194934967100 |               |                            |    |   | 7/31/2024 |
| 1008901023801735960100 | Very Negative | I tried several times to s | -2 | 2 | 7/31/2024 |
| 1008901006120897410100 |               |                            |    |   | 7/31/2024 |
| 1008901023803355730100 |               |                            |    | 5 | 7/31/2024 |
| 1008901023806368400100 | Mixed         | Very happy to see that     | 0  | 4 | 7/31/2024 |
| 1008901023804248590100 |               |                            |    | 5 | 7/31/2024 |
| 1008901025000640370120 |               |                            |    | 5 | 7/31/2024 |
| 1008901023817970980106 | Very Negative | Tired of the lack of com   | -2 | 1 | 7/31/2024 |
| 1008901023801431080100 | Negative      | Power alert doesn't        | -1 | 3 | 7/31/2024 |
| 1008901025001950920121 |               |                            |    |   | 8/1/2024  |
| 1008901024900361750109 |               |                            |    |   | 8/1/2024  |
| 1008901023812621850102 |               |                            |    | 5 | 8/1/2024  |
| 1008901006535891844100 |               |                            |    |   | 8/1/2024  |
| 1008901023815071900104 |               |                            |    |   | 8/1/2024  |
| 1008901016191124483100 |               |                            |    |   | 8/1/2024  |
| 1008901023811413660102 |               |                            |    |   | 8/1/2024  |
| 1008901009211445224100 |               |                            |    |   | 8/1/2024  |
| 1008901014129601468100 | Negative      | It's simply not accur      | -1 | 1 | 8/1/2024  |
| 1008901018191501170100 | Neutral       | If Power Goes Out.. How    | 0  |   | 8/1/2024  |
| 1008901023817413100106 | Negative      | I don't always get an ale  | -1 | 2 | 8/1/2024  |
| 1008901023815501300104 | Negative      | There was no power ale     | -1 |   | 8/1/2024  |
| 1008901023803183970100 | Negative      | During the hurricane ou    | -1 | 2 | 8/1/2024  |
| 1008901009130592535100 | Very Negative | Was having solar install   | -2 |   | 8/1/2024  |
| 1008901037557567450100 |               |                            |    |   | 8/1/2024  |
| 1008901037557584805100 |               |                            |    |   | 8/1/2024  |
| 1008901005184615050100 |               |                            |    |   | 8/1/2024  |
| 1008901005160778259100 | Negative      | My power is still out      | -1 | 4 | 8/1/2024  |
| 1008901023801964300100 |               |                            |    | 4 | 8/1/2024  |
| 1008901023806138240100 |               |                            |    | 5 | 8/1/2024  |
| 1008901023900491090111 |               |                            |    | 5 | 8/1/2024  |
| 1008901009536135615100 |               |                            |    | 2 | 8/1/2024  |
| 1008901023803404230100 | Negative      | The system needs to up     | -1 | 2 | 8/1/2024  |
| 1008901016191107767100 | Neutral       | None                       | 0  | 4 | 8/1/2024  |
| 1008901006901474730118 | Very Negative | I called Centerpoint bec   | -2 | 3 | 8/1/2024  |
| 1008901025002688470122 |               |                            |    |   | 8/2/2024  |
| 1008901023818298430106 |               |                            |    |   | 8/2/2024  |
| 1008901006189064570100 |               |                            |    |   | 8/2/2024  |
| 1008901023817271510106 |               |                            |    |   | 8/2/2024  |
| 1008901023814064360103 |               |                            |    |   | 8/2/2024  |
| 1008901019780710880100 |               |                            |    |   | 8/2/2024  |
| 1008901023804536590100 |               |                            |    |   | 8/2/2024  |
| 1008901015186058391100 |               |                            |    |   | 8/2/2024  |
| 1008901023813279480102 |               |                            |    |   | 8/2/2024  |
| 1008901020147752846100 |               |                            |    | 4 | 8/2/2024  |
| 1008901023806892910100 |               |                            |    |   | 8/2/2024  |
| 1008901020900269250108 |               |                            |    | 5 | 8/2/2024  |
| 1008901005534612904100 | Negative      | Would like more inform     | -1 | 4 | 8/2/2024  |
| 1008901017190258230100 | Very Negative | Very bad situation for n   | -2 |   | 8/2/2024  |
| 1008901022901397600118 |               |                            |    | 5 | 8/2/2024  |
| 1008901023900122940107 |               |                            |    | 2 | 8/2/2024  |
| 1008901011901383490118 | Very Negative | I have signed up MULTI     | -2 | 1 | 8/2/2024  |
| 1008901011900227980108 |               |                            |    |   | 8/2/2024  |
| 1008901023815630800104 | Negative      | I would like to know be    | -1 |   | 8/2/2024  |
| 1008901008750868340100 |               |                            |    | 4 | 8/2/2024  |
| 1008901023804780360100 |               |                            |    |   | 8/2/2024  |
| 1008901015118431190100 | Negative      | need more stable powe      | -1 | 4 | 8/2/2024  |
| 1008901018191716935100 |               |                            |    |   | 8/2/2024  |
| 1008901023816559940105 | Positive      | Appreciate the timeline    | 1  | 5 | 8/2/2024  |
| 1008901013141668320100 |               |                            |    | 4 | 8/2/2024  |
| 1008901013191376882100 |               |                            |    | 5 | 8/2/2024  |
| 1008901013191280220100 |               |                            |    | 5 | 8/2/2024  |
| 1008901005534636725100 |               |                            |    | 5 | 8/2/2024  |
| 1008901006901584690119 |               |                            |    | 3 | 8/2/2024  |
| 1008901016900868560114 | Negative      | Email doesn't provic       | -1 | 1 | 8/2/2024  |

|                        |               |                            |    |   |          |
|------------------------|---------------|----------------------------|----|---|----------|
| 1008901016901358810118 |               |                            |    | 4 | 8/2/2024 |
| 1008901025000005150120 |               |                            |    | 5 | 8/2/2024 |
| 1008901024900261180108 |               |                            |    | 4 | 8/2/2024 |
| 1008901024900070160107 | Negative      | I have gone to the Power   | -1 | 4 | 8/2/2024 |
| 1008901001900770210113 | Negative      | when there is bad weat     | -1 | 4 | 8/2/2024 |
| 1008901015118432375100 |               |                            |    | 4 | 8/2/2024 |
| 1008901023817642200106 | Negative      | Although both email an     | -1 | 4 | 8/2/2024 |
| 1008901006900116620107 |               |                            |    | 4 | 8/2/2024 |
| 1008901014190283921100 | Neutral       | Of provider                | 0  | 3 | 8/2/2024 |
| 1008901023801295770100 |               |                            |    |   | 8/3/2024 |
| 1008901009536133466100 |               |                            |    |   | 8/3/2024 |
| 1008901023804552190100 |               |                            |    |   | 8/3/2024 |
| 1008901023806911740100 |               |                            |    |   | 8/3/2024 |
| 1008901023804158330100 |               |                            |    |   | 8/3/2024 |
| 1008901006164200577100 |               |                            |    |   | 8/3/2024 |
| 1008901022901357590118 |               |                            |    | 5 | 8/3/2024 |
| 1008901004532988097100 | Negative      | Delay in notifications     | -1 | 2 | 8/3/2024 |
| 1008901016900260090108 | Very Negative | Power outages are the r    | -2 | 2 | 8/3/2024 |
| 1008901025001161010121 |               |                            |    | 3 | 8/3/2024 |
| 1008901006900512060111 | Very Negative | it's a joke !              | -2 |   | 8/3/2024 |
| 1008901049787989000100 |               |                            |    |   | 8/3/2024 |
| 1008901023803106060100 |               |                            |    |   | 8/3/2024 |
| 1008901001900929120114 |               |                            |    |   | 8/3/2024 |
| 1008901020900589060112 | Very Negative | Well we still donâ€™t h    | -2 |   | 8/3/2024 |
| 1008901010187594064100 | Mixed         | Our third phase was ou     | 0  |   | 8/3/2024 |
| 1008901023802434670100 |               |                            |    | 4 | 8/3/2024 |
| 1008901011900681060113 | Very Negative | Terrible. Why does it ta   | -2 |   | 8/3/2024 |
| 1008901023818280960106 |               |                            |    |   | 8/3/2024 |
| 1008901022900048280107 |               |                            |    |   | 8/3/2024 |
| 1008901016138209460100 | Neutral       | N/a                        | 0  |   | 8/3/2024 |
| 1008901007115063275100 |               |                            |    |   | 8/3/2024 |
| 1008901021254739684100 | Negative      | Received a power outag     | -1 | 2 | 8/3/2024 |
| 1008901009536135096100 | Negative      | CenterPoint should be p    | -1 | 1 | 8/3/2024 |
| 1008901006901006390115 |               |                            |    | 4 | 8/3/2024 |
| 1008901011901660300120 |               |                            |    | 4 | 8/3/2024 |
| 1008901012189205737100 | Very Negative | The outage was caused      | -2 | 3 | 8/3/2024 |
| 1008901023809457890100 |               |                            |    | 5 | 8/3/2024 |
| 1008901023805693870100 |               |                            |    |   | 8/3/2024 |
| 1008901020900342210109 | Negative      | I felt like I was in India | -1 | 2 | 8/3/2024 |
| 1008901017189207569100 |               |                            |    | 4 | 8/3/2024 |
| 1008901003101276420100 | Positive      | Centerpoint still has tak  | 1  | 1 | 8/3/2024 |
| 1008901023812396740102 |               |                            |    |   | 8/4/2024 |
| 1008901009536136280100 |               |                            |    |   | 8/4/2024 |
| 1008901016901589470119 |               |                            |    |   | 8/4/2024 |
| 1008901016191124387100 |               |                            |    |   | 8/4/2024 |
| 1008901016901473670118 |               |                            |    |   | 8/4/2024 |
| 1008901015118055135100 |               |                            |    |   | 8/4/2024 |
| 1008901023809955090100 |               |                            |    |   | 8/4/2024 |
| 1008901021328309820100 |               |                            |    |   | 8/4/2024 |
| 1008901017190258272100 | Negative      | I think I received an em   | -1 | 4 | 8/4/2024 |
| 1008901023900640480112 | Mixed         | are great.                 | 0  | 4 | 8/4/2024 |
| 1008901024901358810118 | Mixed         | I happened to be out of    | 0  | 5 | 8/4/2024 |
| 1008901001900514040111 | Very Negative | terrible info provided d   | -2 |   | 8/4/2024 |
| 1008901024901392220118 |               |                            |    |   | 8/4/2024 |
| 1008901015118432425100 |               |                            |    | 4 | 8/4/2024 |
| 1008901018254311110100 |               |                            |    |   | 8/4/2024 |
| 1008901016901006320115 | Negative      | Sometime during the ni     | -1 | 3 | 8/4/2024 |
| 1008901017190255141100 |               |                            |    |   | 8/4/2024 |
| 1008901006189051827100 | Very Negative | The alerts provide a for   | -2 | 2 | 8/4/2024 |
| 1008901023813514530103 | Very Negative | I was out for a 6 days w   | -2 |   | 8/4/2024 |
| 1008901007185227205100 | Negative      | It has been 15 hours       | -1 | 2 | 8/4/2024 |
| 1008901023812687060102 | Negative      | Received a few messag      | -1 | 2 | 8/4/2024 |
| 1008901023812688360102 |               |                            |    |   | 8/4/2024 |
| 1008901023901045440115 |               |                            |    | 4 | 8/4/2024 |
| 1008901023805716660100 |               |                            |    | 4 | 8/4/2024 |
| 1008901016547505705100 | Very Negative | Seems we experienced       | -2 | 4 | 8/4/2024 |
| 1008901023812575920102 | Mixed         | Thanks for the power al    | 0  | 5 | 8/4/2024 |
| 1008901001900614090112 |               |                            |    | 5 | 8/4/2024 |
| 1008901016900752470113 |               |                            |    | 5 | 8/4/2024 |
| 1008901001184352751100 | Very Positive | The service worker was     | 2  | 5 | 8/4/2024 |
| 1008901001153553280100 |               |                            |    | 3 | 8/4/2024 |
| 1008901006189051901100 | Very Negative | The issue I have with th   | -2 | 4 | 8/4/2024 |
| 1008901020194118395100 |               |                            |    | 3 | 8/4/2024 |
| 1008901023814206370103 | Negative      | The problem is with Cer    | -1 | 1 | 8/4/2024 |
| 1008901006189051891100 | Very Negative | The estimated time to r    | -2 | 1 | 8/4/2024 |
| 1008901023812688510102 |               |                            |    | 1 | 8/4/2024 |
| 1008901023812687130102 | Negative      | No explanation on why      | -1 | 3 | 8/4/2024 |
| 1008901047585860105100 | Negative      | Could not call and talk t  | -1 | 3 | 8/5/2024 |

|                        |               |                             |    |   |          |
|------------------------|---------------|-----------------------------|----|---|----------|
| 1008901009536134642100 |               |                             |    |   | 8/5/2024 |
| 1008901016191124203100 |               |                             |    |   | 8/5/2024 |
| 1008901023811988160102 |               |                             |    |   | 8/5/2024 |
| 1008901023801229060100 |               |                             |    |   | 8/5/2024 |
| 1008901009460799120100 |               |                             |    |   | 8/5/2024 |
| 1008901023810689740100 |               |                             |    |   | 8/5/2024 |
| 1008901005535511060100 |               |                             |    |   | 8/5/2024 |
| 1008901023808308060100 |               |                             |    |   | 8/5/2024 |
| 1008901009536135116100 | Very Negative | scheduled                   | -2 | 1 | 8/5/2024 |
| 1008901025002717120122 |               |                             |    |   | 8/5/2024 |
| 1008901016900126340107 | Mixed         | This outage occurred in     | 0  | 3 | 8/5/2024 |
| 1008901011900552540112 | Neutral       | I have already subscribe    | 0  |   | 8/5/2024 |
| 1008901023811697700102 |               |                             |    |   | 8/5/2024 |
| 1008901008185284844100 |               |                             |    |   | 8/5/2024 |
| 1008901016191033733100 |               |                             |    |   | 8/5/2024 |
| 1008901023808919270100 |               |                             |    | 3 | 8/5/2024 |
| 1008901049572812202100 | Very Negative | BEEN IN THIS HOUSE 32       | -2 | 4 | 8/5/2024 |
| 1008901008141882669100 | Very Negative | Yaâ€™ll need to get it tr   | -2 | 1 | 8/5/2024 |
| 1008901008141882518100 |               |                             |    |   | 8/5/2024 |
| 1008901013630561410100 |               |                             |    | 4 | 8/5/2024 |
| 1008901019193554824100 | Very Negative | You don't send texts, or    | -2 |   | 8/5/2024 |
| 1008901023811556160100 | Neutral       | Have yet to experience      | 0  |   | 8/5/2024 |
| 1008901020900821080114 | Negative      | It was a single residence   | -1 |   | 8/5/2024 |
| 1008901025002293910122 | Very Negative | Calling customer service    | -2 | 1 | 8/5/2024 |
| 1008901016901280760117 | Negative      | I've been signed up for     | -1 |   | 8/5/2024 |
| 1008901040391172370100 |               |                             |    |   | 8/5/2024 |
| 1008901023809183410100 |               |                             |    |   | 8/5/2024 |
| 1008901016900233520108 | Very Negative | I only knew I was out of    | -2 |   | 8/5/2024 |
| 1008901002532815325100 | Positive      | lâ€™m happy text mess       | 1  | 5 | 8/5/2024 |
| 1008901033585419811100 |               |                             |    |   | 8/5/2024 |
| 1008901023901288910117 |               |                             |    |   | 8/5/2024 |
| 1008901012189194546100 |               |                             |    |   | 8/5/2024 |
| 1008901016191002182100 | Very Positive | Very good                   | 2  | 5 | 8/5/2024 |
| 1008901016138207430100 | Very Negative | At first, I was notified th | -2 | 4 | 8/5/2024 |
| 1008901006900884010114 | Mixed         | I love the power alert u    | 0  | 5 | 8/5/2024 |
| 1008901023811752100100 | Very Positive | I have been very satisfie   | 2  | 5 | 8/5/2024 |
| 1008901023812686170102 |               |                             |    | 4 | 8/5/2024 |
| 1008901023802912560100 |               |                             |    | 4 | 8/5/2024 |
| 1008901051577303860100 | Positive      | Thanks for your hard wo     | 1  | 5 | 8/5/2024 |
| 1008901023814627820104 | Negative      | get my text message al      | -1 | 4 | 8/5/2024 |
| 1008901013630563710100 |               |                             |    | 5 | 8/5/2024 |
| 1008901013630564435100 |               |                             |    | 5 | 8/5/2024 |
| 1008901013630562715100 |               |                             |    | 5 | 8/5/2024 |
| 1008901023800974680100 | Negative      | Text notification was lai   | -1 | 1 | 8/5/2024 |
| 1008901023805136100100 | Neutral       | Tanks                       | 0  | 5 | 8/5/2024 |
| 1008901020901493410119 | Negative      | just wouldve liked to ha    | -1 | 4 | 8/5/2024 |
| 1008901022900645300112 | Positive      | You do a good job           | 1  | 5 | 8/5/2024 |
| 1008901006900857610114 | Very Positive | lâ€™m very satisfied        | 2  | 5 | 8/5/2024 |
| 1008901016191086096100 |               |                             |    | 4 | 8/5/2024 |
| 1008901023817109480106 |               |                             |    | 4 | 8/5/2024 |
| 1008901014129440300100 |               |                             |    | 4 | 8/5/2024 |
| 1008901011900233070108 | Negative      | Power was out from 11       | -1 | 2 | 8/5/2024 |
| 1008901011901465060118 | Positive      | Thank you so much for       | 1  | 5 | 8/5/2024 |
| 1008901014190311804100 | Mixed         | I am frustrated with the    | 0  | 4 | 8/5/2024 |
| 1008901024901086290116 |               |                             |    | 5 | 8/5/2024 |
| 1008901023804110980100 | Very Negative | Because of previous exp     | -2 | 3 | 8/5/2024 |
| 1008901023810410390100 |               |                             |    | 1 | 8/5/2024 |
| 1008901025003281230123 | Very Negative | The power was down fc       | -2 | 1 | 8/5/2024 |
| 1008901023812404520102 |               |                             |    | 3 | 8/5/2024 |
| 1008901011317411010100 | Very Negative | The alert was not imme      | -2 | 1 | 8/5/2024 |
| 1008901022901516090119 | Negative      | The repair crew were si     | -1 | 1 | 8/5/2024 |
| 1008901011553994019100 |               |                             |    |   | 8/6/2024 |
| 1008901020901523860119 |               |                             |    |   | 8/6/2024 |
| 1008901023807658980100 |               |                             |    |   | 8/6/2024 |
| 1008901009130574215100 |               |                             |    | 3 | 8/6/2024 |
| 1008901008142117900100 |               |                             |    |   | 8/6/2024 |
| 1008901023806520120100 |               |                             |    |   | 8/6/2024 |
| 1008901025002310580122 | Negative      | I've received 20+ messa     | -1 |   | 8/6/2024 |
| 1008901023815386960104 |               |                             |    |   | 8/6/2024 |
| 1008901023816294250105 | Very Negative | I contacted a Reliant En    | -2 |   | 8/6/2024 |
| 1008901023802091130100 |               |                             |    | 5 | 8/6/2024 |
| 1008901020147786986100 | Mixed         | I never call, hoping Cen    | 0  | 5 | 8/6/2024 |
| 1008901023815945670105 | Negative      | I may have received an      | -1 |   | 8/6/2024 |
| 1008901023802089800100 | Negative      | Seems thereâ€™s an iss      | -1 | 3 | 8/6/2024 |
| 1008901009130566615100 | Neutral       | I was asleep during out     | 0  | 5 | 8/6/2024 |
| 1008901025001954830121 |               |                             |    |   | 8/6/2024 |
| 1008901024901143090116 | Very Negative | Horrible                    | -2 |   | 8/6/2024 |
| 1008901023801865900100 | Negative      | We have no way to be c      | -1 |   | 8/6/2024 |

|                        |               |  |    |   |          |
|------------------------|---------------|--|----|---|----------|
| 1008901023900786880113 | Very Negative | This power outage was  | -2 | 1 | 8/6/2024 |
| 1008901001901327620117 | Very Negative | I received a total of 33 r   | -2 | 2 | 8/6/2024 |
| 1008901036551480665100 |               |  |    | 1 | 8/6/2024 |
| 1008901011900508380111 |               |  |    | 2 | 8/6/2024 |
| 1008901023805820410100 | Very Negative | that the cause of the  | -2 | 4 | 8/6/2024 |
| 1008901023805951650100 |               |  |    | 1 | 8/6/2024 |
| 1008901023807081530100 | Very Negative | outage is not  | -2 | 2 | 8/6/2024 |
| 1008901008141882474100 | Positive      | I appreciate the commu   | 1  | 5 | 8/6/2024 |
| 1008901011900310310109 | Very Negative | Our first power outage   | -2 | 4 | 8/6/2024 |
| 1008901001184522870100 | Mixed         | Centerpoint update aft   | 0  | 5 | 8/6/2024 |
| 1008901022900054330107 | Positive      | Good job Centerpoint! I  | 1  | 5 | 8/6/2024 |
| 1008901023900482260111 | Positive      | Itâ€™s good!   | 1  | 5 | 8/6/2024 |
| 1008901001900253380108 | Negative      | the notification when p  | -1 | 3 | 8/6/2024 |
| 1008901023807850440100 |               |  |    | 5 | 8/6/2024 |
| 1008901024900895560114 |               |  |    | 5 | 8/6/2024 |
| 1008901036551480375100 |               |  |    | 5 | 8/6/2024 |
| 100890101113235470100  | Very Negative | You guys claimed to ha   | -2 | 1 | 8/6/2024 |
| 1008901023818414980106 | Negative      | Do better and fix these  | -1 | 1 | 8/6/2024 |
| 1008901022900693760113 | Very Negative | Itâ€™s not hard to be h  | -2 | 1 | 8/6/2024 |
| 1008901023900732040113 | Very Negative | The outage was "sched  | -2 | 1 | 8/6/2024 |
| 1008901001900864120114 |               |  |    | 1 | 8/6/2024 |
| 1008901023900548900112 | Very Negative | I lost power yesterday c   | -2 | 3 | 8/6/2024 |
| 1008901036551301440100 | Very Negative | make a change right  | -2 | 1 | 8/6/2024 |
| 1008901012189195335100 |               |  |    |   | 8/7/2024 |
| 1008901008117869444100 |               |  |    |   | 8/7/2024 |
| 1008901013630562994100 |               |  |    |   | 8/7/2024 |
| 1008901023816300710105 |               |  |    | 5 | 8/7/2024 |
| 1008901014190362297100 |               |  |    | 2 | 8/7/2024 |
| 1008901014190321053100 |               |  |    |   | 8/7/2024 |
| 1008901023802561990100 |               |  |    |   | 8/7/2024 |
| 1008901022900237240108 | Very Negative | outside my front door  | -2 | 1 | 8/7/2024 |
| 1008901023811478370102 |               |  |    |   | 8/7/2024 |
| 1008901023806641730100 | Mixed         | Yesterdayâ€™s service  | 0  | 4 | 8/7/2024 |
| 1008901023803073420100 |               |  |    |   | 8/7/2024 |
| 1008901025002898050122 |               |  |    |   | 8/7/2024 |
| 1008901008142118095100 |               |  |    |   | 8/7/2024 |
| 1008901025000485540120 |               |  |    |   | 8/7/2024 |
| 1008901011143667105100 | Positive      | I like the updates and a   | 1  | 5 | 8/7/2024 |
|                        |               | Itâ€™s good to know<br>that you know that my<br>power is off,<br>but it was impressive<br>to see your employees<br>arrived<br>so quickly to take care<br>of the problem.<br>Good job on both<br>services, keeping me<br>in the loop and fixing<br>the problem. Thanks! |    |   |          |
| 1008901011143719675100 | Very Positive |  | 2  | 5 | 8/7/2024 |
| 1008901023815562780104 |               |  |    | 4 | 8/7/2024 |
| 1008901011143666920100 | Very Negative | I didn't get a survey aft  | -2 | 1 | 8/7/2024 |
| 1008901009130591215100 |               |  |    |   | 8/7/2024 |
| 1008901048571410130100 |               |  |    |   | 8/7/2024 |
| 1008901023809960200100 |               |  |    |   | 8/7/2024 |
| 1008901008117869895100 |               |  |    |   | 8/7/2024 |
| 1008901021194891750100 |               |  |    |   | 8/7/2024 |
| 1008901013630557844100 |               |  |    | 5 | 8/7/2024 |
| 1008901018780679600100 | Very Negative | Centerpoint has a lot of   | -2 | 3 | 8/7/2024 |
| 1008901039390868050100 |               |  |    | 5 | 8/7/2024 |
| 1008901045392751680100 | Mixed         | System works now, hov  | 0  | 3 | 8/7/2024 |
| 1008901011317273190100 |               |  |    | 4 | 8/7/2024 |
| 1008901001531004985100 | Very Positive | It's really exceptional w  | 2  | 5 | 8/7/2024 |
| 1008901002181295981100 |               |  |    | 5 | 8/7/2024 |
| 1008901023806489900100 |               |  |    | 5 | 8/7/2024 |
| 1008901006189064375100 |               |  |    | 4 | 8/7/2024 |
| 1008901016167409015100 |               |  |    | 5 | 8/7/2024 |
| 1008901011900561340112 |               |  |    | 5 | 8/7/2024 |
| 1008901023804235680100 |               |  |    | 5 | 8/7/2024 |
| 1008901023816755040105 | Very Positive | I appreciate the alert i r   | 2  | 5 | 8/7/2024 |
| 1008901008143640780100 |               |  |    | 5 | 8/7/2024 |
| 1008901011143651715100 | Negative      | It would be appreciat  | -1 | 2 | 8/7/2024 |
| 1008901015118403635100 | Negative      | Power was out impart f   | -1 | 4 | 8/7/2024 |
| 1008901009536216085100 |               |  |    | 5 | 8/7/2024 |

|                        |               |   |    |   |          |
|------------------------|---------------|---|----|---|----------|
| 1008901016900643190112 | Negative      | Do better especially dur  | -1 | 2 | 8/7/2024 |
| 1008901016901443460118 |               |   |    | 4 | 8/7/2024 |
|                        |               | caught on fire at 5am<br>We had to call the call<br>center multiple times<br>and it took them two<br>hours to send out a<br>truck and the truck<br>was not equipped<br>to deal with a fire<br>even though there<br>were many firefighters<br>here and all they<br>needed to do was cut<br>the power. So we<br>waited another 2<br>hours for a team to<br>show up - at that point<br>the fire fighters made<br>a judgement call to put<br>the electrical fire out<br>themselves so it<br>wouldn't come<br>down on our house. |    |   |          |
|                        |               | It then took your team<br>several hours to show<br>up to actually repair<br>the pole and when   | -2 | 1 | 8/7/2024 |
| 1008901006189064344100 | Very Negative |   | -2 | 4 | 8/7/2024 |
| 1008901016167409005100 | Very Negative | My power went out at 4  |    | 3 | 8/7/2024 |
| 1008901001157146365100 |               |   |    | 1 | 8/7/2024 |
| 1008901023804112580100 |               |   |    |   | 8/8/2024 |
| 1008901013191182365100 |               |   |    |   | 8/8/2024 |
| 1008901020147895738100 |               |   |    |   | 8/8/2024 |
| 1008901023802931050100 |               |   |    |   | 8/8/2024 |
| 1008901012126233140100 |               |   |    |   | 8/8/2024 |
| 1008901023901259090117 |               |   |    |   | 8/8/2024 |
| 1008901022901524490119 | Negative      | Power outage are too o  | -1 | 1 | 8/8/2024 |
| 1008901007114158700100 |               |   |    |   | 8/8/2024 |
| 1008901022900459540110 | Positive      | This time it was much fi  | 1  | 5 | 8/8/2024 |
| 1008901014190337705100 |               |   |    |   | 8/8/2024 |
| 1008901021194556275100 |               |   |    |   | 8/8/2024 |
| 1008901002181295996100 |               |   |    | 4 | 8/8/2024 |
| 1008901007115063580100 |               |   |    |   | 8/8/2024 |
| 1008901007115062900100 |               |   |    |   | 8/8/2024 |
| 1008901020147720318100 |               |   |    |   | 8/8/2024 |
| 1008901011143665340100 | Very Negative | Couldn't get the ma   | -2 |   | 8/8/2024 |
| 1008901011143957508100 | Negative      | I really think this comp  | -1 | 3 | 8/8/2024 |
| 1008901016901373450118 | Very Negative | You and your company  | -2 |   | 8/8/2024 |
| 1008901023817452600106 | Negative      | Never receive text mes  | -1 |   | 8/8/2024 |
| 1008901001900189240108 |               |   |    | 4 | 8/8/2024 |
| 1008901009130590640100 | Negative      | The area of the damage  | -1 | 2 | 8/8/2024 |
| 1008901023818417720106 |               |   |    |   | 8/8/2024 |
| 1008901025000103430120 |               |   |    | 4 | 8/8/2024 |
| 1008901012537716612100 | Negative      | Please find out what is j   | -1 | 1 | 8/8/2024 |
| 1008901023809148340100 | Neutral       | I also receive Power Ale  | 0  | 5 | 8/8/2024 |
| 1008901023805496590100 | Very Positive | Very responsive to my i   | 2  | 4 | 8/8/2024 |
| 1008901001157146595100 | Negative      | The reason for the outa   | -1 | 3 | 8/8/2024 |
| 1008901023809083130100 |               |   |    | 5 | 8/8/2024 |
| 1008901011184912529100 | Negative      | Description of the caus   | -1 | 2 | 8/8/2024 |
| 1008901023812012920101 |               |   |    | 5 | 8/8/2024 |
| 1008901020631883060100 |               |   |    | 4 | 8/8/2024 |
| 1008901005160782587100 |               |   |    | 4 | 8/8/2024 |
| 1008901011184965574100 | Neutral       | I apprentice notificati   | 0  | 5 | 8/8/2024 |



|                        |               |  |    |   |          |
|------------------------|---------------|--|----|---|----------|
|                        |               | an extremely, extremely long ongoing power outage issues that involves 34 residents. These outages have been happening for years, and those outages are believed to be caused by a large amount of vegetation on the pole that feeds the transformers for our underground power. Centerpoint surely has a huge outage record " provided by our Smart meters " of the 34 residential outages for many long years. I myself used to call repeatedly to request that an engineer contact me to discuss the problem. I never |    |   |          |
| 1008901023812970760102 | Very Negative | once received any  | -2 | 5 | 8/8/2024 |
| 1008901016900585470112 | Mixed         | The alert service is fine,   | 0  | 4 | 8/8/2024 |
| 1008901017189844707100 |               |  |    | 5 | 8/8/2024 |
| 1008901011900731960113 | Very Negative | I feel like this survey is r   | -2 | 1 | 8/8/2024 |
| 1008901023808261190100 | Mixed         | The power alert service  | 0  | 3 | 8/8/2024 |
| 1008901001900098210107 | Very Negative | CP needs to work on up   | -2 | 2 | 8/8/2024 |
| 1008901023815862560105 | Mixed         | The idea behind the noi  | 0  | 2 | 8/8/2024 |
| 1008901023812231830102 | Very Negative | End the gas and electric   | -2 | 1 | 8/8/2024 |
| 1008901003612281943100 | Very Negative | Our power was out for :  | -2 | 3 | 8/8/2024 |
| 1008901010120282450100 |               |  |    | 3 | 8/8/2024 |
| 1008901025000180890120 |               |  |    |   | 8/9/2024 |
| 1008901015117984570100 |               |  |    |   | 8/9/2024 |
| 1008901025000757840120 |               |  |    |   | 8/9/2024 |
| 1008901036551480565100 | Negative      | The system tell you lies   | -1 | 1 | 8/9/2024 |
| 1008901006189064390100 | Very Negative | Multiple didn't have   | -2 | 1 | 8/9/2024 |
| 1008901004100641366100 |               |  |    |   | 8/9/2024 |
| 1008901004100641081100 | Very Negative | You're sending the a   | -2 |   | 8/9/2024 |
| 1008901011143653990100 | Negative      | No power = no email or   | -1 |   | 8/9/2024 |
| 1008901011143654369100 | Negative      | We received notificatio  | -1 | 4 | 8/9/2024 |
| 1008901011143646205100 | Very Negative | Updates to the Outage  | -2 | 4 | 8/9/2024 |
| 1008901023811919690100 |               |  |    | 4 | 8/9/2024 |
| 1008901011900250000108 |               |  |    | 5 | 8/9/2024 |
| 1008901023810764080100 | Negative      | Since the recent outage  | -1 | 3 | 8/9/2024 |
| 1008901010120342480100 |               |  |    |   | 8/9/2024 |
| 1008901023813775500103 |               |  |    | 1 | 8/9/2024 |
| 1008901020147399190100 |               |  |    | 5 | 8/9/2024 |
| 1008901023817719440106 |               |  |    |   | 8/9/2024 |
| 1008901023810166570100 |               |  |    | 4 | 8/9/2024 |
| 1008901023809106520100 |               |  |    |   | 8/9/2024 |
| 1008901023810872630100 | Very Negative | Centerpoint is shit  | -2 | 1 | 8/9/2024 |
| 1008901023809688860100 | Mixed         | Outage alerts work well  | 0  | 4 | 8/9/2024 |
| 1008901023803755420100 |               |  |    | 4 | 8/9/2024 |
| 1008901008623118403100 |               |  |    |   | 8/9/2024 |

|                        |               |   |    |   |          |
|------------------------|---------------|---|----|---|----------|
|                        |               | I have had over 10 power outages since the storm. They last generally a short period but cause problems with all digital devices/Internet, etc. There is a continuous problem in the 77058 area that I have experienced over the past 20 years. I have complained to Centerpoint, but nothing has been done to fix the issue with your equipment.   |    |   |          |
| 1008901015630673381100 | Very Negative |   | -2 | 4 | 8/9/2024 |
| 1008901005184578856100 |               |   |    | 4 | 8/9/2024 |
| 1008901036551301360100 | Positive      | I really appreciate being   | 1  | 5 | 8/9/2024 |
| 1008901023805626100100 |               |   |    | 4 | 8/9/2024 |
| 1008901004100643707100 |               |   |    | 5 | 8/9/2024 |
| 1008901004100640838100 | Neutral       |   | 0  | 5 | 8/9/2024 |
| 1008901001157146630100 |               |   |    | 5 | 8/9/2024 |
| 1008901011143653710100 |               |   |    | 5 | 8/9/2024 |
| 1008901011143653540100 | Positive      | It seems to be working  | 1  | 4 | 8/9/2024 |
| 1008901021632285974100 | Positive      | I like the Power Alert Se   | 1  | 5 | 8/9/2024 |
| 1008901023802328330100 | Positive      | Keep up the good work   | 1  | 5 | 8/9/2024 |
| 1008901023802565510100 | Neutral       | If there is a -planned- o   | 0  | 4 | 8/9/2024 |
| 1008901001900841820114 |               |   |    | 4 | 8/9/2024 |
| 1008901050393180015100 | Neutral       | I was ill in bed when the   | 0  | 5 | 8/9/2024 |
| 1008901050393201505100 | Neutral       | I do not depend on cent   | 0  | 5 | 8/9/2024 |
| 1008901025003142830123 |               |   |    | 5 | 8/9/2024 |
| 1008901023802438380100 |               |   |    | 4 | 8/9/2024 |
| 1008901039560561260100 |               |   |    | 5 | 8/9/2024 |
| 1008901018144115795100 |               |   |    | 5 | 8/9/2024 |
| 1008901008185307822100 |               |   |    | 4 | 8/9/2024 |
| 1008901023802379930100 | Very Negative | Oh my god! where do   | -2 | 3 | 8/9/2024 |
|                        |               | Since a power interruptions typically mean that home wi-fi is down, text notifications make more sense than email. For this recent outage around midnight, I did not see the email until 8 AM the next day. So, I have signed up for text notifications. I did appreciate the level of detail in the email and hope that will be provided in the text. Otherwise, I would want both types |    |   |          |
| 1008901008620857005100 | Mixed         |   | 0  | 4 | 8/9/2024 |
| 1008901015630676311100 | Negative      | There wasn't even a sto   | -1 | 4 | 8/9/2024 |
| 1008901011143654040100 | Very Negative | These power outages ar  | -2 | 1 | 8/9/2024 |
| 1008901011143665220100 | Negative      | It seems like the power   | -1 | 2 | 8/9/2024 |
| 1008901004100297120100 | Mixed         | I understand issues hap   | 0  | 1 | 8/9/2024 |

|                        |               |   |    |   |           |
|------------------------|---------------|---|----|---|-----------|
|                        |               | This was shown on the website as a planned outage but on the alert as equipment malfunction. Which was it? If it was planned, would have been good to know ahead of time. Also got three different notification with three different solution times.                                    | -1 | 2 | 8/9/2024  |
| 1008901020900814650114 | Negative      |   |    |   |           |
| 1008901023806908500100 | Neutral       | Na  | 0  | 3 | 8/9/2024  |
| 1008901023807655720100 | Very Negative | The cause of the issue is:  | -2 | 2 | 8/9/2024  |
| 1008901025001426630121 |               |   |    | 2 | 8/9/2024  |
| 1008901002531684940100 |               |   |    |   | 8/10/2024 |
| 1008901023808496950100 |               |   |    |   | 8/10/2024 |
| 1008901023900327160109 |               |   |    |   | 8/10/2024 |
| 1008901008143641440100 |               |   |    | 5 | 8/10/2024 |
| 1008901023809828230100 |               |   |    | 5 | 8/10/2024 |
| 1008901011630448350100 | Very Negative | CenterPoint tries to pre  | -2 | 2 | 8/10/2024 |
| 1008901023817715230106 |               | no alert prior to outage  |    |   | 8/10/2024 |
|                        |               | did get alert after repairs had been done, and a followup after that  | -1 |   | 8/10/2024 |
| 1008901007185211334100 | Negative      |   |    |   | 8/10/2024 |
| 1008901023807718080100 |               |   |    |   | 8/10/2024 |
| 1008901005184706703100 |               |   |    | 4 | 8/10/2024 |
| 1008901023803448230100 | Negative      | CEO needs to be fired   | -1 | 1 | 8/10/2024 |
| 1008901017190260013100 | Very Positive | The alert service is awe  | 2  | 5 | 8/10/2024 |
| 1008901008143641848100 | Negative      | Your system is unrelia  | -1 | 1 | 8/10/2024 |
|                        |               | one example - South Dakota has a team of electricians that travel the same all year and clear any potential hazards refusing to spend the money to do it right is just a failure of management showing you do not care about customers and only look for ways to fill your pockets with |    |   |           |
| 1008901023816645370105 | Very Negative | money   | -2 | 1 | 8/10/2024 |
| 1008901009130590780100 | Negative      | Centerpoint needs to d  | -1 | 2 | 8/10/2024 |
| 1008901023813631650103 |               |   |    | 5 | 8/10/2024 |
| 1008901023805340240100 |               |   |    | 5 | 8/10/2024 |
| 1008901049393167999100 | Very Positive | Keep up the great work  | 2  | 5 | 8/10/2024 |
| 1008901023811701530100 |               |   |    | 4 | 8/10/2024 |
| 1008901009130595139100 | Negative      | Center Point needs to r:  | -1 | 1 | 8/10/2024 |
| 1008901023811890300102 | Neutral       | It is time that Center Po   | 0  | 5 | 8/10/2024 |
| 1008901025001704800121 |               |   |    |   | 8/11/2024 |
| 1008901023809255280100 |               |   |    |   | 8/11/2024 |
| 1008901023814882790104 |               |   |    | 4 | 8/11/2024 |
| 1008901023812503160102 | Negative      | More communication is   | -1 |   | 8/11/2024 |
| 1008901023814243150103 |               |   |    |   | 8/11/2024 |
| 1008901023816484890105 |               |   |    | 3 | 8/11/2024 |
| 1008901023817406390106 |               |   |    |   | 8/11/2024 |
| 1008901043787178084100 |               |   |    |   | 8/11/2024 |
| 1008901048393096970100 |               |   |    | 3 | 8/11/2024 |
| 1008901005102601320100 |               |   |    |   | 8/11/2024 |

|                        |               |   |    |   |           |
|------------------------|---------------|---|----|---|-----------|
|                        |               | match what was happening. Power went out, I got an email. Then 3-4 more emails came. I never got an email when the power was restored. But then, an hour or longer after power was restored I got 3 emails saying power was out and an estimated time of 3 hours later to restore. The power was still on at that point. 10 minutes after the emails, the power went out but then was only out for 20 minutes, not the 3 hours the email said. I love the idea of communicating but the communications are not accurate at all. |    |   |           |
| 1008901011900366140109 | Very Negative |   | -2 | 1 | 8/11/2024 |
| 1008901020194132790100 |               |   |    |   | 8/11/2024 |
| 1008901023809967900100 |               |   |    | 5 | 8/11/2024 |
| 1008901023803755440100 | Very Negative | Tired of our power bein   | -2 | 1 | 8/11/2024 |
| 1008901019147078510100 | Positive      | when the electrician iden   | 1  |   | 8/11/2024 |
| 1008901015630668848100 | Negative      | I liked the email describ   | -1 | 4 | 8/11/2024 |
| 1008901023811249430100 |               |   |    |   | 8/11/2024 |
| 1008901018780675100100 |               |   |    | 4 | 8/11/2024 |
| 1008901004180177798100 |               |   |    |   | 8/11/2024 |
| 1008901020147895072100 | Very Positive | I called in the damaged   | 2  | 5 | 8/11/2024 |
| 1008901023801969860100 |               |   |    | 5 | 8/11/2024 |
| 1008901021194558071100 |               |   |    | 4 | 8/11/2024 |
| 1008901022901186640116 | Very Negative | I did not receive an aler   | -2 |   | 8/11/2024 |
|                        |               | Had a power outage for about 35 minutes. Got email afterwards. Then got flicker on Friday. Had to reset my wifi, a/c, appliances: refrigerator & my stove.  |    |   |           |
| 1008901023811589520102 | Negative      |   | -1 |   | 8/11/2024 |
| 1008901023813200660102 | Neutral       | CP need to upgrade the  | 0  |   | 8/11/2024 |
| 1008901023812408590102 |               |   |    |   | 8/11/2024 |
| 1008901009129889975100 |               |   |    |   | 8/11/2024 |
| 1008901023806679330100 |               |   |    |   | 8/11/2024 |
| 1008901014190322535100 |               |   |    | 5 | 8/11/2024 |
| 1008901036551300690100 | Negative      | Was provide a time of 2   | -1 | 2 | 8/11/2024 |
| 1008901005184617901100 |               |   |    | 4 | 8/11/2024 |
| 1008901005102601265100 | Neutral       | I bury satisfy while youi   | 0  | 5 | 8/11/2024 |
| 1008901016901637070120 |               |   |    | 4 | 8/11/2024 |
| 1008901022900712410113 |               |   |    | 5 | 8/11/2024 |
| 1008901025002985420122 | Very Positive | Already set up for text r   | 2  | 5 | 8/11/2024 |
| 1008901023811457000101 | Very Negative | The power outages for   | -2 | 4 | 8/11/2024 |
| 1008901023809309330100 |               |   |    | 4 | 8/11/2024 |
| 1008901023809937050100 | Neutral       | none  | 0  | 5 | 8/11/2024 |
| 1008901023811589900102 |               |   |    | 5 | 8/11/2024 |
| 1008901009129883004100 | Negative      | I don't think this is the r   | -1 | 5 | 8/11/2024 |
| 1008901021194803389100 | Neutral       |   | 0  | 3 | 8/11/2024 |
| 1008901021194806719100 | Neutral       |   | 0  | 5 | 8/11/2024 |
| 1008901023812070620102 | Positive      | The Alert Service is muc  | 1  | 4 | 8/11/2024 |
| 1008901023808804740100 |               |   |    | 5 | 8/11/2024 |
| 1008901023805228180100 |               |   |    | 5 | 8/11/2024 |
| 1008901001900026790107 |               |   |    | 3 | 8/11/2024 |
| 1008901009190570702100 |               |   |    | 4 | 8/11/2024 |
| 1008901015630676521100 | Negative      | Why can't the power alr   | -1 | 1 | 8/11/2024 |
| 1008901024900054530107 | Neutral       | Ditto   | 0  | 1 | 8/11/2024 |
| 1008901016900252230108 |               |   |    | 4 | 8/11/2024 |
| 1008901006901176630116 |               |   |    | 2 | 8/11/2024 |
| 1008901048393030574100 |               |   |    |   | 8/12/2024 |

|                        |               |   |    |   |           |
|------------------------|---------------|---|----|---|-----------|
| 1008901023812723290102 |               |   |    |   | 8/12/2024 |
| 1008901005102729820100 |               |   |    |   | 8/12/2024 |
| 1008901025002309240122 |               |   |    |   | 8/12/2024 |
| 1008901020901527610119 |               |   |    |   | 8/12/2024 |
| 1008901011184936489100 | Neutral       | Are military times being  | 0  | 4 | 8/12/2024 |
|                        |               | CenterPoint needs to take responsibility for leaving millions of people without power for multiple days and then yall want to raise the price on bill to be more efficient like what a joke |    |   |           |
|                        |               | Change the name to centerpointless  |    |   |           |
| 1008901018191497696100 | Very Negative |   | -2 | 3 | 8/12/2024 |
| 1008901007620609960100 |               |   |    |   | 8/12/2024 |
| 1008901008620897525100 |               |   |    | 5 | 8/12/2024 |
| 1008901016191039693100 |               |   |    |   | 8/12/2024 |
|                        |               | we were not aware of any Power outage until power went out and then received all the alerts...  |    |   |           |
|                        |               | This power outage seemed to be planned, there was no communication with affected families prior to the work.  |    |   |           |
|                        |               | Power outage last from 16:50pm on Friday 8/9 to Saturday 8/10 at 9:30am   |    |   |           |
| 1008901006900899510114 | Negative      |   | -1 |   | 8/12/2024 |
| 1008901015118035211100 |               |   |    | 4 | 8/12/2024 |
| 1008901002101186925100 | Very Negative | I am only getting one le  | -2 | 1 | 8/12/2024 |
| 1008901001900658130113 |               |   |    |   | 8/12/2024 |
| 1008901023805639050100 | Mixed         | We received a power o   | 0  | 5 | 8/12/2024 |
| 1008901018191383912100 | Very Negative | Very inconvenient even  | -2 | 3 | 8/12/2024 |
| 1008901010187542584100 |               |   |    |   | 8/12/2024 |
| 1008901023802685600100 | Positive      | I like receive the power  | 1  | 5 | 8/12/2024 |
| 1008901053500007320100 | Very Negative | Bad service, no anythin   | -2 |   | 8/12/2024 |
| 1008901049572821920100 |               |   |    | 5 | 8/12/2024 |
| 1008901023818183300106 | Mixed         | I can't fathom the amou   | 0  | 5 | 8/12/2024 |
| 1008901018191393827100 | Very Positive | We called to report a tr  | 2  | 5 | 8/12/2024 |
| 1008901008316170760100 |               |   |    | 5 | 8/12/2024 |
| 1008901022900130690107 |               |   |    | 2 | 8/12/2024 |
| 1008901016191034952100 | Mixed         | Power Alert is a great se   | 0  | 5 | 8/12/2024 |
| 1008901021194803862100 |               |   |    | 5 | 8/12/2024 |
| 1008901008185394343100 |               |   |    | 4 | 8/12/2024 |
| 1008901023802006900100 | Negative      | It was stated this was a  | -1 | 2 | 8/12/2024 |
| 1008901023813040710102 |               |   |    | 5 | 8/12/2024 |

|                        |               |  |    |   |           |
|------------------------|---------------|--|----|---|-----------|
|                        |               | I have signed up for this thing probably 20+ times. It constantly changes my notification preferences. I try to report the outages but it never remembers the cell phone tied to my account. If you try and call in the automated system does not understand my voice. |    |   |           |
|                        |               | Of course, none of this would matter if I wasn't losing power 2-3X a week forcing me to deal with this poorly implemented system.  |    |   |           |
| 1008901023801642610100 | Very Negative |  | -2 | 1 | 8/12/2024 |
|                        |               | Email is not a good notification system for outages. TXT can be faster if it's done right.   |    |   |           |
|                        |               | App notifications might be good too but you'd have to have a decent app, which you don't.  |    |   |           |
| 1008901023809713160100 | Negative      |  | -1 | 2 | 8/12/2024 |
| 1008901022901444880118 |               |  |    |   | 8/13/2024 |
| 1008901011901556490119 |               |  |    |   | 8/13/2024 |
| 1008901023801916290100 |               |  |    |   | 8/13/2024 |
| 1008901006900783040113 |               |  |    |   | 8/13/2024 |
| 1008901003183489100100 |               |  |    |   | 8/13/2024 |
| 1008901011317143940100 |               |  |    | 5 | 8/13/2024 |
| 1008901008115337480100 | Mixed         | The technicians were h   | 0  |   | 8/13/2024 |
| 1008901001900163810108 | Very Positive | Great service!   | 2  | 5 | 8/13/2024 |
| 1008901023805892030100 | Negative      | The alert is sent by ema   | -1 | 2 | 8/13/2024 |
| 1008901015118431610100 |               |  |    | 4 | 8/13/2024 |
| 1008901006121083290100 |               |  |    | 5 | 8/13/2024 |
| 1008901020900651270112 | Very Positive | Thank you for your harc  | 2  | 5 | 8/13/2024 |
| 1008901023801115320100 | Negative      | I cannot access email n  | -1 | 2 | 8/13/2024 |
| 1008901004180180894100 |               |  |    |   | 8/13/2024 |
| 1008901023806352470100 | Negative      | It took 3 years for me to  | -1 | 2 | 8/13/2024 |
| 1008901023801520780100 | Negative      | The power went out be  | -1 | 3 | 8/13/2024 |
| 1008901023813456780103 |               |  |    |   | 8/13/2024 |
| 1008901025003844300123 |               |  |    |   | 8/13/2024 |
| 1008901013141567380100 |               |  |    | 5 | 8/13/2024 |
| 1008901020194509854100 | Negative      | I'm supposed to get tex  | -1 |   | 8/13/2024 |
| 1008901011317135002100 |               |  |    | 5 | 8/13/2024 |
| 1008901023807278350100 |               |  |    | 5 | 8/13/2024 |
| 1008901011901380320118 |               |  |    | 5 | 8/13/2024 |
| 1008901014190375593100 | Neutral       | No   | 0  | 5 | 8/13/2024 |
| 1008901009129885943100 |               |  |    | 5 | 8/13/2024 |
|                        |               | I've been signed up quite a while for power alerts. And I am quite happy about it. My house has typically had power when next block hasn't. But I'm glad for everyone to have a glimpse of your workers taking preventative action                                     |    |   |           |
| 1008901009129885539100 | Positive      |  | 1  | 5 | 8/13/2024 |
| 1008901023817639360106 |               |  |    | 5 | 8/13/2024 |
| 1008901023800538060100 |               |  |    | 4 | 8/13/2024 |
| 1008901023801283430100 | Very Positive | While we did not lose p  | 2  | 5 | 8/13/2024 |
| 1008901024900449590110 |               |  |    | 5 | 8/13/2024 |
| 1008901023808379040100 |               |  |    | 5 | 8/13/2024 |

|                        |               |                            |  |    |           |           |
|------------------------|---------------|----------------------------|--|----|-----------|-----------|
| 1008901023809794700100 |               |                            |  | 5  | 8/13/2024 |           |
| 1008901015185981645100 | Mixed         | â€œThe notification wh     |  | 0  | 3         | 8/13/2024 |
| 1008901006900182830108 |               |                            |  | 4  | 8/13/2024 |           |
| 1008901038560124418100 | Very Negative | Have tried multiple tim    |  | -2 | 2         | 8/13/2024 |
| 1008901021194806599100 | Positive      | I feel educational vides   |  | 1  | 3         | 8/13/2024 |
| 1008901015185981651100 | Very Negative | Get your act together, k   |  | -2 | 1         | 8/13/2024 |
| 1008901023812967010102 |               |                            |  |    |           | 8/14/2024 |
| 1008901039390904790100 |               |                            |  |    |           | 8/14/2024 |
| 1008901023817524600106 |               |                            |  |    |           | 8/14/2024 |
| 1008901004180009412100 |               |                            |  |    |           | 8/14/2024 |
| 1008901023805756820100 |               |                            |  |    |           | 8/14/2024 |
| 1008901014190307625100 |               |                            |  | 5  |           | 8/14/2024 |
| 1008901021194807804100 |               |                            |  |    |           | 8/14/2024 |
| 1008901018143926430100 | Negative      | I would prefer to get no   |  | -1 |           | 8/14/2024 |
| 1008901012189137572100 | Negative      | I received an email noti   |  | -1 | 4         | 8/14/2024 |
| 1008901049572821922100 |               |                            |  |    | 5         | 8/14/2024 |
| 1008901023811066330100 | Negative      | I sign up for the text an  |  | -1 |           | 8/14/2024 |
| 1008901035360182048100 |               |                            |  |    |           | 8/14/2024 |
| 1008901013191279405100 |               |                            |  |    |           | 8/14/2024 |
| 1008901017189838965100 |               |                            |  |    |           | 8/14/2024 |
| 1008901001102467040100 |               |                            |  |    |           | 8/14/2024 |
| 1008901016137809394100 |               |                            |  | 4  |           | 8/14/2024 |
| 1008901001900739600113 | Negative      | It was over 10 hours be    |  | -1 | 4         | 8/14/2024 |
| 1008901007115066475100 |               |                            |  |    | 4         | 8/14/2024 |
| 1008901023807574810100 | Neutral       | no                         |  | 0  |           | 8/14/2024 |
| 1008901010186120415100 | Mixed         | alert service is OK. but i |  | 0  | 3         | 8/14/2024 |
| 1008901023808009490100 |               |                            |  |    |           | 8/14/2024 |
| 1008901016900988540115 | Very Negative | very poor communicati      |  | -2 |           | 8/14/2024 |
| 1008901012126303630100 |               |                            |  |    |           | 8/14/2024 |
| 1008901023801003430100 |               |                            |  |    |           | 8/14/2024 |
| 1008901048393088602100 |               |                            |  | 5  |           | 8/14/2024 |
| 1008901022900039180107 |               |                            |  | 3  |           | 8/14/2024 |
| 1008901018191401354100 |               |                            |  | 4  |           | 8/14/2024 |
| 1008901018191401044100 |               |                            |  | 4  |           | 8/14/2024 |
| 1008901011900500970111 |               |                            |  | 4  |           | 8/14/2024 |
| 1008901001900750760113 |               |                            |  | 5  |           | 8/14/2024 |
| 1008901023817482380106 |               |                            |  | 4  |           | 8/14/2024 |
| 1008901010120686981100 | Positive      | I appreciate being notif   |  | 1  | 5         | 8/14/2024 |
| 1008901015118404960100 |               |                            |  |    | 4         | 8/14/2024 |
| 1008901007185244140100 | Negative      | we seem to have had a      |  | -1 | 5         | 8/14/2024 |
| 1008901007115066155100 | Positive      | Good experience            |  | 1  | 5         | 8/14/2024 |
| 1008901006901527290119 | Positive      | Thanks for working out:    |  | 1  | 5         | 8/14/2024 |
| 1008901011900128060107 |               |                            |  |    | 5         | 8/14/2024 |
| 1008901024900814140114 | Very Negative | Tracking outage summa      |  | -2 | 1         | 8/14/2024 |
| 1008901039786976716100 |               |                            |  |    | 4         | 8/14/2024 |
| 1008901010186119114100 | Mixed         | Did not receive an estin   |  | 0  | 5         | 8/14/2024 |
| 1008901001901008300115 | Mixed         | Improved but still coul    |  | 0  | 4         | 8/14/2024 |
| 1008901023811751040102 |               |                            |  |    | 4         | 8/14/2024 |
| 1008901024901286280117 | Negative      | Outage tracker needs to    |  | -1 | 2         | 8/14/2024 |
| 1008901007115054790100 | Negative      | Your system did not acc    |  | -1 | 1         | 8/14/2024 |
| 1008901011901515690119 | Negative      | The status changes a m     |  | -1 | 1         | 8/14/2024 |
| 1008901015186053545100 | Negative      | Service is still out. Was  |  | -1 | 1         | 8/14/2024 |
| 1008901023811750380102 |               |                            |  |    | 2         | 8/14/2024 |
| 1008901013630562450100 |               |                            |  |    |           | 8/15/2024 |
| 1008901019193555094100 |               |                            |  |    |           | 8/15/2024 |
| 1008901023802219860100 |               |                            |  |    |           | 8/15/2024 |
| 1008901023807861420100 |               |                            |  |    |           | 8/15/2024 |
| 1008901023813387260103 |               |                            |  |    |           | 8/15/2024 |
| 1008901023800195260100 |               |                            |  |    |           | 8/15/2024 |
| 1008901023815616410104 |               |                            |  |    |           | 8/15/2024 |
| 1008901012189151496100 |               |                            |  |    |           | 8/15/2024 |
| 1008901023800205210100 |               |                            |  |    | 3         | 8/15/2024 |
| 1008901023901195180116 |               |                            |  |    |           | 8/15/2024 |
| 1008901015186097921100 |               |                            |  |    | 4         | 8/15/2024 |
| 1008901006900379150110 | Very Negative | Power went off at 10:55    |  | -2 |           | 8/15/2024 |
| 1008901023809919190100 | Negative      | Notification about outa    |  | -1 |           | 8/15/2024 |
| 1008901011900341920109 |               |                            |  |    |           | 8/15/2024 |
| 1008901002181312145100 | Very Negative | Centerpoint sucks. Inst    |  | -2 |           | 8/15/2024 |
| 1008901025003033710122 |               |                            |  |    |           | 8/15/2024 |
| 1008901006900889470114 |               |                            |  |    |           | 8/15/2024 |
| 1008901006900844200114 | Very Positive | Outage tracker worked      |  | 2  | 5         | 8/15/2024 |
| 1008901020549095180100 | Negative      | Alert should be sent ou    |  | -1 | 3         | 8/15/2024 |
| 1008901016191027478100 | Positive      | Good                       |  | 1  | 5         | 8/15/2024 |
| 1008901023802267540100 | Negative      | I wish text alerts would   |  | -1 | 3         | 8/15/2024 |
| 1008901018191713206100 |               |                            |  |    | 5         | 8/15/2024 |
| 1008901021194798359100 | Negative      | Came home and my ac        |  | -1 | 4         | 8/15/2024 |

|                        |               |  |    |   |           |
|------------------------|---------------|--|----|---|-----------|
|                        |               | Had to report outage myself on website at 239 pm. ETA repair was 539 pm. Was not case, several Emails at 2 am ish saying it was fixed but it wasn't then finally fixed 4 am ish. Surge fried our AC panel costing us several thousand  |    |   |           |
| 1008901001901286570117 | Very Negative | dollars  | -2 | 3 | 8/15/2024 |
| 1008901025002973460122 |               |  |    | 5 | 8/15/2024 |
| 1008901012189136794100 | Mixed         | I appreciate the reliability   | 0  | 4 | 8/15/2024 |
| 1008901012189136718100 | Very Negative | We need to get power   | -2 | 4 | 8/15/2024 |
| 1008901012189140312100 | Positive      | It's a good service.   | 1  | 5 | 8/15/2024 |
| 1008901023815696880104 |               |  |    | 5 | 8/15/2024 |
| 1008901004180176731100 |               |  |    | 5 | 8/15/2024 |
| 1008901008623242936100 |               |  |    | 5 | 8/15/2024 |
| 1008901025000177570120 | Negative      | Updated power outage built 53 years ago, we have experienced more and longer power outages than our neighbors just across the street. Plus, we have all underground cables and they do not. SUSPECT POOR ROUTING OF POWER LINES ABOVE THE GROUND THRU TREES OR FOILAGE OR NOT RELIABLE CHOICE OF ROUTING ABOVE THE GROUND MANY YEARS AGO SINCE WE ARE DOWN LONGER DAYS AFTER OTHERS THAT ARE ABOVE THE GROUND. WEIRD AND REPORTED MANY TIMES TO CHIEF ENGINEERS AT CENTERPOINT | -1 | 5 | 8/15/2024 |
| 1008901040561305365100 | Very Negative | TO NO AVAIL WHY  | -2 | 4 | 8/15/2024 |
| 1008901023817362170106 |               |  |    | 5 | 8/15/2024 |
| 1008901023816033940105 |               |  |    | 1 | 8/15/2024 |
| 1008901002531683515100 | Mixed         | The Power Alert Service  | 0  | 4 | 8/15/2024 |
| 1008901004180180946100 |               |  |    | 1 | 8/15/2024 |
| 1008901001739846530100 |               |  |    | 4 | 8/15/2024 |
| 1008901010630142010100 | Negative      | For one when you have  | -1 | 1 | 8/15/2024 |
| 1008901007114974400100 | Very Negative | You guys should have b   | -2 | 2 | 8/15/2024 |
| 1008901038560136795100 |               |  |    | 4 | 8/15/2024 |



**RecordedDate CSAT Reason for Rating**

Power goes out every time it's even slightly windy, to say nothing of during intense weather. Poor communication. Over priced. Can't ever talk to a real person. Never any restoration estimates anymore. Got rid of the outagw tracker. I honestly wish I could pick another provider but I can't. You are legit one of the main reasons I no longer want to live in this state and

7/8/2024 1 can't wait to move. Do. Better.  
7/8/2024 2  
7/8/2024 5

7/8/2024 4 Keep the price as low as possible

7/8/2024 4 Too expensive but happy with the service  
7/8/2024 5 Responsiveness  
7/8/2024 5 No comments

7/8/2024 5 They are great at keeping me notified of issues and fixing them quickly.

7/8/2024 4 Occasion blackouts that last a few seconds but tgen clocks and timers have to be reset.

7/8/2024 5 Because I never have problem with the company. And always respond emergency.  
7/8/2024 5 Communication

7/8/2024 3 Delays in fixing power outages

In the last 12 months our power has gone out the most since we lived in this house. Last time our neighbors across the street had power, but we were out 2 days. My husband is disabled, and we are both seniors. He has a C-pack machine that he has to use.

7/8/2024 2

Center points pricing is the highest delivery fee I have ever seen, and services provided are horrible. The longest response time for emergency work I have ever seen. Multiple instances where we have been with our power for days with no updates.

7/8/2024 1  
7/8/2024 4 Slack customer service

During the derecho that hit mid May, the updates provided and plan for power restoration were not transparent. The lack of give a damn by the employees of CenterPoint answering the phone lines was brutal. The lack of empathy combined with the lack of transparency was disgusting. CenterPoint has the monopoly in our area we have no choice but to pay for services. It is gross negligence of power IMO.

7/8/2024 1

7/9/2024 1 Website is horrible. I can't update payment infor. I waited all day for tech to come / activate the service.

Inability to keep website updated during Hurricane Beryl, no preemptive repair personnel on standby in the area prior to known storm, many power pops and glitches in my neighborhood for several years now, and continued placement of  
7/9/2024 2 power lines above ground when they should and could be placed underground.  
7/9/2024 5

7/9/2024 5 Always updated and low bills  
7/9/2024 2 misleading renewal rates  
7/9/2024 5 Never had any issues with.

Overgrown easement behind my house that is now touching and connecting with the powerlines. It seems that the  
7/9/2024 4 overgrowth should be maintained and has not been in years.

The hot mess of nature you destroyed and left behind. You literally made an invitation for people to walk up to our  
7/9/2024 3 backyard.

7/9/2024 3 Too many outages. Can't have dual logins or emergency contacts.

7/9/2024 1 This was a cat1 storm and we've been without power for over 12 hours. What is driving this limited resiliency ?

7/9/2024 1 Every time the wind blows we lose power for days

Lack of information and lack of updates on outage progress. There needs to be a tool such as a map that people track  
7/9/2024 1 progress so they can properly plan.

7/9/2024 4 Great job getting power back on after the recent storms.

7/9/2024 5 Centerpoint Energy kept me informed about their progress in fixing the power outage issues.

7/9/2024 5 Great uninterrupted service, you people are so consistent like the air we breathe

7/9/2024 4 Good service. Wish price was lower.

Centerpoint does not maintain its lines near my home 3331 Parkwood Dr. 77021. There is an alley behind my home where the power lines are located. Trees limbs have grown over the lines. I called in April or May to report this and no one came out to trim the trees. The power grid I'm on goes out even when it is not a storm. The transformer blows out even when there is not a storm. The electricity is expensive but unreliable and not maintained. Centerpoint moved gas lines from the back to the front of my house with DigCo and never replaced the grass. I was charged a one time fee on my February bill for put through charges for maintenance and again the lines have not been replaced. I live in a neighborhood with 500k plus homes and we don't receive quality services.

7/10/2024 1  
7/10/2024 5

7/10/2024 5 Had not had an issue with Centerpoint since I moved there 2 years ago. No outages. No delays. No issues.

7/10/2024 2 You need options to report downed lines. These situations should be escalated over simple outages due to risk to the community.

7/10/2024 5 reliable gas service

7/10/2024 5 I always have gas. Never have to call or complain about anything

7/10/2024 4 I don't understand why my gas bill stays the same when I am hardly home now? Yet my bill stays like I am using gas, when I am not for the past 10 months.

7/10/2024 1 A mismatch between service delivery and cost!

7/11/2024 2 It is a nightmare to pay your bill online. The most user unfriendly site you can think of.

7/11/2024 4

7/11/2024 3

7/11/2024 4

7/11/2024 5

7/11/2024 5 Good

7/11/2024 5

7/11/2024 5 My gas bill is fine

7/11/2024 3 customer service

7/12/2024 3 Online pay system has too many problems: too many unnecessary steps, too big a fee, hasn't been working properly the past several months, is a pain to use. Price of service is higher than necessary. Way too many "add-on" service solicitations both on the website & through the mail

7/12/2024 4 Effort to restore power

7/12/2024 4 Nothing is perfect and can always be improved.

7/12/2024 4 Typically our power is restored quickly when service is interrupted. Information on status of power restoration is available on the app.

7/12/2024 5 We rarely have power outage

7/13/2024 5

7/13/2024 5

7/13/2024 2 High price

7/13/2024 1 Being charged for excessively without clarity that is more than triple usage in fees.

7/13/2024 1 Recent CEO video was despicable on many levels.

7/13/2024 1 Integrity is lacking.

7/13/2024 1 Derecho and Beryl. Fucking horrible response times and no accurate timing

7/13/2024 5 Service

7/13/2024 5 I had a major problem with my Electricity coming to my house. It was discovered that one cable leading to my house was cut by AT&T Centerpoint was very speedy in fixing that and I really appreciate it. Thank you.

7/13/2024 1 My power has been out twice in the last 2 months and there's not even a crew assigned to my area.

7/13/2024 1 I am still without power.

7/13/2024 4 I only have gas through CenterPoint and have not had issues. However, I'm seeing a lot of profit and shareholder payouts that could be going to burying power lines and strengthening infrastructure so I don't keep seeing us risking linemen lives unnecessarily every time the wind blows on top of the inconvenience of no A/C in the summer for my friends who use you for electricity.

7/13/2024 4

7/13/2024 5 I have always had good service from them.

- 7/13/2024 5 Excellent Service  
One reason - Our electricity meter broke and we got an "estimated" reading, which was not an actual reading and the amount that was estimated cost me \$80 more than my normal bill. All centerpoint had to do was look at my history for that month in the past 5 years that I have lived in my house for a more accurate estimate. Instead they just went with whatever number which cost me \$80 more and 3 hours of my time because people were being lazy. I understand things break and I will pay my fair share but when a company steals from its customer because there are no procedures in place then it's just wrong.
- 7/13/2024 2  
No execution of a credible vegetation management plan, followed by sheer incompetence at the corporate level. These comments do not apply to employees in the field.
- 7/13/2024 1  
7/13/2024 5 I get updated emails on outages when they are few & far between
- 7/14/2024 1  
Never prepared for mild storms, won't do the necessary upgrades to ensure we can weather a storm, won't pay contractors so that we can get power restored, charge outrageously despite the items mentioned above.
- 7/14/2024 5 Great online services!  
7/14/2024 4  
7/14/2024 5  
7/14/2024 1 Kill yourself  
7/14/2024 1 What "all" have done to the people in the Houston area is criminal. You should be ashamed  
7/14/2024 3 Service is not where it should be  
7/14/2024 5 First responders on time when needed  
7/14/2024 2 constant lost of power causing my refrigerator, computer to malfunction  
7/14/2024 4 Good service
- 7/14/2024 1  
I've been without power for 7 days since Beryl, and there are no estimates on when my power will return. When the storm hit in May, we lost power for 8 hours. Other people were without power for longer. Centerpoint said that the reason power was lost for so long was because it was sudden, and there was no time to prepare. With Beryl, there was advance notice, and there is still not nearly enough progress on this situation. I've seen multiple people stating that centerpoint has not agreed to the pay rate of the linemen who have come from other locations to help.
- 7/14/2024 1  
Last year I had a significant gas leak and it took the tech 45+ minutes to arrive - he was miles away across the county. He was the only service tech in the area that day. The outcome could have been tragic. Not his fault!
- 7/14/2024 4  
This is technically not a new account -same property - just a name/number change from my late mother to me. I have always been pleased with the service until this event. I like my ac and internet and phone service and I am very pleased power was restored in a day and a half almost 2 days but have no back up. I know some are still out for 7 or 8 days but trees and lines do not mix with winds 80- 90 mph. some may be out of power still and that is not good
- 7/15/2024 4  
7/15/2024 5 No problems. And ease of online payments.  
7/15/2024 4  
7/15/2024 5  
7/15/2024 5  
7/15/2024 4  
7/15/2024 3 Too many price increases  
7/15/2024 2 Have no choice but to use you. Price always goes up  
7/15/2024 1 I rather actually talking with a person.  
7/15/2024 5 .
- 7/15/2024 1  
Our neighbors have power and we are always out! Have they changed the grid or what is the cause of this! For example today during the storm across the street has power and across Pebbke Chase has power while we are out again! GrrrThis is today during Beryl!! What is the cause of this? For years we were always ok even during a storm! Now we have outages while close neighbors are ok! Please explain?
- 7/15/2024 4  
Other than electricity going out every time it rains it's good
- 7/15/2024 1  
Ya fucken suck!!! Ya know dam well it's hurricane season and this happens every dam year!!!! I have owned this house just 3 years and every dam year we loose power in Freeport and I assume because it is a small poor town ya always put this town off till the end!!! Thank God I also own a home in Dallas other wise I'd be screwed sitting around waiting for ya profit asses to get to Freeport!!! If ya fixed the lines right the first time it wouldn't happen every dam year!!! But I make sure I share my experiences with Dallas colleagues doctor's and nurses I work with!!! Don't go to Freeport or Houston during summer because Center point puts profits over humans!!!
- 7/15/2024 2  
Fluctuating power and frequent brown outs forced us to buy and install a strand by generator! this last outage was 5 days ..the generator ran 24 hours a day for the entire time saving our cold and freezer food as well as sharing MY power with neighbors
- 7/15/2024 4  
The grind need to be fix to keep people in power
- 7/15/2024 1  
Over a week without power! As of last night 1500 homes in our area without power. Today the number is down to 20 homes that are on our street. We feel like they forgot about us! Just came out today to assess the damage while the rest of our neighborhood was assessed last week and power was restored last Wednesday. Also, the dispatchers have no idea where the line man are located and cannot give an answer as to what the problem is. So very frustrating!!!
- 7/15/2024 1  
Keep telling us our power is back but it is NOT
- 7/15/2024 5  
Reliable
- 7/16/2024 5  
7/16/2024 5  
7/16/2024 5  
7/16/2024 5  
7/16/2024 5 Price and ease of viewing bills  
7/16/2024 5 La rapidez que resuelven los problemas.
- 7/16/2024 3  
I've been without power for 33 hours in 95 degrees, your timing is unreal AND I'm 70 yo and need my cpap

You failed the city of Houston during Hurricane Beryl, and it's not the first time this has happened. I spent the last 6 days without power. You have me considering a move out of the city PRIMARILY due to unreliable energy. You are an example of

7/16/2024 1 the WORST that capitalism has to offer.

7/16/2024 5 Have had good service

7/16/2024 5 No problems with gas line or meter.

I love the ease of your website for paying and information. Any time we have dealt with Centerpoint on the phone it has

7/17/2024 5 been a good experience. Thank you for everything!

7/17/2024 5

7/17/2024 4

Pass through costs from freeze.

7/17/2024 2

7/17/2024 5 Very pleased with service and with price we pay.

7/17/2024 5 I've had no complaints, so far, to report against the company.

7/17/2024 4 Everything has been fine.

7/17/2024 5 no problems!!

7/17/2024 5 No issues at all!!

Every time a storm hit it takes forever for the power to be restored. Then you get messages and text saying that you have power when you don't. You can't ever get through to anyone and you guys never want to help when situations

7/17/2024 1 come up.

Need to remove live trees from within 50 feet of power poles, on both sides of poles. Also strengthen the poles with metal

7/17/2024 4 supports.

7/17/2024 2 Time to restore power outages.

7/17/2024 5 Never had any problems plus reliable service

We have been without power in ladt month & a half for a total of 3 different times for 2 to 3 days at each circumstance.

7/17/2024 4 Thats 24 hours & 8 = 192 hours. And, does our bill reflect these outages?

7/18/2024 1 We cant reach, when we really need.

7/18/2024 5 no troubles

Upper management keeping profits for themselves instead of investing back into the company to make he grid, etc more

7/18/2024 2 functional.

7/18/2024 5 good work

7/18/2024 5 Always there for me. (I have to add that I also have a Generac!)

We have been without electricity for 4 days. My husband is frail, I have asthma and it's just so hard to breathe with so

7/18/2024 3 much heat and humidity

7/18/2024 5 I am a gas-only customer in New Braunfels, TX. We have never had a service call in the 11 years here.

Our electricity is always going out. It can be a perfectly sunny day and our power goes out. It happens at least once a

7/18/2024 2 month. We have had to replace appliances for this reason. The power surges are ridiculous.

7/18/2024 3 Delay in getting power back on.

7/18/2024 5 In the 4 yrs we've lived here and had Centerpoint gas services, we have never had a problem to even notify them of.

7/18/2024 2 hurricane response was pretty bad, but my gas service seems fine.

7/18/2024 1 Electricity goes out with nearly every storm and then sometimes with no storm.

7/18/2024 5 helpful customer reps. but hoping to have option for extended time to pay if crisis arise.

7/18/2024 4 Customer service interaction

I was fortunate not to loose power, but I want to know why the outage tracking website broke in May, and hasn't been

7/19/2024 4 restored or replaced yet. Customers had to rely on the Whataburger app.

7/19/2024 1

7/19/2024 5

7/19/2024 5

7/19/2024 4 Cost too much

7/19/2024 5 price

7/19/2024 3 Expensive

7/19/2024 1 Greedy Management don't care about customers

7/19/2024 2 The lack of planificaci3n for emergencies such as the one with hurricane Beryl

7/19/2024 5 professionalism

7/19/2024 5 Very good

7/19/2024 3 Lack of communication

7/19/2024 1 Service is terrible, not reliable and goes out frequently.

They were great and worked with me on my gas bill and also gave me options on what was available for what best fit my

7/19/2024 5 needs at the time.

7/19/2024 5 Great customer service .

7/19/2024 5 Outstanding customer service

| RecordedDate | CSAT | Reason for rating   |
|--------------|------|---|
| 7/20/2024    | 3    |   |
| 7/20/2024    | 4    |   |
| 7/20/2024    | 5    |   |
| 7/20/2024    | 4    |   |
| 7/20/2024    | 4    | Not dissatisfied. Just Satisfied. You need to add a "Satisfied" rating.   |
| 7/20/2024    | 1    | We had no hurrican winds in our area, but the grid went down anyway....Hello!   |
| 7/20/2024    | 4    | Ok  |
| 7/20/2024    | 4    | No issues<br>I monitor the number of outages that I've experienced through my "Ting" device and from when I installed it in Feb 2024, my home have experienced over 30 outages or brown outs which is lowering the frequency which is   |
| 7/20/2024    | 1    | worse than an outage and the number is just unacceptable.   |
| 7/20/2024    | 5    | Helpful technician<br>Had a gas leak and contacted Centerpoint to shut my gas off and a tech was on the spot within no time. We   |
| 7/20/2024    | 5    | appreciate you all  |
| 7/21/2024    | 3    |   |
| 7/21/2024    | 1    | Lost food.<br>Lights were turned on and then turned off.<br>Unable to use cpap for myself nor could my son use his nebulizer. Almost had to go to the hospital but we felt that there were many people there<br>He was able to get a pump later.<br>The Lord helped him through                         |
| 7/21/2024    | 2    |   |
| 7/21/2024    | 5    | I haven't had any problems with them  |
| 7/21/2024    | 3    | Way too many sales emails and mailings  |
| 7/21/2024    | 5    | I have received the service without any problems and am happy with the communications provided.   |
| 7/21/2024    | 4    | times without power   |
| 7/21/2024    | 5    | Kept providing gas to my generator during few hours of outage during Beryl<br>Before Beryl: we lose power any time someone sneezes.   |
| 7/21/2024    | 1    | After Beryl: you guys have your heads up your butts and are clueless.   |
| 7/21/2024    | 5    | no interruption of service.   |
| 7/21/2024    | 5    | Good service at our home  |
| 7/21/2024    | 5    | No service interruptions. Great home warranty programs.<br><br>Failure to modify your records showing my correct phone number even though it's been supplied several times  |
| 7/21/2024    | 4    | and failure to notify me of a final bill three years ago that was mailed to the wrong address!<br>They have continuously provided the gas service as I requested. They promptly send my bill and I pay it with their  |
| 7/22/2024    | 5    | user friendly telephone payment system.   |
| 7/22/2024    | 3    |   |
| 7/22/2024    | 3    |   |
| 7/22/2024    | 5    | Storms are unpredictable and I have been happy with the electric service  |
| 7/22/2024    | 5    | Atención  |
| 7/22/2024    | 1    | Not my power supplier.  |
| 7/22/2024    | 1    | Power outage from Beryl<br>It took a week to get power restored after a category 1 hurricane that everyone knew was coming weeks in   |
| 7/22/2024    | 1    | advance<br>Satisfied during non hurricane time. Very disappointed that it took 6 days to address a power line issue and get   |
| 7/22/2024    | 4    | power back during Beryl.  |
| 7/22/2024    | 1    | Too many power outages  |
| 7/22/2024    | 5    | Never had a problem with natural gas, and few problems with electricity.<br>Received power within 1 week! Thanks to all participants involved! With extreme heat & other factors, everyone  |
| 7/22/2024    | 5    | involved were fantastic! So appreciated Entergy & their great help!!  |
| 7/23/2024    | 1    | good service - easy on payments by draft - good communications between center point and customers   |
| 7/23/2024    | 5    |   |
| 7/23/2024    | 2    |   |
| 7/23/2024    | 1    | No me han dicho nada del huracán, 4 días sin luz  |
| 7/23/2024    | 5    | To support Center Point<br>checking with friends and they do not pay as much  |
| 7/23/2024    | 3    |   |
| 7/23/2024    | 5    | Absolutely no problems! Rare!   |
| 7/23/2024    | 4    | Lack of planning is natural disasters   |
| 7/23/2024    | 5    | Have no problems  |
| 7/23/2024    | 5    | .   |
| 7/23/2024    | 1    | Outages   |
| 7/23/2024    | 1    | No power at Galveston house   |
| 7/23/2024    | 1    | No power for a while during the storm   |
| 7/23/2024    | 1    | I was out of power for 6 days during the derecho and 12 days during Beryl.<br>CenterPoint poorly communicated outages, and power restoration timelines. My power had gone out 3 times since it was restored after Hurricane Beryl. They have poor infrastructure that cannot withstand normal inclement |
| 7/23/2024    | 1    | weather.<br>i have a whole home generator so my family was able to be comfortable during the recent outage but AT&T and Comcast must not have had generators because their systems were down for 3 days. this had a huge negative   |
| 7/23/2024    | 1    | impact on my business which is also a centerpoint customer.   |

Seven days without power after Level 1 Hurricane Beryl. CPE needs to keep trees away from high voltage distribution lines. This was a primary reason my power was out for a ridiculous amount of time. But I guess CPE saved money so they could pay the CEO and other higher ups bonuses. I lost about \$1000 of frozen food! I can't

7/23/2024 2 imagine what it would have been like if it was a higher level hurricane!  
Don't have any problem with Centerpoint. They got our power up after the storm in record time. ERCOT is a

7/23/2024 4 whole different story.

7/23/2024 1 way to expensive...now that we are off the hospital grid, constant power outages with any storms

7/23/2024 5 Customer service

7/23/2024 5 Employees work hard and are courteous when we call or talk with them in person.

7/23/2024 5 Excellent customer service and service representatives  
Your job is to collect my money and ensure that the power stays on. You are exceptional at the former, but woefully inadequate at the later. It appears to me that your maintenance program is to wait for a weather event and to use that time to clean up brush and trees around your line. I am certain that it is very efficient for you, but

7/23/2024 1 for us, your customer, it stinks!!

I understand the challenges in restoring Houston power, but the communication was sorely lacking. Also, how can I now pay almost triple per KWH than I did two years ago and it seems nothing has been done to improve the Texas power grid. Sooner or later, a significant disaster will cause you to be liable. Fix our grid. You are making almost

7/23/2024 2 three time per KWH in just two years. Where has that money gone?

7/24/2024 5

7/24/2024 5

Phone system is a disaster; Status updates are worthless and invalid; CenterPoint priority setting is a joke (assuming there are priorities!). You need to operate to serve public AND not investor interest! Service footprint is

7/24/2024 1 obviously more than CenterPoint can handle!!!  
We had to complain for almost 20 year for them to replace a transformer that kept exploding 3 to 4 times a year.

7/24/2024 2 It's difficult to get through in times of urgency.

7/24/2024 2 Lack of transparency and ability to provide true updates.

7/24/2024 4 This storm we are really hard

7/24/2024 5 Easy to make payments and communicate with.

7/24/2024 5 Never had a problem gas related

7/24/2024 1 Losing power for any little storm, and losing it for days to weeks  
8 years living in this area and the power goes out so often that I bought a battery backup to at least keep the Wi-Fi

7/24/2024 1 and fans running in the bedroom.

7/24/2024 3 High gas price.

7/24/2024 2 power outages & prices  
I was left with no power for 6 days. There was terrible communication. There is no excuse to constantly live in fear

7/25/2024 1 of losing power in the energy capital. Absolutely horrible customer service.  
You are dependable. The only thing I don't like is the online billing, there is a charge, and you don't have a cheaper

7/25/2024 5 rate for seniors.

7/25/2024 5

7/25/2024 5

7/25/2024 5 Where are we asked to give you a rating?

7/25/2024 2 Too long to restore energy.

7/25/2024 5 I am very satisfied with Center Point

7/25/2024 3 Nothing Special  
They always fail us when disasters happen it's never they are prepared Houston always has to wait days after a

7/25/2024 1 disaster for them to respond to the situations.

7/25/2024 5 I'm satisfied...

7/25/2024 1 Lack of preparedness, low maintenance standards, surly service personnel.

7/25/2024 1 Taking double payment and your refund won't be for 6-8 weeks, your just damn thieves  
During my stay in Houston I feel you all did a wonderful job, little to no interruptions in service, overall completely

7/25/2024 5 satisfied

7/25/2024 4 Generally reliable  
At the mere threat of a slight breeze or rain our power flickers off and on. Not to mention hurricanes like Beryl, where we were without power for 7 DAYS! I don't trust my power to you, you are a monopoly that knows we have

7/25/2024 1 no choice but to have you as our provider.

7/25/2024 5 Didn't lose gas after storm knocked out power and needed to use generator.

For most of the year we don't have too many problems. Occasionally there is a power outage for a few hours but nothing too serious. However, this power outage after Hurricane Beryl was ridiculous. I am extremely disappointed

7/25/2024 3 with how it was handled. I hope changes are made in the future to ensure that never happens again.  
Power losses, no discounts for the Houstonians for so many days out of power. Not well prepared for the storms etc...

7/25/2024 3

7/25/2024 4 Had a better power return time then others for Beryl  
The pricing seems inconsistent, it is difficult to get people on the phone and the long delays of getting power

7/25/2024 2 restored after an outage

7/25/2024 1 Cost too high. My power is constantly out and takes too long to restore..  
You are not properly prepared g or disaster recovery. You need to incur the necessary cost to bury major power

7/25/2024 4 supply lines so we don't incur repeated power outages during major storms.

Cannot repair & restore power in a timely matter. It's always chaos. We just had a hurricane category 1 and I

7/25/2024 1 was without power for 6 days. Will center point reimburse me for the all food & medicine I lost?

Think that there's nothing particularly special about providing natural gas; the system is there & it seems to work. If

7/25/2024 4 there's been any maintenance or other improvements I'm never informed of them.  
Are you all seriously sending "let's celebrate" emails immediately after gutting 2 million people on having reliable

7/25/2024 1 power?

- 7/26/2024 4 Your website is not user friendly
- We lost power during Beryl and haven't received any updates or an ETA for restoration. We're also without mobile data and internet, which made it extremely challenging for my family. Finding a generator was a struggle as well.
- As a Distribution Engineer based on my experience, I've noticed a lack of preventive maintenance from CenterPoint, particularly before hurricane season. In Houston, it's crucial to clear trees and other potential hazards near power lines at least twice a year. In this digital age, it's essential to have a dedicated team for this purpose and
- 7/26/2024 2 to publish metrics on the preventive activities being undertaken to avoid such issues.
- 7/26/2024 5 Good
- You haven't been doing normal tree maintenance and you certainly weren't prepared for a tropical storm
- 7/26/2024 2 let alone a small hurricane.
- 7/26/2024 1 I was without power for more than 8 days while my neighbors never lost power.
- We were out of power for almost a week while majority of the Woodlands had their power back days before. The
- 7/26/2024 1 lack of preparation with an incoming hurricane was insane.
- Power failures. Extended power failures during the freeze and during hurricane Beryl. I've had no less than six
- 7/26/2024 1 power outages after power was restored.
- 7/26/2024 2 Power grid instability during weather events
- 7/26/2024 2 power outages happen more frequently and restoration takes longer.
- 7/26/2024 1 Unprepared for power outages, should have had staffing and pay settled
- 7/26/2024 2 Power outages!!! Third world reliability for power in a major US city. In New York this could never!
- 7/26/2024 5 No interrupted service time.
- 7/26/2024 4 32 hour power outage during storm.
- 7/26/2024 1 Power was off for days with no explanation. Also my bill haven't been correct in a year
- The power outages have been insane. Where we moved from we never had outage. Here it's a regular
- 7/26/2024 1 occurrence. Constant power surges and extended outages. And pricing is significantly higher.
- The lack of infrastructure improvements. The last 2 storms that came through Houston is a perfect example. When a small Cat1 hurricane can take out over 2 million homes, when 20 years ago it would take a Cat 5 to do that. We pay an premium fee to you for delivery. You should be paying back some of that in improvements. CenterPoint is
- 7/26/2024 2 not doing the job they should be in severing us as customers.
- You refuse to make the necessary arrangements to be able to provide electricity in any kind of inclement weather. 30° - power's out for a week. Rain - power's out. Hurricane after hurricane you do nothing but bitch and moan in attempts to roll YOUR costs up to the national level. It's NOT the responsibility of someone living in the midwest, west, east, north....to fix your problems. You made \$6.5BILLION in profits last year, hammered fat checks like the \$37M to your CEO and did NOTHING to prepare Texas for the next storm. Now you want \$2.3B - will profit added -
- 7/26/2024 1 to fix what you should've fixed DECADES AGO. You're criminals without integrity.
- Rates have gone way too high. I only have a waterheater that is gas and my gas bill is over 100.00 every month
- 7/26/2024 1 now. It has doubled this past yr. There only 2 older adults living in our home.
- Raise rates and steal from us in summer and when power is down they are not trying to get power back on as
- 7/26/2024 1 quickly as possible. They are using it as a form of control as per government
- 7/26/2024 1 No power for days. Poor communication from Center Point. Lost food, appliances, & ect.
- The primary reason for my rating is that you have continuously failed at your primary reason for existing as a company. Hurricane after hurricane in Houston you continue to showcase your incompetency as an energy provider use quotes there because typically energy providers provide energy. People in Houston who have never missed a payment died because you missed the opportunity to step up as a company when you were most
- 7/27/2024 1 needed.
- A week before the hurricane I lost power and issues was in the transformer. The technician came when he took off the meter broke one of the jaws and he forced me to replace it and it cost me \$250 and I spent 3 days without power in the heat. I spent one night in my pickup truck. I'm so mad.
- My number is
- 7/27/2024 1 281-630-0825
- 7/27/2024 5
- 7/27/2024 5
- 7/27/2024 5 Because I've had no problems with them and their always helpful.
- 7/27/2024 1 You suck
- Lack of investment in infrastructure when I see your CEO making tens of millions of dollars yearly. But you'll
- 7/27/2024 2 want me to pay more to help build your equipment
- Terrible preparation for hurricane Beryl buying portable generators that aren't portable and usable fleecing Texas taxpayers to pay for Winter Storm Uri so you can pocket profits instead of spending more money to harden and modernize or grid. When there is no competition for distribution, you're able to act like a monopoly, which you have been. Now you'll ask, and receive more monies to recoup from hurricane damage
- 7/27/2024 1 (and make a profit on top!!), and come out ahead. You'll be allowed to fail upwards. Shame on you
- 7/27/2024 1 People died during the hurricane because they had no a/c.
- 7/27/2024 1 Poor emergency planning and equipment maintenance.
- 7/27/2024 2 Lack of system maintenance and too many power outages
- The power is not stable and the response times are slow. We had a damaged pole on the property and asked Centerpoint to approve a replacement before we poured a new slab but they did not arrive until months after we poured concrete. The trees along the power lines are a real problem. The response times during Beryl were a joke. I had family without power for over a week and we did not start noticing the subcontractors until several days after
- 7/27/2024 2 the storm.
- 7/27/2024 1 Power outages
- You won't invest in bolstering infrastructure from storms and we lose power because of it. Value something
- 7/27/2024 1 besides increasing your profits for once. Otherwise, get fucked.



7/27/2024 2 My power goes off way too often. Even before Hurricane Beryl it would go off on sunny days if the wind blew hard. Post Hurricane Beryl it has flicked with out going off at least 5 times. Last time I had to shut off my HVAC until the power stabilized to keep it from burning up  
This city has grown and grown and I don't feel CenterPoint has grown with it. I have lost my power twice since May. I get tree damage....that needs to be addressed, but CenterPoint needs to be better prepared.. I have lost

7/27/2024 1 nearly \$1000 in food...ridiculous....

7/27/2024 3 After the hurricane our home along with one other home on our block was without power for two additional days.  
7/27/2024 2 Power outages  
7/27/2024 1 Outages for too long

7/27/2024 1 There was no preparedness for Beryl and my power bill remained high despite being without power for days  
Not sure if your records are correct, I have been with Center Point Energy for 13 years and one year with solar. According to TXU Energy, Center Point did charge me for energy during the time I had no power from the grid from the hurricane, I am a disabled veteran on a fixed income an don't understand why I'm paying for something I did not receive from your company. I never do these survey's but I am not happy with your companies recent

7/27/2024 1 response to the last two outages in my area.  
7/27/2024 5 Very consistent provider at. Good price

poor performance after the storm. I talked to some of the repair crews, they were just sitting inside the trucks for about half the day waiting on centerpoint to tell them where to go. Shame on centerpoint performance, And now centerpoint wants to increase the bills because of it's mistakes, this is absolutely insane.  
Is centerpoint willing to cut all the corporate bonuses for this year to make up for this , rather than to pass it on to

7/28/2024 1 its customers?  
No storm preparations yâ€™all dropped the ball big time  
Big \$ executives raking in the money and company taking hits CNP customers are pissed to see how much money is being paid to executives and cutting corners on line maintenance tree trimming but paying out big money to executives that canâ€™t run a storm restoration that paper on the wall donâ€™t mean shit if you canâ€™t use it

7/28/2024 1 effectively bring back HL&P  
Power surges happen to often resulting in having to reset electric clocks and having to wait for my internet to come

7/28/2024 4 back on.  
High rates and fees, instability of the connection (particularly in June, a lot of "blips" and outages that put my

7/28/2024 2 appliances and AC at risk), and abysmal customer service and communication  
7/28/2024 5 Good people great service ðŸ˜‰  
7/28/2024 1 unprepared for storm  
7/28/2024 2 The response to issues was slow and inaccurate.  
I have been trying to get a separate meter for my house generator. I was told it would take 2 months a while ago,

7/28/2024 2 and they still havenâ€™t completed it. Frustrating  
Muy satisfecha por su amabilidad confiabilidad y respeto gracias porque siempre saben cÃ³mo ayudarnos gracias

7/28/2024 5 ðŸ˜‰,ðŸ˜‰  
In the freeze 5 days no power

7/28/2024 1 In Beryl 5 days no piwer  
7/28/2024 5 no issues  
7/28/2024 1 No power for 10 days  
7/28/2024 1 We had no power for 7 days and you had no answer for us. You all suckðŸ˜‰  
7/28/2024 2 Responce to power outages is unsatisfactory  
7/28/2024 1 The time it took to get power after hurricane byrl  
Beryl, Derecho, too numerous power outages to count! Over \$40K out of pocket in a calendar year to replace appliances from surges. What is there to LIKE about CenterPoint? Interesting that you send this out now - can't

7/28/2024 1 imagine anyone is very happy with you.  
Was not prepared for Hurricane Beryl. I did not have electricity for a week. Lost everything in my fridge. Vegetation

7/28/2024 1 was not maintain causing multiple areas without power.  
bad infrastructure. More frequent power outages, even during a short shower. Take a long time to recover the

7/28/2024 1 power  
7/28/2024 4 Just ok service  
We keep having power outages. Not just on a big storm but during a simple rain we might just lose power. This

7/28/2024 2 needs to be fixed as a prevention, not just when it's too late  
7/28/2024 1 Constant outages during inclement weather and even without extreme inclement weather  
Service is generally good, but is cut off at the most unusual times. It doesn't have to be stormy for the power to be

7/28/2024 3 cut.  
7/28/2024 1 No electricity for 4 straight days  
7/28/2024 5 Excellent service  
7/28/2024 2 Lack of power frequently.

Do you think that it is good that you get paid for not providing services when I need it. I was without a power for four days with a husband with heart failure and try to survive. Asking all friend If they have power when I had some wi-fi at the store so husband could survive the heat. Do you think that it is fair that I had to pay you and still came out with some funds to remediate the problem of no power at home? But you are getting paid for no providing the service and in top of everything I get charged as if I used electricity for 31 day of the month?

7/28/2024 2  
Not preparing for extreme weather conditions. Plus canâ€™t understand why our electricity rates are so expensive when natural gas is just over \$2.20 per MCF  
Can you explain why after you have ask for several raises from public utility commission of Texas. Also, I was without electricity for 5+ days and my bill still showed. I was using electricity.and was charged for days not having electricity.  
Regards,

7/28/2024 3 M Cash  
7/28/2024 5 Good service, fair price, and quick response to power outage

7/28/2024 We seem to have power blips in our neighborhood.  
We lost power during the freeze and after Beryl.  
We did not get our power back for 18 hours after the freeze. For Beryl we lost power Monday at 8 am and did not get it back until Wednesday evening around 6 pm  
There was no communication on when it would be restored. However, the part of the neighborhood who has 2 Texas New Mexico did not loose power either time.

7/29/2024 Where to start? I felt neglected and not prioritized when it came to a category 1 hurricane wiping out my power for several days while thousands of workers came to assist yet they couldn't do their job due to the centerpoint's CEO's (millionaire's) greed of not agreeing to payments which delayed millions of customers of getting their power back! CenterPOINTLESS! Terrible management, terrible leadership, and terrible execution of getting the jobs done and fixed in a timely manner!!! It's 2024 and they still haven't figured it out! How in the hell, did we ever manage to go to the moon, yet can't figure out our electrical grids!!

7/29/2024 1 Your lousy service.  
7/29/2024 1 Hurricane preparedness pitifully executed  
7/29/2024 5 You keep the lights on.  
Hurricane Beryl. Trees and lines should have been kept clean and a notice to the homeowner when trimming was going to be done. My bushes were BUTCHERED after my regular landscaper had already cleaned the yard of hurricane tree debris.  
Train the people working to trim trees to do a better job, they don't need to hack it to death in order to trim for the same purpose of keeping the lines cleared.

7/29/2024 because of the recent storms that have hit the Houston area, I feel like someone dropped the ball with making sure that all electric lines are in working order and free from the risk of trees falling on them because Centerpoint was not checking the lines to see if something needed to be address before the coming hurrican season. Or for that matter any sudden thunderstorms that hit our area from time to time. There seemed to not be an urgent plan to get the greater Houston area up and running in as little time as possible.

7/29/2024 4 Good company generally.  
7/29/2024 2 Energy was restored after 7 days  
7/29/2024 1 Last hurricane  
7/29/2024 4 buen servicio  
Communications are poor. Planning was poor for Hurricane Beryl. The infrastructure is dated and needs to be upgraded.

7/29/2024 1 Response, updates, any communication during Beryl was terrible  
7/29/2024 2 Service reliability associated with storms  
7/29/2024 5 no issues with natural gas service.  
Unresponsiveness, claiming the power is on when it's not, arrogant leadership, gaslighting the customer into thinking the problems with our lack of power is our fault, refusal to take ownership of a problem, and complete and utter lack of transparency when working through a problem.

7/29/2024 We were without power for 10 days with a local outage. All the homes and business except for our couple of blocks in 77007 had power restored much sooner. We were stranded on an island with no power. It was miserable.

7/29/2024 I understand that with Natural Disasters power outages are possible. I am well aware of the possibility that power outages can occur for multiple days. This year alone, we have experienced 2 storms while having to endure being without power for 5+ days. I feel that CenterPoint being as large an energy as it is, could do much better. I am extremely disappointed to say the least and am hopeful that change is on the way.

7/29/2024 Paid to get a gas meter upgraded. No confirmation of appointment was sent. I called to verbally confirm. They cannot give me a time, only 8a to 8p. I also need to catch their call an hour before they show, or they need to be rescheduled. Super uncustomary-friendly.

7/29/2024 We lose electric power frequently, even when there's no storms. The power to my home goes out once per week, some are short, but most last more than 30 minutes.

7/29/2024 The way they handled giving real status for power being restored. Upkeep of trees, pokes etc that are within their control.  
they don't trim the trees which causes outtages. our neighborhood has suffered from this for years. centerpoint is 1 shit.

7/29/2024 2 6 days power outage after Hurricane Beryl  
Out of electrical power for 7 days, My 1st call went into your system at 5:15 AM the hurricane came in at 5AM. My neighbor has the under ground transformer & we both heard to pop & trip. It would have taken 5 minutes as it did on Sunday July 7, 2024 to reset it but, yet it took 7 days.

7/29/2024 2 on Sunday July 7, 2024 to reset it but, yet it took 7 days.  
7/29/2024 5 good service, got power back as soon as the trees were removed  
7/29/2024 4 Too many power surged  
I think CenterPoint Energy does a great job until we have a natural disaster. I think CenterPoint is ill-prepared when the electricity goes out during a Hurricane or Tropical Storm.

7/29/2024 4 The response after hurricane Beryl along with the fact that there are frequent power outages in Kingwood. The bills are way too high to have such poor service.

7/29/2024 1 are way too high to have such poor service.  
7/29/2024 5 Great customer service  
Zero reliability on service during harsh weather conditions. No customer support to report outages and erratic information about repairs.

7/29/2024 1 Centr Point abuses its monopolistic position - shame on the CEO and his leadership team

7/29/2024 The recent storms. The recovery time isn't ok. Everything was dark. The power, most forms of communication, everything. When Texas receives a surplus of money, they spend it on building yet one more prison. The energy grid update is higher priority!! Eight days. My life stopped. No power. No water.

7/30/2024 2 grid update is higher priority!! Eight days. My life stopped. No power. No water.  
7/30/2024 5 Best price and amazing customer service!

7/30/2024 2 Could not get accurate info during a five day power outage. Whataburger website had more accurate info. So sad.  
7/30/2024 3

7/30/2024 4  
7/30/2024 3 problems with disconnecting service. many unsuccessful attempts causing additional charges  
People died in the freeze of 2021 because of you. People died during hurricane barrel and the aftermath unnecessarily because of you. You and your sniveling little CEO have blood on your hands. You don't serve people. You kill people. At every turn, whether it be your antiquated tracker or your fraud ish handling of taking generators in a high cost I agree with senator Bettencourt. I watch those hearings. You are corporate criminals. Somebody should go to jail.

7/30/2024 1  
You charge way too much for energy. You lied about what my wattage was on the day of the storm. And you never come through my neighborhood anymore to cut trees. You used to come through here and keep everything clean but it's absolutely ridiculous that you never come through here anymore and don't tell me that you don't have  
7/30/2024 1 enough people if you don't have enough then what you need to do is hire more people  
7/30/2024 5 I have nothing to complain about! ðŸ™,  
If there is a program to aid families living at 150% of the poverty line, I am unaware of it. My family needs such a  
7/30/2024 1 program. I skip meals to be able to afford utilities.  
7/30/2024 5 Service  
7/30/2024 1 The company's lack of preparation for natural disasters.  
7/30/2024 4 Those where the choices  
We have had very few problems in our neighborhood. It is unfortunate that residents don't really prepare also. A tornado is an instant, short time event, where a storms such as Beryl are out there developing and landfalls are really an educated guess, I prepare as you can, but where the event will effect can change at any time. Thanks for  
7/30/2024 5 doing the best that could be done.  
7/30/2024 5 Good services  
7/30/2024 4 power outage and lengthy delay in recovery  
If I had literally any other choice in energy provider I would take it instead of throwing away my money for the  
7/30/2024 1 worst service in the entire country  
We were without power for a total of 9 full days. We were looking forward in receiving credit for the all days we with stood without power. However, our demand for credit were rejected. Typical response from a Company  
7/30/2024 1 holding a Monopoly.  
Four day outage plus several other power outages throughout the years I have been here and you have never  
7/30/2024 1 buried the lines behind my property as the builder said you would.  
I've been a Centerpoint customer for almost 30 yrs. We've lost power more times in the last few years than ever  
7/30/2024 2 before. Also, I've signed up for text alerts but never receive any texts.  
7/30/2024 3 I only have gas for the kitchen. I do not have electric with CenterPoint  
I find the restoration of power after major natural events to take much longer than expected. I don't work in the industry and I don't work for your company but when people die because the infrastructure is not there things  
7/30/2024 2 need to change. Obviously this is a consumer point of view.  
7/30/2024 1 Seriously, no power for 28 days after a Category 1 storm!!  
The way Hurricane Beryl was handled was disastrous. Many customers didn't have power for far too long. It shows  
7/30/2024 2 a lack of preparedness. You shouldn't just be prepared for perfection conditions.  
7/30/2024 1 Unreliable power. No preparation for hurricane Beryl.  
7/30/2024 2 Slow response and poor preparation for power outages following hurricane Beryl.  
7/30/2024 3 Electricity goes off every time there has been a hurricane or a snowstorm.  
7/30/2024 5 power restored at my home quickly after outage this month  
7/30/2024 2 Inconsistent power to my home. Even before Hurricane Beryl this has always been an issue.  
7/30/2024 5 We've had no issues  
During the last storm here in Houston, Hurricane Beryl, many of my neighbors and family members were without  
7/30/2024 2 power for over seven days.  
I think you took way too long to restore the electricity. In 40 years I ve been living in this house, never have I experienced to be without electricity for more than 24 hrs. It was terrible to leave the senior citizens without  
7/30/2024 2 electricity for a week.  
I feel the mark ups on bills is extreme, our bills shouldn't be the amount of a car payment or even a mortgage payment. its ridiculous!  
7/30/2024 2  
During recent hurricane the time waiting for power was ridiculous. Bills are too high monthly to always experience  
7/30/2024 1 power outage the course and upgrade your system.  
Inability to provide consistent and reliable electrical service. And this is not just during Beryl, but during the last 3 or 4 years. In May and June, we lost electrical service for at least an hour 5 times. One time for 2 days. I have had to throw away food and reschedule family events. I burnt up a generator during Beryl. I have had to buy window air conditions, battery operated fans to get thru the summer. So you have cost me thousands of dollars because of  
7/30/2024 1 your unreliability. What's there to like.  
7/30/2024 1 Hurricane Beryl aftermath. Antiquated dilapidated infrastructure, slow response time, no customer service.  
7/30/2024 5 Customer service  
7/30/2024 1 Your power line services sucks and time for repair is unacceptable  
7/30/2024 5 Excellent service and feedback regarding repairs as needed  
We have experienced fewer power outages/issues in the past year which is great. We were empathetic with how overwhelmed you were during the hurricane, but to cut off communication from your customers was just not  
7/30/2024 4 acceptable. Giving us news that was bad would have been better than no communication at all.  
COMMUNICATION BREAKDOWNS OR NOT PROVIDING ESTIMATED TIME FOR RECOVERY, ALSO GREAT AMOUNT  
7/30/2024 1 OF POWER OUTAGES , LITERALLY WITH JUST MINOR GUST WIND. NO LIVE PERSON AVAILABLE EVER.

During the derecho they came and turned on all fuses but left 1 fuse down (my house and 5 others. There was no damage anywhere for it not to be turned on. I know because I talked to the guy that flipped the fuse.

Then the hurricane or any storm your website is a disaster by itself, it either wont load at all or just takes forever. When you do get it to load, what I see is 48 hrs old. What use is that , itâ€™s maybe Iâ€™ll find out and maybe I wont. You did not build your website to handle full customer load is why itâ€™s terrible. I end up having to use TXNMâ€™s site. It works every time I have tried. Your site is like waiting in line for a loaf of bread in Russia , you might get one and you might not. Just sad.

Now yâ€™all want a rate increase, well I would have thought that yâ€™all would have spent some of that money we already gave you to maintain the right of ways but that is about like your website during storms- MIA.

If I had the choice on who (not billing) I get my power from I would probably say goodbye to CenterPoint ; no info that is reliable comes from CenterPoint if you are lucky the news can tell you but how reliable is that? To me

- 7/31/2024 2 CenterPoint has failed miserably this year and now you want a raise. PISS ON YOU
- 7/31/2024 2
- 7/31/2024 5
- 7/31/2024 4 Not happy with my rates
- 7/31/2024 2 Service and rates are too high
- 7/31/2024 2 Rates and response time to the recent storms.  
Obviously cannot handle any sort of natural disaster or bad weather. WE LIVE IN HOUSTON. This is going to keep
- 7/31/2024 1 happening. Get it together.
- 7/31/2024 1 Lack of transparency and lack of useful information
- 7/31/2024 1 Continual calls to CenterPoint over the past month have not resulted in problem getting solved.
- 7/31/2024 5 Haven't had any issues.
- 7/31/2024 2 Beryl storm response was bad all around.  
Se va la luz cuando llueve o por x razÃ³n y mis aparatos se me
- 7/31/2024 4 Descomponen
- 7/31/2024 5 There quick n courteous
- 7/31/2024 5 Never have had a problem in 10 years of service.  
Overall not too bad but the timing on the service alerts could be improved a bit. Needs to work on maintaining
- 7/31/2024 4 lines a little better but good for the most part.
- 7/31/2024 5 confiansa,que me pueden ayudar
- 7/31/2024 2 Slow restoration due lack of maintenance
- 7/31/2024 2 Lack of maintenance to the infrastructure resulting in widespread damage due to wind storms  
Poor communication
- 7/31/2024 1 Focused on the bottom line and not prioritizing the health and well-being of their customers
- 7/31/2024 5 good service
- 7/31/2024 5 Centerpoint Energy works hard to maintain and restore power after a disaster. Thank You Centerpoint!
- 7/31/2024 1 power outage took longer than expected
- 7/31/2024 1 Garbage infrastructure. Power outages if someone lets out a fart. Get your shit together.
- 7/31/2024 1 I was out of power for 6 days.
- 7/31/2024 1 4 days of power outage for a Cat 1 hurricane shows the lack of preparation and operations failure.  
This is the second time in 3 years that my family has endured prolonged outtages due to Centerpoint's lack of
- 7/31/2024 1 preparedness & inefficiency.  
the power failure for 4 days.
- 7/31/2024 1 The continuous flickering for days before the power went off again for couple of hors last week.  
The main problem I have is power outages due to equipment fail same problem for the last 20 years. Temporary fixes. There has been some improvement over the last few years but still have problems while rest of
- 7/31/2024 4 neighborhood has power.
- 7/31/2024 1 Always losing power. Itâ€™s ridiculous
- The recent hurricane & the 5 days without power was very stressful. My husband needs oxygen most of the time , thankfully our neighbor across the street had power. He strung electrical cords across the street so we could have
- 7/31/2024 4 power for my husbandâ€™s oxygen. I am very disappointed that it took so long to get power restored.
- 7/31/2024 1 Lengthy and frequent power outages, poor storm planning
- 7/31/2024 5 Center Point has always been quick to response for my area when power goes out.  
The service is great as expected. People need to realize that yâ€™all donâ€™t have super powers and canâ€™t be
- 7/31/2024 5 everywhere at the same time.
- 7/31/2024 2 I still have a tree resting on top of power lines in front of my home. It looks dangerous.  
We stayed only 3 days without electricityâ€¦ I am really thankful for that ! I have an alder mother with me on
- 7/31/2024 5 medication! So I was very worried!
- 7/31/2024 2 I was 9 days without electricity after the hurricane.
- 7/31/2024 1 Too many outages. Prices are too high per kilowatt  
The outage map was altered after the derecho in May and the lousy and inaccurate green and blue is horrible and useless as tits on a boat hog. How Centerpoint did not think it was important to have the better map back up as we entered hurricane season is negligent. Shame on you!
- And no emergency number to use? Shameful. And yet your costs keep going up.
- I agree with your new name per the graffitied underpass - CenterPointless.
- 7/31/2024 1  
High costs while tue company is not being proactive enough to prevent outages. Makes me feel the company is not making good decisions about resources and its in
- 7/31/2024 1 Impact on people
- 7/31/2024 1 Reaction time to hurricane beryl with no power and still charged for usage

- Well other than the power outages, I don't have much to rate. Power comes in, I pay my bill and life goes on. The power outages are not the issue so much as the reason for them. If limbs are the issue, then put more effort into clearing the lines on your easements and upgrade our infrastructure. Our linemen and women are great, but
- 7/31/2024 2 Centerpoint seems to be run poorly at the top.
- Centerpoint is raising rates and has done nothing to prepare for natural disasters such as recent extensive power outage resulting from Hurricane Beryl. Centerpoint has not performed precautionary measures to maintain tree growth around power lines. I would not deal with Centerpoint if there were other options.
- 7/31/2024 1 Centerpoint is for profit only and doesn't appreciate its customers. Why do I have to pay these extra TDU charges and fees. The way the Hurricane handled was completely unorganized. No upfront notification when
- 7/31/2024 2 powered would be restored
- The tech that came to the house was absolutely amazing . He was professional , knowledgeable and patient . A
- 7/31/2024 5 fantastic representation of center point in all aspects
- 7/31/2024 5 Great employees, prompt service!
- lack of preparation and poor communication during storm responses. Vegetation crews left damaged trees with no tops instead of taking a whole tree when they needed access to a transformer. We had no power for 5 days....seems like there should be some consideration for customers who were affected this way. I get that we have to use Centerpoint, but you don't have to act like it. For the most part, boots on the ground were good to work with and communicated once they showed up on Friday, but your corporate structure needs work. The optics on this were horrible and the CEO needs some media training.. Every time he spoke I got the impression that he thought he was teflon protected and that nothing was going to stick to him. I detected no empathy
- 7/31/2024 1 whatsoever to what the customers were going through.
- The communication and accuracy of power restoration after Hurricane Beryl was not good. While I understand the length of time that such a huge task took to take care of, the organization and communication was poor. After the May storm that impacted so many customers, I feel like CenterPoint should have had a better plan in place for
- 7/31/2024 2 Beryl. I am very concerned that if and when the next storm occurs, the system will not get better.
- lack of communication, lack of effort, pricing, availability, open source of information and up to date timing with
- 8/1/2024 1 repairs, outages, etc.
- CP spends no time, money, or energy proactively improving the grid to withstand winds that are expected in a Coastal Market. They waste my money I am forced to pay in this monopoly industry on Class-A office space bloated Executive salaries and perks and marketing. NO reason to do any marketing when there ZERO competition. Centerpoint has had over 20 years since HLP split to invest in putting ALL power lines underground just like the gas lines they already control. A Coastal market should NOT have overhead lines. It is crippling our city know as THE ENERGY CAPITAL of THE WORLD. Funny when we cant keep the lights on in TS that barely had a hurricane rating.
- 8/1/2024 5 The entire C-Suite should be replaced.
- 8/1/2024 5
- 8/1/2024 4 Need lower rates !!!
- 8/1/2024 1 ðŸ˜¸
- 8/1/2024 1 poor service during hurricane season
- 8/1/2024 5 No real problems
- 8/1/2024 2 Centerpoint was not prepared for the hurricane
- 8/1/2024 1 Unreliable
- 8/1/2024 1 Complete incompetence.
- 8/1/2024 5 Good
- 8/1/2024 1 I called & no answer or email when I most need you
- 8/1/2024 1 No communication and I have signed up for messages & use to get them
- 8/1/2024 5 We have had no problems and like the auto payments
- Service dependability is terrible. In the last few years, my power goes out way more often than before and for
- 8/1/2024 2 longer. I'm not even counting the hurricane
- Slow to respond. Outages from just a wind storm for a whole week. Sloppy. Energy capital of the world yet you cant
- 8/1/2024 1 keep the lights on.
- 8/1/2024 1 Multiple major power outages and extensive time out of power during summer months
- The frequency in which we lose power. We lost power for 7 days after a category 1 hurricane. After that, every time
- 8/1/2024 1 it has stormed the power flickers or goes out. It makes for very difficult working conditions.
- 8/1/2024 2 Outages are too frequent
- Poor to no information regarding loss of power during and after Hurricane Beryl and straight line damage from El
- 8/1/2024 1 Derecho.
- Your failure to prepare for a category 1 hurricane and the resultant days of power outages. Also, it seems when
- 8/1/2024 1 rthere is a 10 MPH wind, the power goes out for no apparent reason.
- I haven't had any issues with my service. When you consider the amount of damage by Beryl, especially with down trees and trees on the power lines, Centerpoint did a very good job.
- 8/1/2024 5 When you look back at Hurricane Ike, people forget that there were a lot of people without power for three weeks.
- I never expect miracles after a hurricane. You cannot predict ahead of time how many transformers are going to blow, how many trees are going to fall across power lines, how long the severe weather will last that will keep your men from working on power lines and on top of that exactly how much help you might be able to count on from other counties and states. Plus, I realize that those persons working right after a storm also have to have sleep and
- 8/1/2024 5 food breaks to keep them going. Keep up the good work. You have nothing to be sorry for.
- 8/1/2024 4 It seems that there are more power outages where I live than I have experienced in other cities.
- Lack of transparency during storm outages. We have trees and other foliage obstructing lines and the crews that come to cut butcher trees and do a half baked job. We pay uncharged and have rate hikes yet continuously lose
- 8/1/2024 2 power and do not have effective mitigation measures in place

- 8/1/2024 1 We were without power for too long during the freeze and then again for a category 1 hurricane. That's unacceptable. They want the customers to pay for it. We have suffered enough damage and still received a bill.
- 8/1/2024 1 Failure to trouble shoot and repair our existing electrical system since the winter of 2021. Know for a fact that linesmen from other states were sent out without any type of map locating the electrical poles since my friend had to walk them through her neighbor hood. The company would rather pocket money then upgrade the system. Spent millions on emergency backup systems that Centerpoint told Abbot could be mobilized for areas without power. Not the case as we saw it Beryl and later found out the units are TOO BIG to relocate. Lies, lies and more lies. If I could use anodyne electrical supplier I would. Total failure of a company
- 8/1/2024 2 For the first time in 8 years we have lost power even with basic rain, storms. During Harvey we weren't without power this long. To go a week 2 months back to back without power is not ok. I see branches on lines all over. Maintenance is not being done. Prevent these issues don't just respond. Fix the grid!!!
- 8/1/2024 1 I've been without power for two full weeks in the past 6 weeks. Customer service is worthless. Outage map is worthless. I could go on and on
- 8/1/2024 2 CenterPoint seems to lack the foresight and preparation to deal with severe storms and widespread loss of power in the Houston area. Admittedly the May storm and Hurricane Beryl were challenges, but in talking with employees of CenterPoint and contractors, the company spends the least of any power company in Texas to keep lines clear of trees, limbs, etc. And when disaster occurs on a large scale, there doesn't seem to be an effective emergency response plan that quickly coordinates responders efforts. These types of events are relatively common for Houston. They shouldn't be surprising. And changing weather patterns in our climate situation only indicates they will happen more frequently. For what we are paying, CenterPoint can do better.
- 8/1/2024 2 The 2 long power outages and no one to talk to about it for updates. I was told thousands of extra workers were brought in to help. I even heard from a friend that air b&b were rented as far away as Round Top, Texas. That's quite a commute back to Cypress that they were paid traveling time, while they could have been working instead. I also saw trucks lined up in Walmart parking lot, I guess waiting to be assigned work, for hours. Money was wasted and people suffered in the heat for days with no resolution in sight.
- 8/2/2024 2 Centerpoint service is always going out and rate adjustment is applied. Customer Service is rude and not helpful.
- 8/2/2024 2 TX should look into getting another energy service.
- 8/2/2024 1 Absolute distrust with management at CP with discussions in front of Texas congress and statements made. With you being a monopoly for Texas energy, you have shown your true colors the past couple weeks about making the most money possible instead of being a service and utility provider to citizens. Check your priorities.
- 8/2/2024 4
- 8/2/2024 4
- 8/2/2024 1 Because you have a monopoly and are providing subpar services and I have no choice but to use you. And you're charging your customers unfair prices
- 8/2/2024 3 They are not trying to do better. They keep lying and charge more for their mistakes
- 8/2/2024 1 Worst company ever.
- 8/2/2024 1 Unreliability
- 8/2/2024 2 Poor handling of issues with weather in May and June
- 8/2/2024 3 In NE Harris Co, Precinct 3, infrastructure is pitifully poor. New builds in the area has hit the roof and CenterPoint is not ahead of it. Be better in leading out with correcting the old and prepare for future in all of Harris Co
- 8/2/2024 1 Really going to ask.
- 8/2/2024 1 Response and preparation for Beryl was terrible and your CEO needs to be fired.
- 8/2/2024 1 The hurricane response was terrible.
- 8/2/2024 2 Lack o planning for Beryl
- 8/2/2024 2 Vegetation mitigation
- 8/2/2024 1 Never in 41 yrs has our service been out that long. Shane in u
- 8/2/2024 5 Excellent
- 8/2/2024 2 Your very terrible communication with customers who are out of service.
- 8/2/2024 3 To many power outages and to long to fix
- 8/2/2024 2 Power went out during the hurricane because my line was not run underground and center point failed to maintain the trees.
- 8/2/2024 2 Power outage for over 4 days
- 8/2/2024 3 Lots of issues overall with restoration of power following weather events.
- 8/2/2024 2 Consistent Interruption of service
- 8/2/2024 1 The down time after Beryl. The fact that over the last 5 years or so my power has become more flaky. Occasional dropped power for no reason that I know of. The fact that a category 1 knocked out most of Houston. What's going to happen if it's a Cat 3 or greater? I don't feel that our grid is up to snuff or stable enough.
- 8/2/2024 2 Never prepared to deal with storm related outages. Horrible public image, and PR. I fully believe thar CenterPoint DOES NOT CARE one bit about customers. Only customers money. This survey will result in ABSOLUTELY NOTHING being done to improve reliability.
- 8/2/2024 2 It doesn't seem like you maintain your equipment well; our neighborhood loses transformers in a medium-strong rain, which is kind of ridiculous. And obviously, I was extremely dissatisfied with your handling of the outages from Beryl.
- 8/2/2024 1 We lose power all the time now. We have lived in our home for 12 years. We never lost power the first 8-9 years.
- 8/2/2024 1 Now, we lose power all the time.
- 8/2/2024 4 Frequent outages and surges
- 8/2/2024 1 Lack of urgency to fixing power; ineptitude; lack of common sense in fixing things for example saw a traffic light just hanging off the wire on 1960 for two days and two cops blocking two lanes because no one came to fix it. It astounds me the lack of common sense to getting things done.
- 8/2/2024 4 Good service.

- 8/2/2024 4 While I have been happy with the service overall, I do think more effort needs to go into maintaining and protecting the grid so that power does not go out during storms and cold weather.
- 8/2/2024 2 Power goes off fairly regularly over the past two years for seemingly no reason. Hurricane Beryl!!! After the horrible experience with the freeze outage, I thought things had been improved but evidently not. I have no confidence in your company, which is led by a CEO that is paid way too much in my opinion!!
- 8/2/2024 1
- 8/2/2024 1 Our power goes out every time the wind blows in our subdivision
- 8/2/2024 3 Well every time there is a "natural" disaster we suffer for almost 2 weeks. Third world countries with all their issues seem to have electricity pretty quicker than us, an "advanced" country. With all the money we have in Houston you could do better. If we really think about electricity should be free to all. Recently , the outage period is too long. Would like tree trimming services to be more regular like it used to be in the past.
- 8/2/2024 4
- 8/2/2024 1 Was with no power for a long time , and still getting charged as if I had a full months worth of power and gas. Imagine making \$4 billion in profits last year and then lobbying the state to increase rates after your generation and delivery infrastructure fails. Couldn't be me
- 8/2/2024 1
- 8/2/2024 2 No electricity for a week. My bill is the same with the outage as last month.
- 8/2/2024 2 we were without power for seven full days after hurricane Beryl went through. The issue affected only 11 houses in my area. We could see that the transformer had blown and the arm was down, and we knew it was an easy fix. I don't know who was in charge of dispatch, but it would've been a very easy fix for us and we felt totally ignored for seven days, I would like to be able to trust my provider would assess the easier fixes the more difficult ones. Not sure how you guys do this. I am highly disappointed in having to be so powerless in this situation. Costs have gone up substantially and frequency of prolonged outages has risen at the same time. There is less consistency in service at an increased price.
- 8/2/2024 2 Throughout the recent outage, we were lied to repeatedly. Not having subcontractors ready to go. Outage map always incorrect. Updates that were incorrect or useless. A full week before subcontractors came on my street to assess the situation. Years of maintenance not performed. When I would call in a street light out, would take a very long time before it was fixed. Clearly you have let repair personnel go in favor of more \$\$ for yourselves.
- 8/2/2024 1 DISGUSTING!  
Centerpoint can't seem to keep the power on.  
A ant can fart and the power goes out.
- 8/2/2024 1 How about spending your profits on line maintenance, tree trimming and service that stays on
- Just read this:  
<https://www.bizjournals.com/houston/news/2024/08/02/centerpoint-energy-whisker-labs-rankings.html>
- 8/3/2024 1 "Centerpoint Energy consistently ranks worst in U.S., according to national tracker's data"
- 8/3/2024 2 The speed in which my electricity came back on right after hurricane beryl. Not only that but the communication. I typically get emails when I have interruptions and I had one email that said it should be on and it was not on and then after that, I got no communication regarding eta. The system that you can put your phone number in or email would not let me change phone my phone number It was very frustrating at that time. I understand this does cost a lot, but you also make a lot. How about not paying yourself so much instead of giving us a rate hike. It's crazy! My bill was still high, even though I had no electricity for five days. It was actually a little bit higher than the previous month so how to make that make sense! It's ridiculous
- 8/3/2024 2
- 8/3/2024 5
- 8/3/2024 4 Way too expensive
- 8/3/2024 5
- 8/3/2024 5 The service is good. They treat you with respect. And if you call for someone to come out, they come out and do a great job.
- 8/3/2024 5 myself don't have nothing bad to say about CenterPoint it take time to get things back on the track we had a bad storm it mess up things bad guys work hard so i understand you guys get a A plus from me thank you
- 8/3/2024 5 Never had a problem
- 8/3/2024 5 They meet my needs and keep us notified.  
Seriously? The fact that you ask is ridiculous. I've lost the contents of my refrigerator and freezer twice, had to live in a hotel for a week, and all because you people can't be shifted to take the necessary steps to improve your infrastructure. Shame on you.
- 8/3/2024 1 The lack of planning for the hurricane and then the scramble to fix what never should've happened is beyond upsetting. People died and the centerpoint execs are sitting in their office with 70 degree temperatures!
- 8/3/2024 1 We have had no AC since beryl. We continue to request Centerpoint to install a bypass line to our house. We were told someone had to be home to sign the contract for the bypass line, so we have stayed in our HOT house without AC, waiting for centerpoint to show up. Someone arrived at 1:25 AM, did not even get out of their truck, and left. We left the gate to our backyard open overnight and they noted on our account that the gate was locked? Ridiculous. So they closed our ticket at 1:25 AM and no mention was made to us about it until I called again the this morning. Nine hours later, no one has come to our residence yet. when I changed companies, my second point seemed to skyrocket along with my new account. Seems like I'm going to have to go back to the local carrier.
- 8/3/2024 3
- 8/3/2024 5 Never had any problems or issues with the service.
- 8/3/2024 5 None
- 8/3/2024 5 N/a
- 8/3/2024 2 Length of time having services restored after several incidents. Especially on coast

- The lack of communication is abysmal to say the least. There has been a huge disconnect between what you all tell the media and what the customers actually get. Fix the system and remember you all work in a customer oriented
- 8/3/2024 1 business.  
Clear lack of investment in needed basic infrastructure before problems arise; total lack of incentive structure to ensure strategic stability; extremely poor public communication, monopolistic behavior; rejection of needed
- 8/3/2024 2 regulatory actions
- 8/3/2024 5 I haven't had any issues, nor any communication with CPE so until I do I'm pretty neutral.
- 8/3/2024 2 Power restoration took way to long
- 8/3/2024 1 Power surges are frequent and outages also  
No excuse for power being out for so long - this was not such a big storm - not maintaining infrastructure. Outage
- 8/3/2024 1 map inaccurate. Notification system doesn't work. Complete company failure  
Continuous power outages even when not raining or bad weather. Explanation is always equipment damage. Why isn't the equipment fixed the first time. We just experienced a hurricane couple of weeks ago and you would
- 8/3/2024 1 expect whatever issues were taking care off.  
Two storms has knocked out power for us for a total of two weeks - we are fortunate to have a generator but pay
- 8/3/2024 1 Centerpoint almost \$300 per week to run it. Do better.  
I mean at this point if someone farts in our neighborhood we lose power. We've also asked them to come trim
- 8/3/2024 1 the trees that are on all the power lines and nothing.  
It just is what it is. Does it matter if I'm upset or not. I get having power is a luxury, but Texas is God awful about it. I live in a brand new house and my power goes out when someone sneezes. I had to purchase a whole home generator because the power is super unreliable. Kinda off topic, but Texas needs zoning laws. Can't
- 8/3/2024 3 keep up with grids when they build something every 45 seconds.  
Y'all did not take care of the tree growth close to electric power lines, especially in Kingwood. We had a horrible experience being without power for 7.5 days and your CEO and executive must be fired. Y'all need huge restructuring and to be held waaaaayyyy more accountable. It will take many years to establish an okay public
- 8/3/2024 1 image  
Even though we're in a new home, the amount of times we lose power in our neighborhood is insane. I've already had our underground line replaced which has helped some, but Centerpoint needs to come fix the power
- 8/3/2024 2 issue for our neighborhood as a whole. It's not just my house.  
Our power constantly goes out even with the light rain or wind. As someone who works from home, this is a huge
- 8/3/2024 1 inconvenience. Updates always say the problem was fixed, but power outages still happen whenever it rains again.
- 8/3/2024 5 Overall our power and gas has been very reliable.
- 8/3/2024 4 We don't have many outages anymore.
- 8/3/2024 2 It takes too long to have our power restored after storms. One of the last residents to have restored power.  
electricity prices are expensive compared to other regions of texas and charged already for infrastructure build but
- 8/3/2024 2 upsetting to see infrastructure in bad shape and not upto the mark  
Can never get the work done on time. Was without power for so many days, but yet was charged an exorbitant bill.
- 8/3/2024 1 What happened to the days that there was no power in my house? Why was I charged?
- 8/3/2024 4 The delivery fee is too high, power surges, the infrastructure seems unreliable and lack of transparency.
- 8/3/2024 4 I feel that a \$30.75 charge every month to be a customer is excessive when my actual gas costs are less than \$5.00.  
Super slow to restore power and not doing a good job with communication with power restoration updates. Not having crews ready for when expected storms are on the horizon. Frustrating to see crews sitting in parking lots
- 8/3/2024 1 waiting on instructions when it's 100 degrees out and the power is out. More tree trimming needs to happen.  
Power goes out too easily. During crisis times your outage map and other sites crash. I assume you are too interested in profit and bonuses to hire enough personnel to allow customers to speak to REAL people. And not at remote call centers. I don't think that things are going to change. I think this survey is for show because of all the
- 8/3/2024 2 heat the company has taken for its recent spectacular failures.  
you are a monopoly that keeps raising the rates to pay for your mistakes. 800 million for generators that sat still. trees that ate normally trimmed every three years on residential property that cover the wires had not been done in at least for years in my neighborhood. We had more trees downed in my neighborhood with just enough damages for homeowners, like me to have to pay for the entire expense because insurance companies are charging
- 8/4/2024 1 2% and not covering all the damage that has been done
- 8/4/2024 4
- 8/4/2024 5
- 8/4/2024 2
- 8/4/2024 1
- 8/4/2024 4
- 8/4/2024 4
- 8/4/2024 4
- 8/4/2024 4
- 8/4/2024 4
- 8/4/2024 1 Y'all are the most greedy motherfuckers on this planet. Y'all put fucking profit over the lives of millions of Houstonians when we most needed y'all. And now y'all want to raise the prices, what makes you believe y'all
- 8/4/2024 1 deserve more of our money after y'all fuck up EVERY SINGLE TIME. Go fuck yourselves.  
The way Centerpoint handled Hurricane Beryl is absolutely disgusting. Hurricanes are a common thing in Texas yet you were unprepared, unconcerning, completely disregarded the lives of your customers. People die from the heat!!!! Your execs and CEO lined their pockets while we suffered!! Now, we see on the news you will raise our
- 8/4/2024 1 prices to cover the damage. I am disgusted!!!
- 8/4/2024 4 Cost  
The rating would have been higher but I hear that the company wants to charge us more money for the storm. That
- 8/4/2024 4 doesn't settle to well with me.
- 8/4/2024 1 Don't have your act together
- 8/4/2024 4 Response can be slow.



8/4/2024 2 The way you handled hurricane. Invest in infrastructure, hire smart folks who can think and help you.

8/4/2024 4 service ok for me

8/4/2024 3 It's a utility

8/4/2024 2 Not prepared for storms

8/4/2024 2 Tired of being in the dark and losing all my food when storms arise.  
Bad infrastructure, trying to raise 2% to pay for your lack of maintenance over the years! I hope the government of

8/4/2024 1 texas dont let this awful company to keep ripping off us

8/4/2024 2 The lack of preparedness, communication and transparency during Hurricane Beryl.  
We lose power during almost every single hurricane and there's no signs of being prepared for natural disasters

8/4/2024 2 to ensure we, as customers, continue to have electricity for your basic necessities.

8/4/2024 1 CONSTANT power outages for DAYS!!! This has been going on for years. I have never seen an improvement.

8/4/2024 1 You guys are not prepared for any weather-related phenomenon. Every year we lost power for several days  
Monopoly! I don't even want to live in Houston anymore because I'm forced to have you as a provider. The  
infrastructure is horrible, there should be better preparations to withstand power outages from storms. Even a

8/4/2024 1 regular storm, not a hurricane, makes me suffer from power outages.

8/4/2024 1 Management not doing enough to maintain reliability of grid

8/4/2024 2 My electricity goes out often and for long periods of time. The system to get updates is horrible and does not work.

8/4/2024 2 Outages too often

8/4/2024 2 Power outages and lack of reasonable updates!

8/4/2024 2 Power goes out routinely. We were out for 9 days after Beryl. Trees are still hanging over the roads

8/4/2024 2 slow recovery times after storms. very poor visibility into timelines or tracking outages.  
This is the 4th time Center point fails. This time I spent 8 days without power. All food had to be throughout and I

8/4/2024 1 had to go to a friend house to sleep taking my dog with me.

8/4/2024 1 Not prepared for hurricanes. Extended outages

8/4/2024 1 Multiple outages at both our Houston and Galveston homes, with the longest lasting 6 and 7 days respectively. We  
seem to have more outages at both houses than most surrounding areas. CenterPoint can and should do better.

8/4/2024 2 Too many power outages.  
Your electric system is out dated. I moved from Florida during hurricane crisis we never lost electricity for too long.

8/4/2024 2 I feel u need to do underground all the wires not on pole.

8/4/2024 2 My electricity goes out or flickers often  
Center Point has eliminated preparing for hurricane season by not trimming trees around power lines. It should be  
done every year but with an increased forecast for hurricanes this year, there is no excuse for it not to be done.  
Learn from FL how to restore power quickly. There is also no excuse for a storm tracker that worked in lke to not

8/4/2024 1 work 10 years later.

8/4/2024 5 General overall satisfaction rating is because my power has been maintained throughout most of the storms of  
recent time. I was able to help family and friends whose power was not able to be restored,  
Response to hurricane power outage and the related communications/ managing expectations. There was  
absolutely no value in those communications and the approach/ process to address issues was not customer-  
centric.

8/4/2024 1 Further, we had a follow-on power outage for an entire day a month after hurricane Beryl which shows that there  
was very little QA in the initial power restoration process.

8/4/2024 1 The company has to get better communication with the customers when the power is off. The customers were  
getting the same information over and over. Center point needs to be more transparent with the customers.

8/5/2024 1 Too many times we lose power even without a storm and then the length of time to restore power without an  
communication after a storm. Increase price requests with no improvement in infrastructure

8/5/2024 2 for one thing it doesn't do any good to leave messages on the house phone when there is no electricity, no internet  
therefore no phone service. You waited way too long to bring other linemen in to help us. No communication  
provided during the outage. It just seemed random as to what areas were brought up.

8/5/2024 2 Poor communication during outages - what little communication that was offered was incorrect. In addition to  
outages, a month or so prior some guy in a tee shirt (no official uniform) showed up to change out our meter -

8/5/2024 1 we're just supposed to trust it's a centerpoint employee?

8/5/2024 4 We're Houston, energy capital of the USA! I understand infrastructure issues but we should be the catalyst of top  
of the line energy providers and be resilient enough to get back on track during Catastrophic events. We know the  
Frontline and everyone is working extremely hard. We applaud you for your strength. My husband works for HPD  
Catastrophic unit and was working a lot as well so I understand the daunting tasks of getting everyone back online.

8/5/2024 4 Continued prayers for yall and hardening the electricity grid for Houston!

8/5/2024 4 I appreciate that I can turn on my stove and it works. I don't appreciate opening your website and having to get rid  
of an ad every time I pay a bill or check on something. I also don't like that you send me the same information from  
that ad in an envelope to my address (more than once). I ALWAYS answer "no thanks" and yet it still shows up.  
According to your requirements, my home doesn't qualify. I would like all the ads that have come to feel like  
harassment, to stop. I guess your making money with it and therefore you continue to do this.  
The only other gripe I have is that you changed the date that the bill is due. Our cycle is due earlier than previously.  
You would think that after these few months I would be in the groove of the new date. For whatever reason, I'm

8/5/2024 4 not. I divide the paycheck for each half of the month and continue to miss the due date.

8/5/2024 2

8/5/2024 2

8/5/2024 2

8/5/2024 5  
8/5/2024 5  
8/5/2024 5  
8/5/2024 2  
8/5/2024 4  
8/5/2024 4  
8/5/2024 1  
8/5/2024 1 Lights always out and then for a long time. Then not to mention the bill is so damn high.  
8/5/2024 1 Service and price  
8/5/2024 1 You are greedy, greedy bastards passing off the cost of your stupid decisions onto us, the customers.  
8/5/2024 4 Ok  
8/5/2024 5 I have not had any issues so far.  
8/5/2024 5 I've never had any complaints with your service  
8/5/2024 5 Don't have any issues!  
poor service over the years during freezes, thunderstorms and hurricanes in spite of rare increases almost every  
8/5/2024 1 year. No accountability on the part of CenterPoint.  
8/5/2024 3 Terrible during storms  
8/5/2024 1 Service  
8/5/2024 1 Incapacity  
When notification system is working correctly....very informative and effective  
8/5/2024 3 It has not been working as it should recently.  
8/5/2024 1 Management  
8/5/2024 5 They're always there when I need them  
8/5/2024 5 the company kept me aware of what was happening  
Disappointing to know that while we were out of power for 4 days, you had lineman sitting not working from out of  
8/5/2024 2 state while negotiating pay.  
  
Electric infrastructure and service seems to have gotten very fragile and prone to disruptions lately. Also you need  
to have a specific phone line or webform where someone can report a tree on a powerline with the ability to  
upload a photo and address. Power got turned on before the trees were even removed from the lines causing  
8/5/2024 2 unnecessary damage to new parts and a waste of resources and money.  
8/5/2024 1 losing power too frequently  
Incredibly disappointed in lack of preparation for Hurricane Beryl. Power randomly goes off for long periods of  
time at our home. Centerpoint does NOT care about their customers. No accountability or interest to provide  
8/5/2024 5 great service and care for your customers.  
The lack of planning for a hurricane. There are trees in my backyard on the easement that have not been trimmed  
in quite a few years. If you don't want to put them underground then you should keep them trimmed. I was  
8/5/2024 2 without power for 8 days due to a tree taking out a line  
Since the "Big Freeze" it seems that CenterPoint cant seem to get the power back to households or small  
businesses after a storm induced power outage. Downtown buildings are lit to the heavens while regular folks  
8/5/2024 2 suffer without power.  
You have issues with your infrastructure yet I have to pay for it to be fixed? You say you're fixing the broken  
infrastructure yet at a category 1 hurricane I'm without power for TWO DAYS? And I had it easy. Some of my  
neighbors were without power for a WEEK! Pay the linemen what they're worth or fix your shit so you don't  
8/5/2024 2 have to call outsiders to come help.  
Lose power often after storms, Beryl had us out for over a week, minor storms can have us out for hours or days at  
8/5/2024 1 times. Cleaning the easements would probably help.  
8/5/2024 1 Constant outages not related to severe weather  
8/5/2024 3 Unreliability and ease of power loss  
Power grid unable to hold up at the slightest storm. Took about 7 days for power to be restored after only a cat 1  
8/5/2024 1 hurricane. Do not maintain trees. Need more underground lines  
Your ability to return electricity to customers has been terrible. The fourth largest city should not have such an  
8/5/2024 1 unstable grid.  
LOSS OF POWER FOR TO LONG. ONCE IT CAME BACK ON, THEN ROLLING BROWN OUT IT WENT OFF AGAIN. NO  
8/5/2024 2 UPDATES EVER.  
  
I live on a 32 house loop. We have had too many power interruptions. The interrupted service after Beryl was  
unacceptable, as our neighbors and the businesses adjacent to our home all had power in about two days. I had to  
use a gas driven generator set for almost 6 days to keep power on the refrigerator to keep medicine cold. The  
problem seem to be a faulty switch or circuit breaker. The crews dispatched to restore power usually take about  
five minutes. If your crews report a problem where a switch or CB has tripped, it would be a good idea to replace  
8/5/2024 4 the switch or CB to ensure that the unit has not suffered a failure.  
  
I haven't experienced too many problems with centerpoint. My primary reason is for the amount of time that it  
8/5/2024 4 took for me to get electricity during the May storm. Other than that, I'm satisfied with my service with centerpoint.  
8/5/2024 4 Power outages occur too frequently.  
8/5/2024 5 My power stayed on  
8/5/2024 5 My satisfaction is because they have always been there with good service.  
8/5/2024 4 The bill is too high. I can hardly afford the payment.  
The lack of promptness and preparedness for weather events has been terrible. The idea of increasing rates as for  
disaster recovery is also terrible. Bypass dividends and bonuses for the executives first. CenterPoint couldn't  
8/5/2024 1 manage a Target

You are not prepared for hurricanes even though we are in the gulf coast region.  
When you did come to fix our power, you energize the powerlines without noticing that half the houses had the power that ran to their house gone the lines were laying on the ground. We didn't know if they were powered up or not so finally sent someone out after trying to tell us that we had power and they ran the line to our houses, the powerlines tree limbs that y'all were cutting off or all just laying in a pile. I guess nobody is responsible for that.

8/5/2024 2 On top of that we had to run out and then we get our centerpoint gas bill and it's \$216 so you're telling me that it is cheaper to have electricity than natural gas? All along, they've been telling us that natural gas cheaper we were astonished at how expensive our bill was.

8/5/2024 2 Need a better infrastructure so that we do not have citywide outages. Also, sometimes we need to speak to a person when calling during difficult times. Emails telling us all that you are doing and praising how many people have been restored doesn't help the others still without power. Patting yourself on the back is not what we want to hear. Having whole neighborhoods restored minus a few streets being ignored is completely wrong..not being able to talk to someone doesn't help.

8/6/2024 3 CenterPoint Energy dropped the ball in terms of communications related to updates associated with estimated repair times for outages resulting from the storm Beryl. Furthermore, the alert system never accurately indicated when power would be restored and even maps still showed my property as not yet with power when power had been restored.

8/6/2024 1

8/6/2024 5

8/6/2024 4

8/6/2024 1

8/6/2024 1 Rates are too high. Our energy grid is unreliable and there isn't an effort to fix the problem. Instead, customers are asked to not cool their homes to save energy and to pay ridiculously high rates. Do better.

8/6/2024 5 Service

8/6/2024 1 YOUR CEO NEEDS TO BE FIRED!!!!

8/6/2024 4 They work hard to fix things when they are broken, however, we need the things to be changed for prevention.

8/6/2024 4 I am satisfied with the current level of service

8/6/2024 3 I'm just disappointed in how things are handled

8/6/2024 4 I think the way they deal with their customers is horrible. I called the office yesterday and sat listening to music for 45 minutes w/o having anyone come on the line to see why I was calling.

8/6/2024 4 Bad management decisions

8/6/2024 4 It appears that Centerpoint was not prepared to handle a hurricane.

8/6/2024 5 Happy with service

8/6/2024 4 Very poor performance following Hurricane Beryl

8/6/2024 1 No communication. Complete lack of empathy for their lack of planning. Incompetent CEO, incompetent management.

8/6/2024 3 Center point is not my energy provider. they are my gas provider, and they are the only provider in my area, so I don't have a choice

8/6/2024 4 I have entirely too many outages. This last one was too long. Lost all food and no one is replacing it. This is too much.

8/6/2024 1 Pearl Bay Ct. in Conroe had multiple outages. There is a problem on this circuit.

8/6/2024 2 The frequent outages, the lack of preparation for inclement weather and the long delays to restore power.

8/6/2024 1 Power outage for 6 days.  
After the recent hurricane, the response was very delayed. Trucks were lined up for two days before being discharged. We were without electricity for three days with a low level hurricane. Neighbors were without power without 5 -7 days. this is not acceptable!

8/6/2024 2 Power goes out too easily.

8/6/2024 1 Because y'all suck. We suffered without power for 8 days.

8/6/2024 1 The way in which the power outage from hurricane beryl was handled. The response time.

8/6/2024 2 Frequent power surges and outages  
Why did CenterPoint not spend the non-hurricane season trimming trees along its power lines? It was an extremely shortsighted (profit motivated?) decision to not do what should be a routine annual preparation for the hurricane season. I really hope you will do this on the future.

8/6/2024 3 Too many power outages. Get it together centerpoint. We are the third largest city in the country and I've lost power for over a week twice in the last two months.

8/6/2024 1 Power goes out way to many times when there is storm.  
This is not your first rodeo. Please trim trees around power lines, modernize the grid and invest in infrastructure to withstand severe weather.

8/6/2024 1

8/6/2024 2 Not dependable when the emergency strikes Houston.

8/6/2024 3 Just have no strong feelings about an energy provider  
Everytime the wind blows power goes out in the neighborhood... my gas bill is the same every month and I'm barely home..

8/6/2024 1 Charging the customers more for what CenterPoint has to spend on fixing power lines. Having a business and maintaining it its part of owning a business. Especially when you monopolize energy. We should not be charged extra for CenterPoint not doing its job.

8/6/2024 2 Power was out for nearly a week, yet my bill was not reduced one cent. Why is that?  
Requested 2 years prior to Beryl to come and clear limbs on right of way. The rep said he would put me on the schedule. No one came until CE had an out of state trimming crew trim tree limbs right after Beryl left. See where I'm going, it should of been cleared prior to Beryl.

8/6/2024 3 the horrible response to hurricane beryl and the utter lack of communication, as I was without electricity for 8 days!

8/6/2024 1

8/7/2024 1

8/7/2024 1

8/7/2024 4  
8/7/2024 5  
8/7/2024 4  
8/7/2024 1 TOO EXPENSIVE FOR TERRIBLE SERVICE  
8/7/2024 3 To expensive

Previous information distribution method was good. Obviously something went badly wrong during Beryl.

8/7/2024 4 Need to plough some profits back into the business and avoid the huge financial cost beckoning now  
8/7/2024 1 Very poor decision made from the top  
8/7/2024 2 No one came here to fix my electrical poll attached to the house  
8/7/2024 1 Shareholder greed and inability to properly manage the grid  
8/7/2024 1 The STORM!!!! People died because of your incompetence!!!!

8/7/2024 2 When the grid was off during the last storm it took 7 days for you to get it back on that is too much time  
8/7/2024 1 Unreliable essential service and very poor management of resources to serve customers.

They don't truly care about having the best electric infrastructure in the nation, and the investors have the ability to make that happen. They could be innovative leaders in the nation. Then they would deserve praise. They

8/7/2024 1 give a lot of empty promises, and pretend to care. Actions speak louder than words.  
8/7/2024 4 No compliments.  
8/7/2024 3 Lack of a plan for any storm, expected or not.  
8/7/2024 4 I have no big issues.  
8/7/2024 5 Center point is the best  
8/7/2024 5 I have no problems..  
8/7/2024 4 I thought Centerpoint could have done a better job after the storm.  
8/7/2024 1 Lacking preparation over bad weather, extremely long waiting for repairs  
8/7/2024 2 Power goes out to frequently and or tastes have been going up with no change to the product.  
8/7/2024 1 No power for a week following Hurricane Beryl!  
8/7/2024 1 Power outage during Beryl  
8/7/2024 1 No power for FIVE Days during the STORM  
8/7/2024 2 Power outages  
8/7/2024 1 The service is not reliable.

This is a school with 6 service drops on two different Centerpoint distributions. Our biggest cause of issues in the buildings is the inconsistency with the electrical services. I have worked on this site for 35 years, and service has deteriorated significantly over the years. I understand that weather has changed, but Centerpoint's profits are going up. Reinvesting in upgrading, partnering with the state and federal government to bring the system into this

8/7/2024 2 century, would be great.  
Constant power outages-Defective equipment worse than in a banana republic resulting in deterioration of our

8/7/2024 1 personal equipment. This situation is absolutely disgusting. Thanks for asking.  
8/7/2024 2 Too many power outages  
8/7/2024 2 Too many outages not related to a hurricane.  
Most of the time we have power but we do have short outages every so often. When a hurricane affect our area,

8/7/2024 4 however, we are usually without power for three days or more.

Overall service is good BUT Hurricane Beryl recovery was a BLUNDER! Black eye on your management of

8/7/2024 4 requesting/staging recovery crews, scheduling them when they finally arrived. And the list goes on.

Compared to previous hurricanes, the number of customers that power was restored in 48 hours was very good.

8/7/2024 5 Even quicker than previous times. Delivered the new outage tracker on time. Are actively working to improve  
Didn't get linemen out before Beryl so it took forever to get power back on. It costed us hundreds of dollars and

8/7/2024 1 had my pregnant wife in an extremely hot Texas summer house without AC.

When I had live in Harris county years ago was when customers ask if you come out to cut trees branches away it was asking Congress to pass a bill into a major storm hits. After that it takes months to almost a year to completely

8/7/2024 3 restore power and I live in Montgomery I got you people as a gas company and so far I haven't had any problems  
High rates and inability to keep power on during bad weather. Lack of accurate information during power outages.

8/7/2024 3 You know.  
I have lived in the west Houston area since 1973.in the last 5 years we have had an extreme increase in power outages despite consistent increases in rates. All this to learn the rate increases have not gone to cover needed infrastructure but to line the pockets of executives.

8/7/2024 1 Take a profit but keep it real by providing services your monopoly are paid to deliver  
The time it takes to recover power while there is a void in centerpoint providing practical maintenance is

8/7/2024 1 ridiculous. Proactive management is always more effective than reactive.  
Consistent service and great communication. Power companies aren't really popular right now but I appreciate

8/7/2024 5 everything. Heroic efforts after Beryl.  
When the power is out and communications and operations need to kick in Chaos ensues.

8/7/2024 2 The phone and information as to issue and restoration are not accurate whatsoever.  
We were without power for 5 days after Beryl with very little communication and no outlook. We have a major

8/7/2024 1 power outage every year

You only have gas service, but you deserve every inch of the blow-back you are receiving from power customers. This isn't rocket science, REMOVE VEGETATION AND CONTROL VEGETATION UNDER POWER LINES!!!! THIS ISN'T YOUR FIRST OR LAST HURRICANE. I truly hope that other power companies come in and provide competition to

8/7/2024 3 your monopolistic. PAY FOR WORKERS and NOT CEO's & BOARDS who are useless!  
8/8/2024 1 Terrible customer service and communication.  
When you turn off the electricity, it's hot and I could lose everything in my refrigerator. This happened with Beryl. I had to redo internet, WIF and security. It will be ok if you refund for lost food and redo internet, WIF and

8/8/2024 4 security at no charge.

The zip code 77053 need immediate attention. Hire the personnel (creditable contractors), to trim trees on electrical lines. Wether on the street curbs or in residence back yards. Replace wooden poles that's not reliable for electrical support during adverse weather. Updates have been represented stating better communication for customers during adverse weather. Is the communication updates showing repairs, and tree trimming currently being performed by Centerpoint? The communities would feel some relief knowing repairs, ect will not be reasons Centerpoint not restoring service within 12 hours to 24 hours. What actions are being taken to continuously update the infrastructure? Will consumers be updated when systems are put in place to ensure services aren't interrupted during adverse weather. Its realized everything is not perfect, but make the effort to make consumers as comfortable as possible. Most of us can't afford a Generac for comfort durig power outage, as Centerpoint upper management team can afford. So where is the emphaty? I'm still waiting for some recognition of emphaty. Please

8/8/2024 3 keep the consumer informed. Thanks  
8/8/2024 1  
8/8/2024 4  
8/8/2024 1  
8/8/2024 5 Rates aren't super high and never have had any problems with service.  
8/8/2024 3 We have little choice here in Texas so it kind of it what it is  
Constant excuses year after year natural disaster after natural disaster and little to nothing has changed except  
8/8/2024 1 your pockets.  
8/8/2024 1 Poor response time during Beryl

Lack of appropriate vegetation management was a primary factor in the recent damage suffered by the CenterPoint Electrical Distribution Infrastructure. This is not a single point of failure or short term issue. This appears to be a systemic issue of either prioritizing profits over required operational expenses, or lack of understanding on the part of senior management of the requirements for providing this type of service. In either case, it is the responsibility of senior management to provide the resources required to perform the necessary tasks to ensure this type of disruption to service is avoided, and that is a dismal failure on the part of current

8/8/2024 1 "leadership" at CenterPoint.  
8/8/2024 3 Lack of support people's training.  
We've had multiple problems with a transformer that kept catching fire with zero resolutions until we got the  
8/8/2024 1 PUC involved.  
8/8/2024 3 CenterPoint performance during hurricane season  
8/8/2024 5 service  
8/8/2024 1 Extremely poor management and maintenance of the local distribution lines.  
The practice of fix lines then restore is backwards in comparison to the rest of the country. All other companies will  
8/8/2024 2 restore then repair. You should get on board with that  
8/8/2024 1 All talk and no good communication  
Lack of customer communication, investing in useless generators, despicable treatment of linemen and a smirk on  
8/8/2024 2 the face of your CEO.  
8/8/2024 2 Energy delivery during storms  
8/8/2024 1 Outages that last too long  
8/8/2024 1 My power shuts off during a major or minor storm most of the time

8/8/2024 1 revurrent power outages in ingwood whether there are storms or not, recently duration of outage during Beryl  
8/8/2024 1 Lost power for 4 days after a cat 1 hurricane

When I have a gas problem, y'all have taken care of it; the techs who come to my home are very good. Electricity  
8/8/2024 4 power delivery is more problematic, especially during/after hurricanes, freezes, etc.  
Outages during weather events that should have been preventable (freezes) and should have been restored more  
8/8/2024 2 quickly (wind events).  
No issues  
8/8/2024 5  
8/8/2024 2 Unreliable grid. Tired of power going  
8/8/2024 2 Tree limbs growing over every power line and trees planted directly under power lines  
In the last 10 years of service we have had too many outages in our neighborhood. We have lived here since 1990  
8/8/2024 4 and in those early years there were very few outages.  
We had a 4 day power outage in May because of unnamed storm.  
Then, I'm July, was out for 1 week.  
8/8/2024 1 Seems like nothing was fixed.  
8/8/2024 4 Ctr Point is always trying to get you to buy "optional coverages" such as gas line, water line etc.  
We were fortunate during Hurricane Beryl in that we did not lose power. However, it took a very long time for  
Center Point to get the homes and businesses in the area back on line for what was a minimal hurrican, Beryl was  
8/8/2024 4 just a Cat 1.  
Took too damn long after the hurricane to restore power  
Plus my billl this month seems awfully high for not have power for a week  
8/8/2024 1 Every time we lose power it takes way too long to restore  
Was a loss all kind ways no power for such large areas. No gas no ice no parishables for days â€. \$ expensive  
8/8/2024 2 missable days  
The prices could be a lot lower and service could actually Realhave service T, but then we have ERCOT AKA  
8/8/2024 3 Campaign cash delivery system

On top of the issues stemming from the recent hurricane, which we're pretty severe, I feel like the rates keep  
going up and up but the service quality seems to dropping, we have had more outages out in our neck of the  
8/8/2024 2 woods in the last 2 to 3 years, half of the time for no good reason, than we did anytime prior.  
delays in power restoration - obvious infrastructure issues. Trees allowed to grow over power lines without regular  
8/8/2024 2 preventative maintenance / pruning.  
8/8/2024 1 Loss of power. Loss of text messaging about power loss and expected repair estimates.

8/8/2024 1 They way the overall beryl outage is managed is horrible. I lost \$1000 worth of frozen items. No communication as to when the power will be restored, even if it takes few days, as a customer I should know.

8/8/2024 4 Normally there is very good communication from CP about status of outages. No so following Hurricane Beryl. Crickets. However, I am thankful for swift restoration of my power.

8/9/2024 1 Loss of this overpriced utility.. electric is way too expensive and when a small storm comes in you guys take way too long to repair ..

8/9/2024 5 We only have CenterPoint for our natural gas needs, and we have never had any issues with service or billing!

8/9/2024 4

8/9/2024 5

8/9/2024 5

8/9/2024 2

8/9/2024 1

8/9/2024 4

8/9/2024 4

8/9/2024 1 Rate is high and yall took forever in Beryl hurricane

8/9/2024 4 slow fixing electric cutoff due to storm

8/9/2024 5 No problems

8/9/2024 5 Never had any problems with center point.

8/9/2024 5 It remind me to renew in schedule

8/9/2024 1 Porque no pudieron bien la lÃ¡-a en casa de mamÃ¡ solo tiene lid mitad de la casa

8/9/2024 3 Itâ€™s a utility company. It isnâ€™t bad, itâ€™s normal.

8/9/2024 5 Trust

8/9/2024 3 I have Solar Panels, and a Backup Battery, so I am not completely dependent on CenterPoint.

8/9/2024 5 Prompted Service

8/9/2024 5 I appreciate their communication

8/9/2024 1 Billing for in house upgrades that be part of business plan for future. Still paying for freeZe breakdowns.  
Frequent outages even when weather is not a factor  
Little to no preventive measures taken to avoid outages

8/9/2024 1 Unclear, inaccurate and/or unreasonable restoration timelines

8/9/2024 4 we've lost power 4 times in 2024  
We have not had issues with CenterPoint but the overall recovery of power all over Houston is unacceptable. We were fortunate and lost power on 2 days and 1 night, thank you .

8/9/2024 4 My electricity didn't go off during the storm, but went out 4 days after the storm. I was thankful it didn't, but I wasn't prepared for it to go out 4 days after. Part of neighborhood was out 6 days which is an extremely long time with no power.

8/9/2024 2 Use of money incorrectly leaving us without power for days during Beryl.  
WOW really you have to ask? TWO weather events and twice I go days w/out power in Texas hear and NOBODY can tell me why.

8/9/2024 5

8/9/2024 3 only provider

8/9/2024 1 We experience frequent power outages, even in good weather. Centerpoint does not maintain their power distribution system in an adequate manner. I have made numerous complaints to PUC about CenterPoint poor service and its obvious not spending money to keep power lines free from nearby vegetation and trees. CenterPoint frequent surges blew up my AC and CenterPoint just laughed and said they were exempt from paying damages due to power surges. The latest poor service of having no power for 10 days was too much.  
A guy came out and said I have a gas

8/9/2024 3 Leak. And that he would put a work order in. Well itâ€™s been over a week and NOTHING!!

8/9/2024 1 the number of days without power since I've been in my house

8/9/2024 1 Poor resiliency of electrical network, 3.5 day power loss during Hurricane Beryl.  
Our power goes out quite often, we should be given some type of monetary refund for all the times we are out of power.

8/9/2024 2 power.

8/9/2024 5 Reliable service since I have been a customer,

8/9/2024 3 I have to use Centerpoint. There is no other provider in my area.

8/9/2024 5 So far no issues

8/9/2024 1 Losing power all the time. And rates (fees) keep going up. Totally dissatisfied.  
My gas bill was extremely high due to not having electricity for several days and my generator kept my light on for me. Iâ€™m thankful for the generator, it would be nice to give customers a discount rate on the gas bill when the electricity power is out for days.

8/9/2024 2 The income remains the same if there is a storm or not,  
overall it is dependable. I was fortunate to only be without power for 12 hours after Beryl.  
We do have a transformer that blows 3 houses down from time to time affecting only 5 houses so sometimes that

8/9/2024 5 isn't repaired as quickly.  
Looelse power very easily even in just a light storm and response time to repair power after storms is terrible

8/9/2024 1 service  
I needed documentation of power outage so we could possibly get reimbursed from FEMA since our \$20,000 damage is still under insurance high deductible. However , FEMA closed our case now it seems and the only thing I needed from Centerpoint was documentation of power outages but you did not provide. Sad. We jumped through all the other hoops and they were many showing our losses. We are stuck financing all our repairs ourselves now after never using FEMA before. All I asked was you please send the documentation. I filed out your form

8/9/2024 3 submitted but no ...nothing.  
Loss of power for several days without proper communication. Being promised restored power on a specific day

8/9/2024 1 and still not receiving power for several days after.

You are unable to keep the power on even on a sunny day. Customers are charged a maintenance fee every month and yet you wait until after a storm comes through to do anything. I am very tired of having to throw out a freezer and refrigerator full of expensive food because CP can't be bothered to do what is necessary. Many people are paying for expensive home generators which shouldn't be necessary! customers should be refunded for the wasted

8/10/2024 1 food.  
8/10/2024 3  
The rates are too high when there's time of a crisis we don't have likes everything's off the grid. It just  
8/10/2024 1 sucks over total.  
Cost - the fact that your CEO get \$8,000,000/year. The fact that you pinch pennies on infrastructure and plainly  
8/10/2024 1 evidenced by hurricane Beryl and we're going to have to pay for it.  
Just not satisfied nor unsatisfied. What I do not like is the price center point adds on to regular energy bill. kWh is  
8/10/2024 3 already pricey and still the add on of center point.  
8/10/2024 4 Calls not always returned , otherwise ok  
8/10/2024 1 You suck ass  
8/10/2024 4 We could do better to be more resilient during strong weather events.  
The 3rd largest city in the country should NOT have issues that we have had recently and previous  
8/10/2024 4 There has got to be more accountability  
I still have work that Centerpoint has to finish that happened before Hurricane Harvey. When I called Centerpoint they stated that they had more pressing things to do because of Harvey, but never returned to complete the work  
8/10/2024 3 that they had started.  
There are good things happening now with your initiative but it was done because it was forced. I hope initiatives  
8/10/2024 3 like this continue  
No es posible que cada que llueve fuerte hay apagones y peor que sean por varios dias, en lo personal necesitaba  
8/10/2024 1 tener medicamento en refrigeracion y se hecho a perder.  
8/10/2024 5 I have. It had any issues. If power was cut off it came back within a reasonable time, based on the circumstances  
I was dissatisfied during Hurricane Beryl not having power for a week, although I understand it was a hurricane  
8/10/2024 4 passing through and this was unavoidable.  
8/10/2024 1 Power grid during hurricane...quit pocketing money and tr trees away feom power lines or better yet bury them  
I have underground utilities.  
The transformer in the back yard has sunk 9" on one corner. I am concerned that the stress on the cables will cause  
the transformer to short out or blow and I will be without power for a long time.  
8/10/2024 2 I have reported this twice and it still hasn't been taken care of.  
I cannot get notifications of outages. I have tried numerous times to register my phone number. It used to be  
8/10/2024 4 done and when the new system took over, it doesn't work.  
In past years our service was very reliable. Now if there's any rain at all it seems we have an outage. Also, the  
outage tracker has been terrible. Lastly, when I tried to call during one of the recent storms your phone tree  
prompts couldn't recognize anything I said and just hung up on me. I speak perfect English and this was not an  
8/10/2024 1 issue with my speaking, your system is just terrible.  
We lost power for 5 days after a category 1. I can't imagine how bad it will be for a 4 or 5. Centerpoint is a  
monopoly so we have no other choice for power. Take the millions or billions in profit and figure out how to better  
8/10/2024 1 prepare.  
8/10/2024 2 Beryl and all the other times we have been out of power.  
Beryl left the vulnerable and elderly without power for days, people died and what does Centerpoint do, raise the  
8/10/2024 1 rates. Clearly, an indication that you guys do not care.  
8/10/2024 4 I am being charged for some gas line thing that I did not sign up for  
Power outages, failure to provide accurate updates, misleading updates to power restoration, prices entirely too  
8/10/2024 1 high  
8/10/2024 1 Customer service and ability or options to pay with Freedom  
8/10/2024 1 Poor customer service, unreliable electric service, unprofessional reps  
8/10/2024 1 constant power outages, poor response time in repair. outage tracker not accurate  
Poor communication during Beryl. Outage map was terrible and you kept changing they key for the map so no idea  
of restoration time. In addition, the fact that category 1 storm puts us out of power for a week or long tells me you  
were not prepared and are not making the necessary investments in the infrastructure. Focused more on profits  
8/10/2024 1 then taking care of Houston  
The amount of serges in power and loss of power.  
Plus the length of time when power goes out.  
Plus Centerpoint wants me to pay to upgrade and repair their equipment the. Charge me for using it. I feel that is  
not how it should be. That is not how most of the business world works.  
8/11/2024 2 Centerpoint needs to pay fo  
Your company clearly puts Wall Street targets ahead of Customer needs. It's clear that you intentionally do the  
bare minimum on line maintenance in the Houston area with the expectation that when something does happen  
you can either use federal disaster funds or expect the customer (tax payers) to foot the bill for the repairs YOU  
8/11/2024 1 SHOULD have already been paying for, but didn't to avoid harming your profit margins.  
I do not blame you for the ice storm of 21. That was clearly on the natural gas providers, but I do blame your cheap  
cost Cutting methods and lack of maintenance and lack of investment and hardening the lines for what we went  
8/11/2024 1 through with The hurricane and the large storm in May

Besides the long outage due to Beryl, our neighborhood has numerous short outages of less than a minute to more than an hour. Even with our generator that starts after two or three seconds, we lose Internet connection if there's power loss for a few cycles of the 60 hertz AC power. Restarting our Internet takes at least 3 minutes if we're lucky, sometimes 7 to ten minutes if we're unlucky. These short outages happen at least 5 times a month. At our old house a few blocks away, our power supply was from Entergy (formerly Gulf States Utilities). We only lost power a few times in the almost 20 years at that house. Four of the outages were due to hurricanes, the longest for a few days. Most of the other outages were planned that we were notified beforehand due to expansion to accommodate new subdivisions.

In our 7 years with CenterPoint, I remember just a few times that our subdivision was given advance notice of a planned outage.

8/11/2024

3

8/11/2024

1

1. Not doing enough to prepare your infrastructure for extreme weather events.  
2. Wanting to charge customers after extreme weather events to recoup expenses that should be solely your; and may have been so taxing to CP if there has been better resiliency prep to begin with.

8/11/2024

2

8/11/2024

3 Es muy caro

8/11/2024

1 Leaving my family without lights for 8 days!!

Very disappointed after so many weather issues in recent years that they weren't more prepared to take on Hurricane Beryl, so many people lost valuable food sources due to lack of refrigeration, became ill or extremely uncomfortable due to extreme heat in their homes, and some even lost their lives. Center Point knows these storms are going to happen, and needs to take responsibility for actually caring about and serving their customers

8/11/2024

2 needs.

8/11/2024

5 They've always been so attentive to my needs. Have never had any problems.

8/11/2024

5 CenterPoint Energy is a good company. Thanks for your service.

8/11/2024

5 No problems with service.

8/11/2024

5 Was easy to talk to.

8/11/2024

5 I feel Center point has done an excellent job and when there are issues they work very hard to fix it.

8/11/2024

2 Old infrastructure and foliage maintenance

8/11/2024

4 Number of power outages and surges

8/11/2024

2 Loss of power

8/11/2024

1 power frailer

8/11/2024

1 Frequent power outages that aren't handled in a timely manner.

8/11/2024

4 Good service

8/11/2024

5 Constant energy supply.

8/11/2024

5 no problems or outages

The power keeps going out - sometimes when there is not even a storm. And when it is out, it stays out.

Furthermore, when there is a problem information on power restoration is severely lacking. But you already know

8/11/2024

1 all of this and have done nothing. So why am I bothering to fil out this survey?

because of my recent electricity loss of 6 days. The heat made me very ill and being wheel chair bound I could do nothing about this hardship. I just hope it doesn't happen again. Also the phone calls made in my behalf to the

8/11/2024

2 company showed zero interest in my situation.

Frequent power f a l lures of long duration. I lost an entire fridge and freezer of food. And it was hot. Due to

8/11/2024

1 negligence and failure to maintain vegetation.

8/11/2024

4 My power was turned on after only 35 hours off.

No warning via text to let us know about outage or no idea how long outage. Just nothing plus when I tried to find outage tracker didn't show at all. Due to deaf, no warning is bad idea!!! Need improve with text for deaf

8/11/2024

2 people!!

8/11/2024

2 Constant long term power outages

8/11/2024

5 Reliability

8/11/2024

5 Excellent service.

8/11/2024

4 We were only without power for 26 hours during Hurricane Beryl.

Our power goes out almost every time we have a storm of any kind. But 4 days without power for the derecho and

8/11/2024

2 6 days with Beryl. That could have been prevented!

Too expensive wait time for power to come back on inexcusable! I was without power for 10 days my 84

8/11/2024

1 yr old mother was without for 10 days also pole snapped in her yard an the broken one was not removed

8/11/2024

2 Cost and constant loss of power.

Pricing is not appropriate. Usage of electricity can be the same or decrease and yet on the bill it's reflected as if I use more. Then being charged as if a family of 4 reside with me. It is insane that I used to pay 30 dollars a month, even during the summer, and now being charged 90-100 dollars. The prices are being high jacked

8/11/2024

2 and it's obvious.

You weren't positioned and ready when Hurricane Beryl hit. In the past, trucks we're visible and men were working immediately after a disaster. This time, it was horrible and frustrating too see parking lots full of centerpoint trucks or out of state trucks and everyone was just standing arounding. I blame upper management for all of the errors after Beryl. The linemen were ready but management want ready to distribute the workers. Very poor planning by

8/11/2024

4 upper management!

We have contacted CP dozens of times about a pole that damaged our fence. CP would never take responsibility or even send someone to examine the leaning pole that destroyed our fence. Very poor customer service.

8/11/2024

2

The number of times (5) that we have been without power this year for more than three days at a time resulting in the loss of all our refrigerated items. I believe this to be the result of inadequate maintenance of aging equipment (it took 3 years to replace a leaking transformer on underground feeds at my parents' house) in our surrounding neighborhoods, inadequate maintenance of arial easements and poor management practices.

8/11/2024

2

For the most part everything works fine. But when it doesn't it doesn't. Too many outages over the past few years.

The winter storm was inexcusable. Hurricanes are a different story as they do a lot of damage but I think

8/11/2024

4

maintenance can certainly be improved.



Incoherent and inconsistent communication managing the power outage caused by storm Beryl.  
Negligent unpreparedness to respond to Cat 1 storm (horrible disaster response plan).

8/11/2024 1 Lack of accountability.  
8/12/2024 2  
8/12/2024 2  
8/12/2024 4  
8/12/2024 1 HIGH PRICES WE CAN NO LONGER AFFORD  
8/12/2024 3 Rates are unaffordable.  
8/12/2024 4 Rate could be lower  
DON'T. EVER. SEND. ME. ANOTHER. SURVEY. YOU GREEDY, PROFIT BEFORE EVERYTHING ELSE DRIVEN  
8/12/2024 1 CORPORATE CUNTS.  
8/12/2024 5 Service  
8/12/2024 3 The Board of Directors election was under-publicized  
8/12/2024 2 Unreliable  
8/12/2024 1 Policies on insufficient funds  
8/12/2024 2 Emergency preparedness is deplorable and disaster response has been a joke  
8/12/2024 3 The recent Hurricane Beryl Aftermath.  
8/12/2024 3 Don't really care, as long as everything is working.  
8/12/2024 4 We have not had many issues with CenterPoint.  
Too centric of a focus on financial profits instead of hardening the infrastructure through burial of high voltage  
8/12/2024 4 lines, and tree removal in right of ways.  
8/12/2024 4 Service  
8/12/2024 5 Faster response times  
8/12/2024 5 Never had any issues  
Every time our power goes out, we lose it for 5 to 6 days. We do understand that you work hard and appreciate  
8/12/2024 2 that, however we feel like it happens a lot.  
We were without power for a week twice this summer for minor storms. That tells me that anything stronger than  
8/12/2024 1 like a Cat 2 hurricane, we're absolutely screwed.  
8/12/2024 4 My power usually is on  
In recent months, a regular thunderstorm and a Cat-1 hurricane, Beryl, knocked out electricity. Our electricity was  
out for a week after the hurricane. I've lived in Houston most of my life and remember storms Alicia in 1983 and  
Harvey in 2017. I expect more powerful storms like those to knock out power, possibly for an extended time. I  
don't expect a thunderstorm or less powerful hurricane to do that. We are susceptible to thunderstorms and  
hurricanes because we're on the coast. I look forward to hearing what measures Center Point will take to improve  
8/12/2024 2 their service.  
Generally power stays on but the poor response and lack of preparedness for Beryl makes me doubt CP ability to  
manage my power. There were trees that fell on lines that were clearly in easement that should have been  
8/12/2024 3 maintained by Centerpoint.

We have storms and hurricanes regularly. Whatever you need to do to be prepared or to get us back quickly, do it.  
8/12/2024 2 What happened recently with Beryl with power out for a week or more for some is simply UNACCEPTABLE.  
8/12/2024 3 outage management  
8/12/2024 4 Multiple annual power losses  
8/12/2024 2 inconsistent and often unreliable power provider.  
8/12/2024 1 I was without power for too long and I didn't get any type of discount  
8/12/2024 4 Power outaged  
8/12/2024 4 Outages  
I have lived in this location for a while now, and I would say the reliability in the delivery of electricity to this area is  
awful. We lose power all the time. I was talking to my Uncle in TN and he says they lost power once in 20 years for  
8/12/2024 1 about 3 hours.  
Normally good service but unprepared for storms, no power for one week in very hot summer and one week in  
8/12/2024 4 very cold winter. Tree trimming rare

8/12/2024 1 How often my power goes out and how long it took to return power after Beryl. I power flicked off just last night.  
8/12/2024 5 Reliable services  
8/12/2024 5 Very dependable

8/12/2024 2 Your charge a lot for natural gas, and you ROYALLY messed up your preparedness and response to Beryl

Centerpoint is allowed to distribute power to the area of Houston I live along with most of the city or all, I am not  
sure. However, the lack of planning and the initial actions by centerpoint to increase the residential rates is  
unconscionable! I feel you board and directors need a dose of looking for another job and place the importance of  
8/12/2024 3 power delivery to those capable of doing so moving forward.  
8/12/2024 2 Cost is too high and the power grid isn't strong  
Constant power outages for my neighborhood that should not be happening. Other areas in Houston have much  
more reliable electricity not to mention the rest of Texas that isn't under Centerpoint. The only option my  
neighbors have seen is to get a generator, but that's extra cost on the homeowner when it is completely  
8/12/2024 1 Centerpoint's fault for how unreliable our electricity is.  
Unreliable power. We have regular power outages that can last for anywhere between a few minutes to several  
hours. This is not including the issues related to Hurricane Beryl. With Hurricane Beryl, the complete lack of any  
timeline for repairs was frustrating. All we received was "a few more days" over and over. I would have been  
8/12/2024 2 happier with a realistic "its going to be a week or more"  
8/12/2024 4 Better communication on outage areas during a storm  
No preparation for storms. Long power outages. Terrible communication. Tone deaf marketing. No reliable  
8/12/2024 1 outage tracker.  
Speed of which I got power back after the hurricane. If we know it's coming a plan of action should be set in place  
8/12/2024 1 in order to fix it. A hierarchy or at least a communication

Lack of keeping the lines clear of trees way ahead of time- I work from home and have never seen anyone come to check the lines. Lack of communication for outages and estimated updates. The issues with contracting with other states and how they sat while we suffered in the heat. I had to take on the task of finding the crews working in my neighborhood to tell them the issue and that is how I got power back. Not having a way to communicate with you about specifically is going on with my line either- it is only a generic power is out. We should be able to have a list of options so you can possibly know what is going on (tree on line, line completely down, line pulled away from pole, etc) If we can communicate that, it allows y'all to be more efficient and plan better.

8/12/2024 1

I have friends who live closer to the coast, in areas such as Friendswood or League City, and they have less outages during severe storms than Centerpoint customers. Service and quality of equipment used must be better for locations closer to the coast to have less disruptions. Sometimes it seems as if a few drops of water will take out electricity and traffic lights in Harris County. Centerpoint can and should do better.

8/12/2024 1

Extended power outages, no communication about outages. Continued price hikes and "delivery fees" when even in times when there is no power.

8/13/2024 2

The lengthy weather related power outages....3 1/2 days in May and 5 1/2 days in July....and the poor communications regarding status/repair.

8/13/2024 1

1. The billing system that debuted a few months ago is awful. It never works properly whereas the old system rarely kicked me out and especially didn't block me for 20 minutes. At one time, there was also a faster turnaround when gas was disconnected to have someone come out and reconnect. It is ridiculous that we pay more money for service that has become less than stellar.

8/13/2024 4

Outage portal was unavailable during last storm. I know we now have a new portal. Text and email Outage notifications don't seem to work as reliable as in the past. Aside from that/overall I am a very happy customer

8/13/2024 4

8/13/2024 2

8/13/2024 4

8/13/2024 2

8/13/2024 5

8/13/2024 4 I would like to have a better rate.

8/13/2024 5 Had zero problems with Center Point Energy!

8/13/2024 1 Every time a storm hits you're very unprepared

8/13/2024 1 get your shit together

8/13/2024 1 This last storm was a fiasco. Poor planning caused a lot of people to suffer great losses.

8/13/2024 1 Prioritizing profit over infrastructure improvements

Unreliable service, no corporate responsibility or accountability, unwillingness to make improvements even after

8/13/2024 1 poor business practices contributed to people dying

8/13/2024 1 Response during the storm

8/13/2024 2 Not keeping up lines and poles. terrible reaction to Hurricane Beryl.

8/13/2024 2 Terrible communication, mismanaged resources, terrible preventative actions

8/13/2024 2 Getting our electricity back on took way to long

When power was out .I know it takes time to get power for everybody ,but the senior's having to be without power from a Monday morning until a Saturday night is unacceptable .We volunteer at a Senior Center in Pasadena Texas and those poor people were miserable .

We have always had HL &P Reliant /Centerpoint

8/13/2024 2 I know y'all could have done better for the Seniors

8/13/2024 1 Prolonged power outage during Beryl

8/13/2024 1 Restoration of power post Hurricane Beryl, unacceptable!

8/13/2024 1 Not having power for 6 days and when calling in getting told I do have power . No one knows what's going on

8/13/2024 1 Power outages

It was nearly impossible reaching CenterPoint during Hurricane Beryl. Additionally, I had no way to report a power outage or check the status for when it would be restored.

8/13/2024 1

It is my interpretation that the current zeitgeist for every provider of any service (be it digital, cellular, medical, or whatever) is to financially exploit the customer as long as that customer is able to sustain themselves; and then until they collapse if said customers are not in the position to make adjustments on their own behalf. . My impression of CenterPoint is no different. If I feel or find that there is an energy provider that is any different, I will

8/13/2024 2 change to their services.

8/13/2024 4 Loss of power during hurricane Beryle and time it took to restore power

To many power outages back to back and takes long to return. Not good when you have small children and elderly

8/13/2024 2 at home

8/13/2024 3 Loss of power at time for no reason

I have called in the easement behind my property to get cleared along power lines multiple times. Centerpoint has

8/13/2024 2 done nothing.

8/13/2024 5 We have always had good service!

8/13/2024 5 We hardly have issues and when we do loose power it is restored very quickly.

I have power surges that have destroyed three televisions in spite of the surge protection strips. I was without power during Beryl for way too long. I don't think CenterPoint was prepared and I think CenterPoint executives

8/13/2024 2 are paid too much money. The linemen are great!

Power outage during storms, removal of the tracker that had been in place during Beryl. Feeling of no

8/13/2024 2 transparency and accountability.

Rates are more reasonable that anywhere else we have lived. Understanding severe storms can damage power

8/13/2024 5 lines on occassion, our electrical service has been very good.

Being without power for a week in hot weather was extremely uncomfortable. I also had a difficult time tracking restoration progress, until the last few days. Post-hurricane, my bill showed no credit for the 7 days I was without

8/13/2024 1 power.

8/13/2024 4 Prices for electrical power are rising dramatically

It is August 13 and I have still not had resolution to my request from July 3rd. Terrible customer service which has

8/13/2024 1 put me over a month behind schedule on my construction project

8/13/2024 1 Terrible communication. Poor response when power is lost

8/13/2024 1 Lack of communication when power outages occur, far too often

8/14/2024 1 Garbage response to power outages post storm, failure to rebuild infrastructure between storms, high rates, self serving negotiations with out of town workers, and the nerve to ask for higher rates. fire the CEO

8/14/2024 1 No power no communication no working means of reporting the outages that were missed, want to raise rates but not bury power lines? I've lost power for an extended period of time too many times recently

8/14/2024 1 Horrible online tracker, delays, and a crew cut our internet lines.

8/14/2024 5

8/14/2024 3

8/14/2024 3

8/14/2024 3

8/14/2024 3

8/14/2024 4 Cost

8/14/2024 5 Everything is well at our Home!

8/14/2024 2 did resolve my issue

8/14/2024 1 They said our elect..was on and wasn t f or 6 day.Thanks to Loisana bringing trucks in b ack yard fixing polewire.

8/14/2024 1 Aumentan el cobro del servicio aunque tengo el mismo consumo sin ninguna justificacion ademas me inclueron un cargo de \$9.99 el pasado mes cuando pregunte de que se trataba la justificacion que me dieron es que se trata de un seguro que yo nunca solicite y que "supuestamente" se activo presionando una tecla ( es la explicacion con menos sentido que he escuchado en mi vida) se supone que para optar por un cobro adicional el cliente debe estar consciente y aprobar este cobro y mucho mas si se trata de un seguro

8/14/2024 1 Centerpoint as a company is only focused on profits and clearly demonstrated that the consumer comes last.

8/14/2024 2 Service

8/14/2024 1 This company has not taken enough steps to communicate or support the community they serve. They come across as money hungry and uninterested in taking a small pay cut to provide Houston the energy it needs.

8/14/2024 3 I find that completion time of objectives that should be taken care of too slow.

8/14/2024 2 Inability for the "grid" to handle surges in energy requirements for Houston residents. Specifically related to the freeze we experienced a few winters ago. Now I don't know if CenterPoint is poised to handle such a situation more efficiently/effectively on the next time occasion. Let's just say that I have my doubts.

8/14/2024 2 Centerpoint makes enough money from their customers and tax breaks that they should have already figured out how to make the grid sustainable and less dangerous for consumers, especially those who require an energy source to live.

8/14/2024 5 Have not had any issues sine I signed up with CenterPoint several years ago.

8/14/2024 2 power outage and lack of comm

8/14/2024 1 The CEO of Center Point Jason P. Wells needs to be FIRED. We went DAYS without power after Beryl. Constantly losing power and the fact that you want us to pay for your company's failures during and after the hurricane. Your executive team should be fired.

8/14/2024 1 19 days no power with Ike.  
7 days no power URI.  
4 days no power Beryl.

8/14/2024 1 Constant random days no power 77063.

8/14/2024 1 Power Outages. 2nd worst energy company in America on vegetation removal. CenterPoint Energy was unprepared for several incidents when the power went out and the entire grid failed. Why isn't CenterPoint maintaining and/or upgrading the lines and grid to make it stable and capable of handling disaster situations?

8/14/2024 2 Outages occur when storms blow too hard"just regular thunderstorms. Why has this been happening regularly since the ice storm in 2021? It is always because of equipment failure. If it happens most of the time, why not fix it to prevent power failure?

8/14/2024 4 Being without power for 8 days with absolutely no information from you. We lost hundreds in food that we cannot afford to replace,.

8/14/2024 2

8/14/2024 1 Too many outages, slow to restore power. Forced to purchase generator because of frequent outages

8/14/2024 2 Outages occur a bit too often & when they do, they're usually at least 2-3 hours. If it was happening, but the outages were only lasting like 14 minutes, then I wouldn't be quite as irritated with it.

8/14/2024 4 No prompt notification of power outages or when to expect power to be restored.

8/14/2024 1 Sudden drops even when there is no weather issues, loss of power in our community after gentle rain. This has been unique to my community/subdivision.

8/14/2024 5 Natural gas is an important product & to have availability 24/7 is important. Thank you.

8/14/2024 2 Frustrated with every little wind, or rain the power 85% goes out. This last time was rougher on me than ever before, I am older. This should be a Top priority for Centerpoint. Those men should get paid double while restoring millions of power outages and especially ones from out of town!!!!

8/14/2024 2

8/14/2024 4 Consistent service

8/14/2024 2 Cypress grid takes too long to recover from weather related outages

8/14/2024 2 The 2 weather events (Houston Derecho & Hurricane Beryl) that have occurred in the past 4 months significantly impacted me power situation. Both events I was out of power for a week. I was lucky I had a place to stay that had power. Even then, they were running off their own generator for the same reason. I have now paid nearly \$3,000 out of my own pocket for tree trimming CenterPoint should have taken care of LONG before these storms happened.

8/14/2024 2 As far as a gas provider we have never had an issue with our service.

8/14/2024 5 As an electric provider you've dropped the ball on continually upgrading the grid to keep up with the demand.

8/14/2024 4 Good service. High prices

Lack of your ability to rectify outages in a timely manor. Over charging for electricity. A total lack of concern and care for your customers. Misleading and outright lies told to the PUC and the public. Unbelievable greed on the part of your CEO and the board.

- 8/14/2024 1  
Our electricity goes off very frequently. Our landlord just had to replace an AC part because of the power surges.
- 8/14/2024 1 Prices also keep rising.
- 8/14/2024 1 Power outage for 8 days with little communication  
Lack of communication and/or the phone system. Can't talk to a REAL PERSON. Without power for 9 days- BETTER COMMUNICATION!!!!!!!!!!!! Seemed like our area was at the bottom of their to do list. Our area is always
- 8/14/2024 2 last or what seems the last to get power back on.  
Bad communication. Bad website. Outage tracker was down when we needed it. No warning when power was going to be cut, even if it was planned. Also I tried several times to get signed up for notifications for when my
- 8/15/2024 2 power was out, and it failed. Hard to manage payments.
- 8/15/2024 2  
Poor communication on outages. Need stronger power poles. Need more regular maintenance of tree trimming around power lines. Need lower home power costs. (10% of my social security check monthly goes toward electrical costs.) Need better service preference on outages to the disabled and elderly. Need Centerpoint to take the lead in reducing the cost of home generators and installation costs. Need better infrastructure to avoid power outages, blackouts, etc. Need equipment that doesn't fail (better maintenance?, better quality products?) and can support the demand.
- 8/15/2024 4  
Is this for gas or electric or both? I had no problem with electric service until the hurricane. Since we only had a line fuse blown I think better staging would have gotten us on in less than 4 days. For gas only complaint is your website is awful. Get error messages all the time when trying to log in. You can't seem to send my bills by email.
- 8/15/2024 4 Both email addresses failed to work after a couple of weeks.
- 8/15/2024 4  
We were always happy with our service ... up until the last few years. My wife and I have lived in Houston since 1992. Between 1992 and 2020, we only had one extended power outage (more than ~4 hours) -- that was Hurricane Ike. Since the beginning of 2021, we have had 3 or 4 long outages. In addition, the short outages due to issues like local transformers seems to have increased. This is unacceptable.
- 8/15/2024 4 I have been happy with the communications tools such as the online outage tracker and power alerts.
- 8/15/2024 3  
My rating reflects issues with service restoration and the accuracy of notifications. For example, on August 14th, an incident around 7 PM near FM 2920 and Dowdell Rd affected an estimated 2,715 customers, according to your messaging system. While my power was restored by approximately 8 PM, I received notifications throughout the evening (8:57 PM, 11:15PM, 12:10AM, 12:13 AM- and a phone call at 6:00AM) stating discrepant and varying messages about the outage -THAT WAS ALREADY RESTORED. My neighbors, who are on the same circuit in our neighborhood of about 200 homes, received varying updates that did not even match with mine and shared them in a community Facebook group.
- 8/15/2024 3  
I appreciate the prompt restoration of power and understand that efforts are being made to improve your notification system. However, it seems that the notifications still lack accuracy. This raises concerns about what might happen if the situation were reversed.
- 8/15/2024 4  
Additionally, during the DeRecho event, although my power was out for around 4 hours, my account did not reflect an outage. While I am thankful for the quick restoration, it is important as a customer that your notification system aligns better with actual service status.
- 8/15/2024 2  
As a customer, having consistent and accurate information would greatly enhance my satisfaction and confidence in your services. Improved alignment between your communications and actions would provide a greater sense of transparency and reassurance that our utilities are being managed effectively.
- 8/15/2024 3
- 8/15/2024 3
- 8/15/2024 4
- 8/15/2024 2
- 8/15/2024 1 Charging too much money for every little service. Have no consideration on customer.
- 8/15/2024 2 Rates
- 8/15/2024 3 I do not believe provide the level of service needed to warrant the cost that you charge
- 8/15/2024 3 Increasing pricing with INCREASING UNRELIABILITY
- 8/15/2024 5 They work with me when I need help with my bill
- 8/15/2024 1 Your failure to prepare for Beryl
- 8/15/2024 1 Fuck you centerpoint

8/15/2024 4 I believe they are doing the best they can with the extreme weather conditions that have been happening lately. Last storm Beryl showed Centerpoint Executives not able to handle the size of customers, or do the necessary  
8/15/2024 1 maintenance of the lines timely.  
8/15/2024 4 Not enough communication  
8/15/2024 5 How they handle crisis & the communication techniques they use  
It seems if the wind blows in the wrong direction in our area we lose power and it seems to take quite a while to  
8/15/2024 2 get the power back on after reporting it  
8/15/2024 4 Outages  
Total inability to maintain reliable service - slightest hint of a storm and the lights go on and off. Proper storm  
8/15/2024 1 shows up and we're fucked for a week or more  
  
Every weather event, power gone for days or weeks. When are you going to bury power lines so that power does  
8/15/2024 2 not go out every time the wind blows. Or least cut the trees back to where they do not take out the power lines.  
  
Am 74 years old and have lived in Colorado, New York, Pennsylvania, California, and Houston. Centerpoint is  
definitely the worst electric utility provider we have ever had. Moved to Texas in 2019 since then have had more  
8/15/2024 1 power outages in last 5 years cumulatively then all the rest of my years in all the other places I've lived.  
8/15/2024 3 I only have Centerpoint for gas. They perform as expected, no more, no less.  
You Gave Always been My Provider  
  
And Great Service Always  
  
8/15/2024 5 Hubert Pierre  
Too many power disruptions. Nearly every time we have stormy weather the power cuts out. Sometimes for just a  
few minutes to a few hours. The outages during the recent hurricane were ridiculous. The restoration ap was a  
8/15/2024 2 joke, not even close to being reliable.  
8/15/2024 3 Power goes off fairly frequently.  
Estimation of my energy meter over the hurricane has left me with an \$800 electric bill when I didn't have  
8/15/2024 2 power for 10 days.  
too many outages, takes too long to restore service, costs continue to rise. Monopoly gives us no option and gives  
8/15/2024 2 CenterPoint no incentive to do better.  
  
We were out of power for six full days during hurricane Beryl. The electricity bill was just as high as if we had  
power.  
8/15/2024 1 Anytime the lights flicker, I panic thinking we are going to have to get through what we did during Beryl.  
Generally service has been affordable and reliable. Electricity suppliers also offer multiple options for green vulture  
8/15/2024 4 signaling. However, over the last 7 years, reliability has been degraded.  
8/15/2024 5 Nice customer service  
  
We have dealt with a lot of power outages in the past nine years living here. We purchased a generator to deal  
with all the outages. Most of the outages are caused by equipment of storm debris. I feel that Centerpoint has  
done a poor job of maintaining their easements leaving the residents to deal with extended outages on their own.  
This past hurricane has further displayed Centerpoint's inabilities. Since getting our power back on, Centerpoint  
has begun to replace poles with stronger poles. I welcome this maintenance as much needed on a otherwise  
neglected infrastructure, however, this "planned maintenance" has come with absolutely no notification of power  
being turned off for an entire day. This leaves residents to scramble to deal with more outages, like freezers off  
line. And just when you get everything back up, the power goes off again two days later. All "planned  
maintenance". If this maintenance is planned, then Centerpoint can give residents a head's up at least the day  
8/15/2024 2 before through their alert system to let residents know that power is going to be cut off the next day.  
8/15/2024 2 Horrible communication during outages.

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

**PUBLIC UTILITY COMMISSION OF TEXAS  
REQUEST NO.: PUC-RF101-031**

**QUESTION:**

**Electric Utilities Communication and Coordination**

What steps are being taken to improve coordination and communication with local governments, medical and eldercare facilities, community organizations, trade associations, and other similar organizations for future significant weather events?

**ANSWER:**

After Hurricane Beryl, CenterPoint Houston launched the Greater Houston Resiliency Initiative (GHRI) which includes a number of actions to Strengthen Resiliency, Improve Communications, and Strengthen Partnerships. Specific to this question, CenterPoint Houston is currently in the middle of a series of 16 Community Open House events which began on Saturday, August 17<sup>th</sup>. Through these events, we are visiting every county in our electric service territory to hear directly from those members of our community affected by the May Derecho and Hurricane Beryl.

CenterPoint Houston engages stakeholders including local governments, medical and eldercare facilities, community/trade associations, and other organizations through a series of informational sessions each year prior to the start of Hurricane Season (see response to Staff 1-47 for dates and locations). As part of the GHRI, CenterPoint Houston has held five additional informational sessions with trade associations (listed below) seeking to improve lines of communication and inform them of how our organization activates our emergency plan and restores power following significant weather events. This engagement also includes information on how to register as a Critical Load customer, for which many of the entities referred to in this question are eligible.

**Trade Association Meetings Since Beryl**

1. Texas Assisted Living Association - July 30, 2024
2. Southeast Texas Regional Advisory Council - August 6, 2024
3. Texas Healthcare Association - August 6, 2024
4. Independent Coalition - August 7, 2024
5. Texas Hospital Association - August 8, 2024

As part of the GHRI commitment to prioritize at-risk Texans in critical care facilities by focusing on incremental generation to bridge the gap between outage and restoration, CenterPoint Houston will work during future storm restoration events to, where possible, support critical care facilities to receive continuous power. Additionally, we will coordinate with County OEMs and healthcare providers to provide temporary generation resources as they are available to minimize disruption to essential medical services and support.

In addition to this outreach effort, CenterPoint Houston is making efforts to contact existing Critical Load customers to confirm accurate contact information for Critical Load customers (we have already updated contact information for over 400 healthcare facilities) and developing enhanced communication strategies to these customers in advance of the 2025 Hurricane Season.

**SPONSOR:**

Rina Harris

**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-RF101-032**

**QUESTION:**

**Electric Utilities Communication and Coordination**

What steps are being taken to improve coordination and communication with other electric, water, sewer, and telecommunication utilities for future significant weather events?

**ANSWER:**

As part of CenterPoint Houston's Greater Houston Resiliency Initiative (GHRI), the Company has committed to improve resiliency, communications and community partnerships. CenterPoint Houston has committed to initiate public communications earlier in the storm cycle and establish a robust daily cadence of public communications planning, assessment and execution. The Company has launched our community education program to help explain how we are preparing for major storm events, how the restoration process works and what members of the community can do to prepare. Also, CenterPoint Houston has begun to engage with local Emergency Management Offices (or similar) to refresh our prioritization and to confirm contact information and emergency preparedness of critical facilities and critical infrastructure.

Finally, CenterPoint Houston engages stakeholders including water utilities, wastewater/sewer utilities, and telecommunication entities, in addition to local governments, through a series of informational sessions each year prior to the start of Hurricane Season. Since Hurricane Beryl, CenterPoint Houston has engaged additional utilities (i.e., telecommunications partners) and various trade associations to inform them of how our organization activates our emergency plan and restores power following significant weather events. This engagement also includes information on how to register their priority infrastructure electric meters as Critical Loads, as well as learn more about their operations so that CenterPoint Houston can focus on their top priority sites for restoration following future significant weather events.

**SPONSOR:**

Rina Harris

**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-RFI01-033**

**QUESTION:**

**Electric Utilities Communication and Coordination**

Provide the following information concerning call centers and help desks used by your company before July 8, 2024:

- a. How many people work in call centers or help desks?
- b. Of these people, please provide the percentage of these employees that are full-time employees (FTE), contracted labor, or temporary/seasonal workers
- c. What is the target wait time or response time for calls?
- d. What is the target resolution time for calls?
- e. Provide a detailed description of company-specific training provided to call center and help desk operators concerning major outages and major weather events including, but not limited to, hurricanes and high wind events.
- f. What is the maximum call volume for the call centers or help desks that were available and in operation during or in the aftermath of Hurricane Beryl?

**ANSWER:**

- a. CenterPoint has 379 Contact Center Agents which serve CenterPoint's regulated utility businesses, including CenterPoint Houston. Each Contact Center Agent is trained to help with each of the regulated utility businesses.
- b. Of the Call Center Agents listed in subpart a of this response, 73% are internal employees and 27% are contractors. The positions for both the internal employees and the contractors are full-time.
- c. CenterPoint Contact Center's goal is to answer 65% of calls within 30 secs.
- d. CenterPoint Houston's goal is for Contact Center Agents to address customers issues within 250 seconds from when the call was answered.
- e. Electric Outage Training (1, 2, 3 and 4-day training) See attachment.
- f. During Hurricane Beryl, CenterPoint had 34 members of other Customer Experience Organization teams (Electric Market Operations, Billing, and Credit) assist in the Contact Center, bringing the total number of Contact Center Agents to 441 during the aftermath of Beryl. The maximum call volume for the call center that was available and in operation during and aftermath of Hurricane Beryl was 2,000. Additionally, the Company has capacity for additional callers utilizing Interactive Voice Response ("IVR"), including 4,000 lines for its IVR outage reporting service.

**SPONSOR:**  
Shonda Johnson

**RESPONSIVE DOCUMENTS:**  
PUC-RFI01-033\_Hurricane Beryl RFI\_SJ\_8-16-2024



### **Electric Outage Training (1, 2, 3 and 4-day training)**

- A condensed, 1-day version for existing employees- Reduced activities/practice
  - Electric Industry & Value-Added Products (VAPs) are combined- the module focuses on restoration, industry knowledge, Outage Tracker, and our role in deregulation.
  - Customer Relationship Management (CRM)
  - Electric Outage and Emergency (Condensed version)- Streetlight & Inside Trouble Fee lessons are removed.
- (In progress) a very condensed, 1-day training for brand-new to CenterPoint Ibex Nic agents to be used in emergency situations.
  - Emergency Operations Plan (EOP) Introduction
  - Electric Industry & VAPs are combined- the module focuses on restoration, industry knowledge, Outage Tracker, and our role in deregulation.
  - CRM New Hires
  - Electric Outage and Emergency (Condensed version)- Streetlight & Inside Trouble Fee lessons are removed.
  - Escalations- condensed version of Customer Service During Confrontation
  - Softphone
- The 2-day EOP version that is given at the start of an event.
  - Electric Industry & VAPs are combined- the module focuses on restoration, industry knowledge, Outage Tracker, and our role in deregulation.
  - CRM
  - Electric Outage and Emergency (Condensed version)- Streetlight & Inside Trouble Fee lessons are removed.
- The 3-day cross training is bundled with South Gas Operations (SGO)/Home Service Plus (HSP)/Minnesota Gas Operations (MGO) New Hire Trainings
  - Electric Industry
  - Electric VAPs
  - CRM
  - Electric Outage and Emergency
- The 4-day training is provided for Support Groups (Billing/Electric Market Operations (EMO))
  - Electric Industry
  - Electric VAPs
  - CRM
  - Electric Outage and Emergency
  - Softphone
  - Customer Service During Confrontation



# Overview

Delivered to All Agents by 8/9

CS EOP – Storm Response CBT

**Topics Covered:**

- Restoration/ Industry Knowledge
- Outage general & Nested Outage
- PAS reminders
- New Outage Tracker
- Interpersonal skills (empathy)
- 10-Question Assessment

## New Training Tracks for Future Use

| Existing Cross-Training Electric Outage and Emergencies | 2-Day EOP Cross-Training (Recommended)   | 1-Day EOP Cross-Training               | 1-Day EOP New Call Takers              |
|---|--|--|--|
| ELC.01 Industry Literacy                                | ELC.01.EOP Industry Literacy and VAPS  | ELC.01.EOP Industry Literacy and VAPS  | EOP.01 Introduction                    |
| ELC.02 VAPS   | ELC.03.X CRM for Cross-Training  | ELC.03.X CRM for Cross-Training        | ELC.01.EOP Industry Literacy and VAPS  |
| ELC.03.X CRM for Cross-Training                         | ELC.04.EOP Electric Outage (Condensed)   | ELC.04.EOP Electric Outage (Condensed) | ELC.03.X CRM for Cross-Training        |
| ELC.04 Electric Outage and Emergency                    | <i>*Difference in tracks is in color-coded instructions and reduced activities/practice for 1-day version.</i> |  | ELC.04.EOP Electric Outage (Condensed) |
|   |  |  | EOP.02 Escalations                     |
|   |  |  | CS.07 Softphone                        |

Key:

Newly Developed

Existing Course

**Electric Outage Refresher Training:** Computer-Based Training (CBT) module designed to enhance management of electrical outages. The training is estimated to last one-hour and will address essential areas such as:

- Restoration/Industry Knowledge.
- General Outage & Nested Outage.
- PAS reminders.
- Outage Tracker information.
- Interpersonal skills (empathy).
- Assessment at the end to test the agent’s knowledge.

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

**PUBLIC UTILITY COMMISSION OF TEXAS  
REQUEST NO.: PUC-RF101-034**

**QUESTION:**

**Electric Utilities Communication and Coordination**

Provide the daily average and peak call volume to your call centers or help desks during or in the aftermath of Hurricane Beryl. For purposes of this question, please provide responses for each day from July 8, 2024, through the date power was restored to at least 99% of the customers in the service territory in the Impacted Area.

**ANSWER:**

|        | Total Call Volume (Includes calls handled through IVR) | Peak Interval Call Center Volume (Excludes IVR Callers) |
|--------|--|---|
| 8-Jul  | 421,898  | 1,481   |
| 9-Jul  | 426,456  | 1,831   |
| 10-Jul | 292,777  | 1,808   |
| 11-Jul | 220,067  | 1,917   |
| 12-Jul | 216,381  | 1,860   |
| 13-Jul | 163,449  | 1,377   |
| 14-Jul | 119,065  | 1,170   |
| 15-Jul | 138,321  | 1,585   |
| 16-Jul | 66,992   | 1,423   |
| 17-Jul | 59,914   | 1,395   |
| 18-Jul | 49,338   | 1,167   |
| 19-Jul | 41,499   | 987   |

The term IVR refers to interactive voice response. The total number of calls includes all calls into CenterPoint's service line, including those callers who only interacted with IVR (such as by utilizing

CenterPoint's automated outage reporting service). The peak interval call center volume only includes those callers whose calls were routed into CenterPoint's call center to speak with an agent.

**SPONSOR:**

Shonda Johnson

**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-RF101-035**

**QUESTION:**

**Electric Utilities Communication and Coordination**

Describe how you communicated and shared information on recovery resources and updates with local and state leaders as well as your customers during leading up to, during, and in the aftermath of Hurricane Beryl.

**ANSWER:**

**Local and State Leaders**

During an emergency event like Hurricane Beryl, CenterPoint Houston establishes a logical cadence of distributing information to local and state leaders. During Hurricane Beryl state governmental relations sent two texts per day beginning July 8<sup>th</sup> to Governor Abbott, Lieutenant Governor Patrick, Chair and Vice-Chair of Texas Senate Business and Commerce, Chair and Vice-Chair of Texas House State Affairs, and Texas Legislative Delegation of Houston and surrounding areas. The text included updates of service restoration such as: number of customers restored, crews assisting, staging sites and general information regarding service restoration throughout CenterPoint Houston electric's service area. In addition, during the event the company held daily telephone briefings for elected state and local officials beginning on the second day post storm land fall.

CenterPoint Houston also has liaisons with local and state offices of emergency management (OEM). Company representatives participate in pre-storm calls as well as calls post land fall and during ongoing restoration until released by the OEM. Employees may be embedded at the local or state emergency operating centers (EOCs). During restoration of Hurricane Beryl the company had employees embedded in the State Operating Center (Austin) and the Disaster District Emergency Operating Center 16 (Houston) both under the direction of the Texas Department of Emergency Management. Additionally, employees were embedded in the EOCs of Brazoria, Fort Bend, Galveston, Harris and Montgomery counties, virtual support of EOC offices of Chambers and Waller counties, and embedded in the City of Houston EOC. Furthermore, Service Area Directors and/or Service Area Managers from of Distribution Operations and Services department were in contact with local leaders throughout our service area. Employees embedded in EOCs would give daily restoration updates during the EOC briefings as well as provide daily reports as requested and assist with priority restoration requests.

Regarding the Public Utility Commission of Texas (PUCT), CenterPoint Houston pre-informed PUCT Commissioners and their offices, as well as agency leadership and agency media personnel. At an individual staff member's request (after an open meeting), the Director of Infrastructure and Director of Rulemakings were also included. The updates are provided twice a day (e.g., once in the morning and once in the evening). The Company then submits this information to the agency's outage reporting email. This same information is shared with OPUC and with PUCT Emergency Management personnel and SOC TDEM personnel.

**Customers**

**Before Landfall**

CenterPoint Houston issued news releases to local media, used social media posts, sent an email to all customers in their Texas gas customer database, and Power Alert Service blast messages to all enrolled assuring them CenterPoint was monitoring the storm and offering tips to prepare. Tips included topics like enrolling in Power Alert Service, general safety tips about flooding and avoiding downed power lines.

**Landfall**

CenterPoint Houston issued news releases, increased social media posts and sent Power Alert Service blast messages on the day of landfall. Messages included generator safety tips, updates on the impact of the storm, flood safety, downed wire safety and damage assessment updates.

**Post Landfall**

CenterPoint Houston used news releases, relied heavily on social media posts, sent customer emails to all gas customers in the impacted area and used Power Alert Service messaging. Topics included progress updates, links to the circuit-level online restoration tracker, details of the restoration progress, damage assessment details, safety tips, beware of scammers, portable generator tips, weatherhead repair information, cooling center and shelter information, carbon monoxide safety, crew safety, 811 Call Before You Dig safety when making fence repairs, service area level outage details. Videos of CenterPoint's CEO Jason Wells were used to provide updates to customers about the extent of the damage, the restoration process and offering his appreciation for what everyone was experiencing as a result of the devastating storm. In addition, there was dedicated space on CenterPointEnergy.com to the storm and updates. Customers could find number of current outages, outages restored since the storm's peak, circuit-level restoration tracker, safety tips, service area level outage information and updates, all news releases and blog updates from CEO Jason Wells.

**SPONSOR:**

Stephen Bezecny/John Sousa

**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-RF101-036**

**QUESTION:**

**Electric Utilities Communication and Coordination**

Please indicate whether calls incoming to your call centers, help desks, or priority call desks are recorded, and if so, provide your retention schedule for the captured calls.

**ANSWER:**

Calls incoming to CenterPoint Houston are primarily received via two means during an emergency response event, either the company's call centers or the Priority Desk. The calls coming into the call centers are recorded, and the retention schedule for recorded calls is 5 years. The calls received by the Priority Desk are not recorded, but a log of the calls received is maintained. A list of the calls received by the Priority Desk during our Beryl response is included in our response to Staff 1-37.

**SPONSOR:**

Shonda Johnson

**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-RFI01-037**

**QUESTION:**

**Electric Utilities Communication and Coordination**

If calls incoming to your priority call desks are not recorded, please indicate if incoming calls are logged or otherwise tracked. If tracked or logged, please provide a copy of all logged or otherwise tracked calls to the priority call desk during or in the aftermath of Hurricane Beryl.

**ANSWER:**

As noted in the response to Staff 1-36, the audio of calls received by the Priority Desk is not recorded, but a log of the calls received is maintained. Attached is a spreadsheet summary of the calls received by the Priority Desk during our Beryl response from July 8th to July 19th. The file contains customer specific information, therefore it is being provided confidentially.

**SPONSOR:**

Rina Harris

**RESPONSIVE DOCUMENTS:**

PUC-RFI01-037 - PRIORITY DESK OUTAGE TRACKER Beryl (confidential)



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

**PUBLIC UTILITY COMMISSION OF TEXAS  
REQUEST NO.: PUC-RFI01-038**

**QUESTION:**

**Electric Utilities Communication and Coordination**

Please provide an audio copy and transcript of any pre-recorded messages related to either the May 2024 Derecho or Hurricane Beryl used by your call centers or help desks and the date these messages were utilized.

**ANSWER:**

See Attached

**SPONSOR:**

Stephenie Howard

**RESPONSIVE DOCUMENTS:**

PUC-RFI01-038 - Beryl IVR Messages

PUC-RFI01-038 - Derecho IVR Messages

## Beryl IVR Messages



Beryl Sunday July  
7th 4pm English.wav

Thank you for calling CenterPoint Energy. We have been closely monitoring forecasts and preparing for potential impacts from Hurricane Beryl. 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. Sign up for Power Alert Service online at [CenterPointenergy.com/PowerAlertService](http://CenterPointenergy.com/PowerAlertService) or by using our automated system to receive outage details for your location, estimated restoration times, as available or determined, and community-specific restoration updates. Thank you for calling.



Severe Weather  
Busy Message English

Thank you for calling CenterPoint Energy. Due to inclement weather throughout our service territory, we are currently experiencing an unusually high number of calls resulting in longer than normal hold times. We are aware of power outages in your area and will have service restored as soon as possible. If this is not an emergency, we encourage you to call back at a later time. We recommend signing up for Power Alert Service online at [CenterPointenergy.com](http://CenterPointenergy.com) or by using our automated system. We apologize for any inconvenience and thank you for calling.



Beryl Monday July  
8th 9am English.wav

Thank you for calling CenterPoint Energy. Beryl made landfall early Monday morning as a Category 1 hurricane with significant impacts to our service territory. Due to the high number of outages, we are currently experiencing an unusually high number of calls resulting in longer than normal hold times. We are aware of power outages in your area. While repairs will be completed as quickly and safely as possible, due to the extent of the damage, agents are presently unable to provide restoration time estimates. If this is not an emergency, such as a wire down or a pole on fire, we encourage you to call back at a later time. Sign up for Power Alert Service online at [CenterPointenergy.com/PowerAlertService](http://CenterPointenergy.com/PowerAlertService) or by using our automated system to receive outage details for your location, estimated restoration times as available, and community-specific restoration updates. Thank you for calling.



Beryl Thursday July  
11th 930a.wav

Thank you for calling CenterPoint Energy. We are aware of power outages in your area and have more than 12,000 CenterPoint and mutual assistance crews working diligently to complete repairs as safely and quickly as possible. We understand how important it is for customers to be able to plan around their outages, but due to the extent of the damage, agents are presently unable to provide restoration time estimates. If this is not an emergency, such as a wire down or a pole on fire, we encourage you to call back at a later time. We recommend signing up for Power Alert Service online at [CenterPointenergy.com/PowerAlertService](http://CenterPointenergy.com/PowerAlertService) or by using our automated system. We apologize for any inconvenience and thank you for calling.



Beryl Sunday July  
14th 10a English.wa

Thank you for calling CenterPoint Energy. Please know that we are working diligently to address the damages to our system caused by Hurricane Beryl as safely and quickly as possible. Progress updates and restoration estimates can be found online at [CenterPointEnergy.com](http://CenterPointEnergy.com) slash StormCenter. If this is not an emergency, such as a wire down or a pole on fire, we encourage you to call back at a later time. We recommend signing up for Power Alert Service online at [CenterPointenergy.com](http://CenterPointenergy.com) slash PowerAlertService or by using our automated system. We apologize for any inconvenience and thank you for calling.



Beryl Tuesday July  
16th English.wav

Thank you for calling CenterPoint Energy. Please know that we are working diligently to address the damages to our system caused by Hurricane Beryl as safely and quickly as possible. Progress updates and restoration estimates can be found online at [CenterPointEnergy.com](http://CenterPointEnergy.com) slash StormCenter. If this is not an emergency - such as a wire down or a pole on fire – or a request for temporary disconnect and reconnect, we encourage you to call back at a later time. We recommend signing up for Power Alert Service online at [CenterPointenergy.com](http://CenterPointenergy.com) slash PowerAlertService or by using our automated system. We apologize for any inconvenience and thank you for calling.



Power Outage High  
Call Volume No Seve

Thank you for calling CenterPoint Energy. We are currently experiencing an unusually high number of calls resulting in longer than normal hold times. We are aware of Power Outages in your area and will have service restored as soon as possible. If this is not an emergency, we encourage you to call back at a later time.

## Derecho IVR Messages



Severe Weather  
Busy Message English

Thank you for calling CenterPoint Energy. Due to inclement weather throughout our service territory, we are currently experiencing an unusually high number of calls resulting in longer than normal hold times. We are aware of power outages in your area and will have service restored as soon as possible. If this is not an emergency, we encourage you to call back at a later time. We recommend signing up for Power Alert Service online at [CenterPointenergy.com](http://CenterPointenergy.com) or by using our automated system. We apologize for any inconvenience and thank you for calling.



May 16th Weather  
Event.wav

Thank you for calling CenterPoint Energy. Due to the high number of outages, we are currently experiencing an unusually high number of calls resulting in longer than normal hold times. We are aware of power outages in your area. While repairs will be completed as quickly and as safely as possible, due to the extent of the damage, agents are presently unable to provide restoration time estimates. If this is not an emergency, such as a wire down or a pole on fire, we encourage you to call back at a later time. We recommend signing up for Power Alert Service online at [CenterPointenergy.com/PowerAlertService](http://CenterPointenergy.com/PowerAlertService) or by using our automated system. We apologize for any inconvenience and thank you for calling.



May 16 Weather  
Event updated high

Thank you for calling CenterPoint Energy. Due to the high number of outages, we are currently experiencing an unusually high number of calls resulting in longer than normal hold times. We are aware of power outages in your area and have more than 7,000 lineworkers and vegetation management professionals working diligently to complete repairs as safely and quickly as possible. Due to the extent of the damage, agents are presently unable to provide restoration time estimates. If this is not an emergency, such as a wire down or a pole on fire, we encourage you to call back at a later time. We recommend signing up for Power Alert Service online at [CenterPointenergy.com/PowerAlertService](http://CenterPointenergy.com/PowerAlertService) or by using our automated system. We apologize for any inconvenience and thank you for calling.



May 16 Weather  
Event updated no c

Thank you for calling CenterPoint Energy. We are aware of power outages in your area and have more than 7,000 lineworkers and vegetation management professionals working diligently to complete repairs as safely and quickly as possible. Due to the extent of the damage, agents are presently unable to provide restoration time estimates. If this is not an emergency, such as a wire down or a pole on fire, we encourage you to call back at a later time. We recommend signing up for Power Alert Service online at [CenterPointenergy.com/PowerAlertService](http://CenterPointenergy.com/PowerAlertService) or by using our automated system. We apologize for any inconvenience and thank you for calling.



Power Outage High  
Call Volume No Seve

Thank you for calling CenterPoint Energy. We are currently experiencing an unusually high number of calls resulting in longer than normal hold times. We are aware of Power Outages in your area and will have service restored as soon as possible. If this is not an emergency, we encourage you to call back at a later time.

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

**PUBLIC UTILITY COMMISSION OF TEXAS  
REQUEST NO.: PUC-RF101-039**

**QUESTION:**

**Electric Utilities Communication and Coordination**

Provide the following information concerning the outage tracker in use on July 8, 2024:

- a. The date the outage tracker was rolled out to customers.
- b. The last date the software underpinning the outage tracker was updated.
- c. whether the outage tracker was functioning during the May 2024 Derecho and Hurricane Beryl as intended or provide an explanation as to why not.
- d. Whether the outage tracker was mobile-friendly;
- e. the languages supported by the outage tracker;
- f. Whether the outage tracker captured circuit-specific or meter-specific information or both.
- g. Whether the outage tracker was cloud-based or operated through an on-premise server?
- h. The maximum number of simultaneous users the outage tracker was designed to accommodate.
- i. Whether you had internal facing redundancies/contingencies for outage tracking, and if so if these redundancies/contingencies were utilized during your response to Hurricane Beryl.
- j. The date of the last stress or load test of the outage tracker.

**ANSWER:**

CenterPoint Houston first introduced its outage tracker map in 2004, and in July 2022, CenterPoint Houston updated its user interface and user experience. This response refers to this outage tracker as the "Original Outage Tracker Map." As discussed in the Company's response to PUC-RFI-01-057, the Company encountered issues with the Original Outage Tracker Map and took it offline on May 20, 2024. It was subsequently replaced on August 1, 2024, with a new, cloud-based outage tracker ("2024 Outage Tracker Map"). In the interim, CenterPoint Houston used a static outage tracker to keep customers informed of how many customers were currently without power and how many had recently been restored (the "Static Outage Tracker"). Additionally, CenterPoint Houston launched an interactive outage restoration map on July 10, 2024, that provided information to customers indicating when circuits would be restored. ("Beryl Outage Map"). The Beryl Outage Map was updated daily with estimated restoration times and the status of areas that were restored.

a. The Original Outage Tracker Map was released in July 2022; the Static Outage Tracker was released in May 2024; and the Beryl Outage Map was released on July 10, 2024.

b. The last code update for the Original Outage Tracker Map prior to Derecho took place in September 2022.

c. Shortly after Derecho struck CenterPoint Houston's service territory on May 16th, CenterPoint Houston noticed that the Original Outage Tracker Map was not working properly. While it returned to full functionality late that evening, the site traffic the following morning overwhelmed CenterPoint Houston's servers and the return of outage information back to our customers slowed to an unacceptable response time. In response, CenterPoint Houston took down the Original Outage Tracker Map, replaced it with the Static Outage Tracker, and began investigating both how to repair the Original Outage Tracker Map and to launch a replacement 2024 Outage Tracker Map. The Company's investigations examined a number of internal and external causal factors, but the Company could not definitively point to one as a root cause of the performance issue. Some of the factors examined included:

- Increased external traffic.
- The July 2022 update included the introduction of outage cluster circles, providing viewers with a better understanding of outages on the Company's system. However, the cluster circles

generated three times more internal server traffic than was required by the previous user interface. While troubleshooting during the Derecho, the Company tried updating the code to reduce internal sever traffic, but this change did not resolve the issues with the Original Outage Tracker Map.

- In March 2024, the Company adjusted the site's load balancer after discovering performance issues with the site's existing load balancer. While troubleshooting during Derecho, the Company investigated wether the change in load balancer had an impact on the site's current performance; however, the results were inconclusive.
- Ultimately, CenterPoint determined that restoring the Original Outage Tracker Map would require additional network and server capacity and worked to upgrade infrastructure to support increased load while simultaneously pursuing a cloud-based solution. The cloud-based solution addresses each of the observed potentially causal factors observed during Derecho, and it takes into account best practices accross the utility industry.

Hurricane Beryl struck CenterPoint Houston's service territory shortly before the launch of the 2024 Outage Tracker Map. Neither the Static Outage Tracker nor the Beryl Outage Map experienced any issues during Hurricane Beryl.

d. Yes, the Original Outage Tracker Map, the Static Outage Tracker, and the Beryl Outage Map were all mobile-friendly.

e. The Original Outage Tracker Map, the Static Outage Tracker, and the Beryl Outage Map were only available in English.

f. The Original Outage Tracker Map provided outage event data from the Company's outage management system. Outage events can be at the circuit, fuse, transformer, or local level. The Original Outage Tracker Map did not show specific individual customer meter-level outage information. Customer-specific outage information is available through CenterPoint Houston's free Power Alert Service ("PAS"). Customers enrolled in PAS are able to check on the status of their service and, if they are a part of an outage, the estimated restoration time. PAS remained active during the entirety of Derecho and Beryl. The Static Outage Tracker did not provide circuit-specific or meter-specific information. The Beryl Outage Map provided customers with circuit-specific information only.

g. CenterPoint Houston hosted the Original Outage Tracker Map on its own servers. The Static Outage Tracker and the Beryl Outage Map were both cloud-based.

h. The Original Outage Tracker Map was launched in 2004, and CenterPoint Houston does not have documentation stating the number of concurrent users it could support. There is not a specific number of users that the Static Outage Tracker was designed for.

i. The Original Outage Tracker Map had primary and failover servers. While CenterPoint Houston utilized both during Derecho, they were insufficient to handle the unanticipated large number of simultaneous users. The Static Outage Tracker and the Beryl Outage Map were cloud-based enabling them to rely on their host's redundancies/contingencies.

j. CenterPoint Houston last load tested the Original Outage Tracker Map this summer as part of its testing efforts to scale its on-premises data centers. These load tests occurred on June 17, 2024, and July 5, 2024.

**SPONSOR:**  
Kate Porter

**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-RF101-040**

**QUESTION:**

**Electric Utilities Communication and Coordination**

Provide daily total and peak numbers of users accessing your outage tracker in the greater Houston area during each day of the May 2024 Derecho event.

**ANSWER:**

CenterPoint Houston's Original Outage Tracker Map was only operational during the first five days of Derecho. During those days, the amount of user traffic caused the application to malfunction. The below statistics only represent those users who successfully accessed the application:

May 16<sup>th</sup> - 21.0K  
May 17<sup>th</sup> - 37.7K  
May 18<sup>th</sup> - 14.9K  
May 19<sup>th</sup> - 1.5K  
May 20<sup>th</sup> - 0.5K

CenterPoint Houston does not have peak-usage data for its Original Outage Tracker Map during Derecho.

Because of the issues with the Original Outage Tracker Map, CenterPoint Houston took it offline and temporarily replaced it with a static outage tracker ("Static Outage Tracker"), which listed the number of customers experiencing an outage and the number of customers restored. Listed below are the daily page views and peak hourly users for the Static Outage Tracker. CenterPoint Houston does not have the actual peak usage, which is likely much smaller than the hourly figure.

May 20<sup>th</sup> - 253.8K (daily) 24.6K (hourly)  
May 21<sup>st</sup> - 370.8K (daily) 15.6K (hourly)  
May 22<sup>nd</sup> - 200.2K (daily) 8.3K (hourly)  
May 23<sup>rd</sup> - 122.6K (daily) 4.5K (hourly)

**SPONSOR:**

Kate Porter

**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-RF101-041**

**QUESTION:**

**Electric Utilities Communication and Coordination**

Provide the daily total and peak number of users accessing your outage tracker in the Impacted Area starting from July 8 through the date service was restored to 100% of your service territory.

**ANSWER:**

The daily and hourly page views for the Static Outage Tracker from July 8 - 18 are shown below. CenterPoint Houston does not track the peak number of concurrent visitors. The 'daily' number reflects total page views for a day, including multiple page views by individual users. The 'hourly' number reflects the maximum number of users in an hour, without regard to how many pages each user views.

- July 8<sup>th</sup> - 2.54M (daily) 164K (hourly)
- July 9<sup>th</sup> - 4.94M (daily) 152K (hourly)
- July 10<sup>th</sup> - 3.29M (daily) 105K (hourly)
- July 11<sup>th</sup> - 2.38M (daily) 81.3K (hourly)
- July 12<sup>th</sup> - 1.73M (daily) 68.33K (hourly)
- July 13<sup>th</sup> - 1.30 M (daily) 49.16K (hourly)
- July 14<sup>th</sup> - 906.13K (daily) 34.99K (hourly)
- July 15<sup>th</sup> - 934.09K (daily) 26.6K (hourly)
- July 16<sup>th</sup> - 369.46K (daily) 15.6K (hourly)
- July 17<sup>th</sup> - 234.17K (daily) 11.74K (hourly)
- July 18<sup>th</sup> - 182.39K (daily) 8.54K (hourly)
- July 19<sup>th</sup> - 350.78K (daily) 8.1K (hourly)

**SPONSOR:**

Kenny Coleman

**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-RF101-042**

**QUESTION:**

**Electric Utilities Communication and Coordination**

Describe any processes or policies adopted by your company as contingencies to inform customers about service outages and estimated restoration times in the event the outage tracker is offline.

**ANSWER:**

The outage tracker is one part of CenterPoint Houston's multi-faceted communications approach that is designed to inform customers that the Company is aware of the outages in their area and provide an estimate as to the restoration time.

Regardless of the status of its outage tracker, CenterPoint Houston uses its proactive outage notification tool, Power Alert Service (PAS), to communicate restoration times to customers who have signed up for the service or have otherwise provided their contact information. Transmission and distribution utilities, like CenterPoint Houston, do not have direct access to the names and contact information of their end-use retail customers. CenterPoint Houston's gas customers do provide contact information as part of the sign-up process, and CenterPoint Houston has cross-referenced these customer lists. PAS-enrolled customers receive messages via text, email or phone call depending on enrolled user preference. Combination gas and electric customers that are not enrolled in PAS receive messages via phone call or email address (if available). PAS provides meter-specific information, and PAS remained active during both Derecho and Hurricane Beryl.

Similarly, CenterPoint Houston also communicates through its social media channels, press releases and press conferences, particularly during emergency situations such as Derecho and Hurricane Beryl.

During the period between when CenterPoint Houston's Original Outage Tracker Map was taken offline and its 2024 Outage Tracker Map was launched, CenterPoint Houston designed a Static Outage Tracker, which listed the number of outages on CenterPoint Houston's system and the number of customers that had recently been restored. Additionally, CenterPoint Houston Launched an interactive Beryl Outage Map that showed circuit-level outages and contained estimated restoration times.

**SPONSOR:**

Reeder, Takea

**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-RF101-043**

**QUESTION:**

**Electric Utilities Communication and Coordination**

Please indicate if the processes or policies described in your response to Staff 1-42 were utilized during either the May 2024 Derecho event or in the aftermath of Hurricane Beryl. If they were, please identify the dates the identified processes and policies were activated.

**ANSWER:**

CenterPoint utilized its Power Alert Service ("PAS") during both Derecho and Beryl. The service remains functional during normal operations, so it was not activated specifically for either storm. The circuit-level outage restoration progression map ("Beryl Outage Map") described in PUC-RF101-42 was developed in response to Derecho and launched on July 10, 2024. The Static Outage Tracker described in PUC-RF101-42 was launched on May 20, 2024.

**SPONSOR:**

Reeder, Takea

**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-RFI01-044**

**QUESTION:**

**Electric Utilities Communication and Coordination**

Please provide a breakdown of smart meters currently in service for each county in your service territory that was included within the Impacted Area. In providing a response to this question, please provide both raw numbers and answers as a percentage of total customers in each county.

**ANSWER:**

See attachment.

**SPONSOR:**

Reeder, Takea

**RESPONSIVE DOCUMENTS:**

PUC-RFI01-044 - smart meters by county

| <b>AMI meters within the Houston area impacted by Beryl</b> |                |
|---|----------------|
| AUSTIN  | 8606           |
| BRAZORIA  | 126418         |
| CHAMBERS  | 15093          |
| COLORADO  | 356            |
| FORT BEND   | 332422         |
| GALVESTON   | 70610          |
| HARRIS  | 1937156        |
| LIBERTY   | 937            |
| MATAGORDA   | 165            |
| MONTGOMERY  | 70426          |
| WALLER  | 15128          |
| WHARTON   | 10392          |
| <b>TOTAL</b>  | <b>2587709</b> |

| <b>AMI &amp; Non AMI meters within the Houston area impacted by Beryl</b> |                |
|---|----------------|
| AUSTIN  | 8607           |
| BRAZORIA  | 126426         |
| CHAMBERS  | 15094          |
| COLORADO  | 356            |
| FORT BEND   | 332436         |
| GALVESTON   | 70611          |
| HARRIS  | 1937249        |
| LIBERTY   | 938            |
| MATAGORDA   | 165            |
| MONTGOMERY  | 70432          |
| WALLER  | 15129          |
| WHARTON   | 10392          |
| <b>TOTAL</b>  | <b>2587835</b> |

| <b>Percentage of AMI meters vs total customers in each county</b> |                |
|---|----------------|
| AUSTIN  | 99.9883815     |
| BRAZORIA  | 99.9936722     |
| CHAMBERS  | 99.9933749     |
| COLORADO  | 100            |
| FORT BEND   | 99.9957887     |
| GALVESTON   | 99.9985838     |
| HARRIS  | 99.9951994     |
| LIBERTY   | 99.8933902     |
| MATAGORDA   | 100            |
| MONTGOMERY  | 99.9914811     |
| WALLER  | 99.9933902     |
| WHARTON   | 100            |
| <b>% OF TOTAL</b>   | <b>100.00%</b> |

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

**PUBLIC UTILITY COMMISSION OF TEXAS  
REQUEST NO.: PUC-RF101-045**

**QUESTION:**

**Electric Utilities Communication and Coordination**

Provide the date and method (e.g., email, phone call, text message) you initially contacted local governments in the Impacted Area .

**ANSWER:**

Please see information below. Please also note in the City Government reporting that on June 6th, CenterPoint Houston provided Pre-Storm emergency preparedness presentation to various cities that was presented at a previous event in Pasadena, Texas. Events for other City Governments were held approximately the same time in our service territories throughout CenterPoint Energy's service area.

During Hurricane Beryl state governmental relations sent two texts per day beginning July 8th to Governor Abbott, Lieutenant Governor Patrick, Chair and Vice-Chair of Texas Senate Business and Commerce, Chair and Vice-Chair of Texas House State Affairs, and Texas Legislative Delegation of Houston and surrounding areas. The text included updates of service restoration such as: number of customers restored, crews assisting, staging sites and general information regarding service restoration throughout CenterPoint Houston electric's service area. In addition, during the event the company held daily telephone briefings for elected state and local officials beginning on the second day post storm land fall.

| Local Government<br>(County/OEM) | Date      | Method (email,<br>phone call, text<br>message) |
|----------------------------------|-----------|--|
| Brazoria                         | 7/7/2024  | Text message                                   |
| Chambers                         | 7/7/2024  | Text message                                   |
| Fort Bend                        | 7/5/2024  | Phone call                                     |
| Galveston                        | 7/5/2024  | Phone call                                     |
| Galveston                        | 7/8/2024  | Email  |
| Harris                           | 7/5/2024  | Phone call                                     |
| Montgomery                       | 7/8/2024  | Email  |
| Waller                           | 7/8/2024  | Phone call                                     |
|                                  |           |  |
| City Governments                 | Date      | Method (email,<br>phone call, text<br>message) |
| Alvin                            | 7/10/2024 | Phone call                                     |
| Arcola                           | 7/10/2024 | Email  |
| Baytown                          | 7/8/2024  | Phone call & texting                           |
| Beach City                       | 7/9/2024  | Phone call                                     |
| Bellaire                         | 7/8/2024  | Phone call and email                           |
| Brookside Village                | 7/10/2024 | Phone call                                     |
| Bunkerhill                       | 7/10/2024 | Email  |
| Clear Lake Shores                | 7/8/2024  | Attempted phone call                           |
| Clute                            | 7/12/2024 | Phone call                                     |
| Cove                             | 7/10/2024 | Attempted phone call                           |

|                           |           |                      |
|---------------------------|-----------|----------------------|
| Danbury                   | 7/7/2024  | Email                |
| Deer Park                 | 7/15/2024 | Phone call and email |
| El Lago                   | 7/9/2024  | Attempted phone call |
| Freeport                  | 7/10/24   | Email                |
| Friendswood               | 6/6/2024  | Email                |
| Fulshear                  | 7/10/2024 | Email                |
| Galveston                 | 7/7/2024  | Phone call           |
| Galena Park               | 7/10/2024 | Email                |
| Hedwig Village            | 7/8/2024  | Phone call and email |
| Hillcrest Village         | 7/8/2024  | Email                |
| Hitchcock                 | 7/8/2024  | Text message         |
| Houston                   | 7/5/2024  | Conference call      |
| Houston Northwest Chamber | 7/23/2024 | Phone call and email |
| Humble                    | 7/8/2024  | Email, text and call |
| Hunter Creek              | 7/8/2024  | Phone call and email |
| Iowa Colony               | 7/9/2024  | Email                |
| Jacinto City              | 7/9/2024  | Phone call           |
| Jamaica Beach             | 7/7/2024  | Text message         |
| Jersey Village            | 7/10/2024 | Email                |
| Katy                      | 7/8/2024  | Email                |
| Kemah                     | 7/8/2024  | Attempted phone call |
| Lake Jackson              | 7/8/2024  | Text message         |
| LaPorte                   | 7/9/2024  | Phone call           |
| League City               | 7/5/2024  | Phone call           |
| Magnolia                  | 7/8/2024  | Phone call           |
| Manvel                    | 7/8/2024  | Phone call           |
| Meadows Place             | 7/10/24   | Email                |
| Missouri City             | 7/8/2024  | Phone call           |
| Mont Belvieu              | 7/8/2024  | Phone call           |
| Morgans Point             | 7/9/2024  | Phone call           |
| Nassau Bay                | 6/6/2024  | Email                |
| Oak Ridge North           | 7/8/2024  | Email, text and call |
| Old River Winfree         | 7/9/2024  | Phone call           |
| Pasadena                  | 6/6/2024  | Email                |
| Pattison                  | 7/8/2024  | Phone call           |
| Pearland                  | 7/10/2024 | Phone call           |
| Piney Point               | 7/8/2024  | Phone call and email |
| Quintana                  | 7/10/2024 | Email                |
| Richmond                  | 7/10/2024 | Email                |
| Santa Fe                  | 7/8/2024  | Phone call           |
| Seabrook                  | 7/8/2024  | Phone call           |
| Sealy                     | 7/8/2024  | Phone call/email     |
| Shore Acres               | 7/9/2024  | Phone call           |
| Simonton                  | 7/12/2024 | Email                |
| South Houston             | 6/6/2024  | Email                |
| Southside Place           | 7/8/2024  | Phone call and email |
| Spring Valley             | 7/10/24   | Email                |
| Stafford                  | 7/8/2024  | Phone call           |
| Stagecoach                | 7/8/2024  | Text                 |
| Sugar Land                | 7/8/2024  | Phone call           |
| Surfside                  | 7/9/2024  | Phone call           |



|                        |           |                      |
|------------------------|-----------|----------------------|
| Taylor Lake Village    | 7/8/2024  | Phone call           |
| The Woodlands Township | 7/23/2024 | Phone call and email |
| Tiki Island            | 7/8/2024  | Phone call           |
| Tomball                | 7/10/2024 | Email                |
| Village of Bonney      | 7/8/2024  | Phone call           |
| Waller                 | 7/8/2024  | Phone call           |
| Webster                | 6/6/2024  | Email                |
| West University        | 7/8/2024  | Phone call and email |
| Wharton                | 7/10/2024 | Email                |

**SPONSOR:**

Stephen Bezecny/Deryl Tumlinson

**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-RF101-046**

**QUESTION:**

**Electric Utilities Communication and Coordination**

Describe what processes, if any, you had in place on or before July 8, 2024, to contact medical and eldercare facilities or critical infrastructure (e.g., police stations, firehouses, TV stations) in advance of a hurricane or major storm. Please include citations to the relevant section(s) of your EOP filed with the PUCT when answering this question.

**ANSWER:**

CenterPoint Houston conducts a series of annual meetings to share information about our emergency preparedness across our Electric service area in advance of Hurricane Season. In 2024, we conducted twelve (12) individual meetings covering each of our Service Centers (some combined) as listed in the response to PUC-RF101-047. In these meetings, CenterPoint Houston covered our Emergency Operations Plan as it relates to Hurricane Preparedness, including advanced preparations, how the Company coordinates initial resource allocations based on anticipated impact, post-storm electric safety, and the communication plan including the partners who will receive regular notifications and updates and the tools through which will be provided as official updates to the general public (Power Alert Service, social media, etc).

EOP "Section 3.6. Functional Roles and Responsibilities, Emergency Support Function (ESF) #3" outlines the predetermined responsibilities related to critical infrastructure and key resource restoration. ESF #3 identifies several actions to be taken in advance of and during an emergency event (such as a hurricane or major storm), a partial list of which is included below:

- Pre-identify the critical infrastructure and key resources to support system reliability and service restoration,
- Prioritize critical infrastructure,
- Pre-identify priority circuits that provide health and human services to community, and
- Pre-identify critical care customers.

EOP "Section 5. Communications" outlines the external communications efforts. Under the guidance of the Public Information Officer, the Corporate Communications team has the responsibility for communicating to external customers and the media before, during, and after an event. This section also outlines how CenterPoint Houston will provide key stakeholders with information relevant to this question, as cited directly below:

In addition to the above references, CenterPoint Houston has a longstanding process for proactively engaging and informing our customers, stakeholders and the public prior to, during and following a hurricane or major storm. As part of these efforts, multiple communication tools and channels are used, including direct outreach to broadcast and print media. Members of the Corporate Communications team reach out and respond to television stations across our service area to make them aware of the potential impact of the storm on the electric system and the importance of having a plan.

**SPONSOR:**

Rina Harris

**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-RF101-047**

**QUESTION:**

**Electric Utilities Communication and Coordination**

If your company has a process to contact critical care facilities, , provide the date and method (e.g., email, phone call, text message) you initially contacted medical facilities, eldercare facilities, or critical infrastructure (e.g., police stations, firehouses, TV stations) in advance of Hurricane Beryl.

**ANSWER:**

CenterPoint Houston conducts a series of annual meetings to share information about our emergency preparedness across our Houston Electric service area in advance of Hurricane Season. In 2024, we conducted twelve (12) individual meetings covering each of our Service Centers (some combined) as listed below. In these meetings, CenterPoint Houston covered our Emergency Operations Plan as it relates to Hurricane Preparedness, including our advanced preparations, how we coordinate initial resource allocations based on anticipated impact, post-storm electric safety, and our communication plan including the partners who will receive regular notifications and updates and the tools through which we will provide official updates to the general public (Power Alert Service, social media, etc).

**2024 EOP Presentation Meetings:**

1. May 30, 2024 – Katy Service Center  
5431 Hwy Blvd, Katy, TX 77494
2. June 4, 2024 – Galveston Service Center Auditorium  
502 27<sup>th</sup> Street, Galveston, TX 77550
3. June 4, 2024 – Cypress Service Center  
18018 Huffmiester Rd, Cypress, TX 77429
4. June 5, 2024 – Baldree Community Center  
13828 Corpus Christi St, Houston, TX 77015
5. June 6, 2024 – Pasadena Convention Center  
7902 Fairmont Pkwy, Pasadena, TX 77507
6. June 6, 2024 – Fort Bend Service Center  
4011 Avenue H, Rosenberg, TX 77471
7. June 6, 2024 – Harris County Annex  
101 S Richey Street, Suite H, Pasadena, TX 77506
8. June 6, 2024 – Humble Service Center  
10010 FM 1960, Humble, TX 77338
9. June 7, 2024 – Brazoria Service Center  
700 FM 1462, Rosharon, TX 77583
10. June 11, 2024 – Sugar Land Service Center  
13300 West Bellfort, Houston, TX 77099
11. June 13, 2024 – Bellaire Service Center  
4300 Bissonnet Blvd, Bellaire, TX 77401
12. June 26, 2024 – Spring Branch Service Center  
3401 Brittmoore, Houston, TX 77043

In addition to the meetings noted above, two additional briefings were held to inform state stakeholders about our preparation and coordination efforts. On April 5, 2024, CenterPoint Houston met with local emergency managers, TDEM, and the PUC as part of the "PUC TDEM Region 4 Outreach Event" to promote collaboration and coordination among the emergency managers and CenterPoint. A hurricane/summer preparation briefing was held on May 22, 2024, at the State

Capitol in Austin by the Association of Electric Companies of Texas, wherein CenterPoint Houston presented a portion of that briefing covering the same information presented at our local EOP Presentations to an audience composed of legislators and legislative staffers.

Regarding Hurricane Beryl, specifically, CenterPoint Houston did not have a specific process in place to push out communication directly to all Critical Load customers in advance of the storm. Prior to and after Landfall, CenterPoint Houston communicated to representatives from local governments within our service territory, as well as a select number of Critical Load customers (such as hospitals) in accordance with the EOP filed with the PUCT. As discussed in our response to Staff 1-28, CenterPoint Houston communicated regularly with many of our Critical Load customers 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 making efforts to confirm accurate contact information for Critical Load customers, encourage customers eligible for but not yet registered as Critical Loads to do so, and develop strategies to expand communication options to these customers in advance of the 2025 Hurricane Season.

**SPONSOR:**

Rina Harris

**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-RFI01-048**

**QUESTION:**

**Electric Utilities Communication and Coordination**

Please describe how you communicate and with what frequency you communicate with critical care and at-risk customers about service outages and restoration efforts.

**ANSWER:**

See response to **PUC-RFI01-047**.

**SPONSOR:**

Rina Harris

**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-RF101-049**

**QUESTION:**

**Electric Utilities Communication and Coordination**

For ERCOT-located utilities, please describe any communication with interconnected power generation companies regarding their operational status during Hurricane Beryl.

**ANSWER:**

ERCOT, as the Reliability Coordinator, requires Generator Resources and/or their QSE's to provide the Resource's operating plan, automatic voltage regulator status and to communicate any changes to their real and reactive capabilities directly to ERCOT. CenterPoint Houston monitors the Resource Facility using the real-time status and analog telemetry being provided by the Resource. To maintain system voltage within limits, CenterPoint Houston may direct online Resources to maintain voltage to established set points. As such, CenterPoint Houston directed QSEs to return their 138kV and 345kV units to their voltage set point to mitigate or prevent potential voltage exceedances during the event.

CenterPoint Houston also communicates with Generator Resources when CenterPoint Houston transmission level equipment at their interconnecting facility trips in order to exchange pertinent information and verify the integrity of the BES. As such, CenterPoint Houston contacted Resources that experienced trips of either transmission lines or generator leads into their interconnecting facility during the event.

STP is the only nuclear facility over which CenterPoint Houston has operational jurisdiction. The plant sits on the gulf coastline providing the largest single generating plant capacity in ERCOT and has specific wind ratings above which it shuts down. CenterPoint Houston notified STP when the threat level was increased to Tropical Storm Level 1 due to then-tropical storm Beryl entering the Gulf of Mexico and the potential impact to the plant. CenterPoint Houston further contacted STP when the threat level was increased to Tropical Storm Level 2 and inquired as to whether the nuclear facility had plans to shut down due to high sustained winds expected to be associated with Hurricane Beryl. STP's response was that they were not planning on shutting down.

**SPONSOR:**

David Mercado

**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-RF101-050**

**QUESTION:**

**Electric Utilities Communication and Coordination**

Please provide citations to your most recently filed Emergency Operations Plan concerning external communication efforts to be undertaken in response to a hurricane or major storm.

**ANSWER:**

External communication efforts is outlined in Section 5. Communications on pages 24-27 of the Emergency Operations Plan.

**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-RF101-051**

**QUESTION:**

**Electric Utilities Communication and Coordination**

Please describe any policies, protocols, or procedure concerning coordinating with water or sewer utilities operating within your service territory in advance of a hurricane, major storm, or other natural disaster.

**ANSWER:**

For those water and sewer utilities that are associated with a city or county governmental entity, CenterPoint Houston engages regularly over the course of the year through the governmental entity's Key Accounts manager. The Key Accounts manager leverages their relationship with the governmental entity to develop an understanding of the key Critical Loads managed by the governmental entity, including water and sewer utilities. As such, there is frequent formal and informal contact in advance of any storm or unanticipated disaster. Additionally, local governments and emergency management personnel are able to attend one or more of the twelve (12) EOP Presentation meetings conducted by CenterPoint Houston's Service Center leadership (discussed further in response to Staff 1-47). Within CenterPoint Houston's Electric service territory, many smaller water and sewer utility systems are managed by Municipal Utility Districts (MUDs) which have their own board of directors and are not directly tied to the city or county government. Since Beryl, CenterPoint Houston has initiated conversations with multiple legal offices that represent a large number of MUDs across the Houston region. CenterPoint Houston expects that engagement with these legal offices will leverage the existing efforts to maintain consistent communication with the broad number of MUDs across our service territory.

CenterPoint Houston is making efforts to contact existing Critical Load customers to confirm and/or obtain accurate contact information for Critical Load customers, working to engage organizations that represent Critical Load-eligible customers (such as water and sewer utilities housed within MUDs) to encourage them to sign-up as Critical Load customers, and developing strategies to expand communication options to these customers in advance of the 2025 Hurricane Season.

**SPONSOR:**

Rina Harris

**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-RF101-052**

**QUESTION:**

**Electric Utilities Communication and Coordination**

Please provide the following information regarding the Priority Calls Hot Desk:

- a. Describe which groups (e.g., local governments, critical infrastructure, medical and eldercare facilities) have access to the Priority Calls Hot Desk;
- b. Describe how groups are notified that they have this access; and
- c. Whether you communicated with these groups in advance of hurricanes, major storms, or other natural disasters.

**ANSWER:**

- a. The following internal groups have access to the Priority Desk: the internal Government Liaisons Team (Regulatory Services and Government Affairs), Strategic Business Growth & Engagement Team (Key Accounts) and Executives. These internal liaisons act as the primary contact for local city/county officials, Offices of Emergency Management, water treatment facilities, critical infrastructure , hospitals, 911 officials and other key account customers.
- b. Notification is made during our annual training, which includes individuals working as Government Liaisons and the individuals working at the Priority Desk. This year's training was held on 5/13/2024.
- c. Yes.

**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-RF101-053**

**QUESTION:**

**Electric Utilities Communication and Coordination**

When were your call centers and help desks alerted that CenterPoint Energy's outage tracker had gone out of service?

**ANSWER:**

Thursday, May 16, 2024 at 7pm cst.

**SPONSOR:**

Shonda Johnson

**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-RF101-054**

**QUESTION:**

**Electric Utilities Communication and Coordination**

What training, if any, was given to call center and help desk operators concerning failure of the outage tracker?

**ANSWER:**

An email communication was sent to the call center agents informing them about an alternative static page for outage updates. No formal training was provided on the failure of outage tracker.

**SPONSOR:**

Shonda Johnson

**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-RFI01-055**

**QUESTION:**

**Electric Utilities Communication and Coordination**

If your answer to Staff 1-[above] indicated you provided training, provide a copy of all training materials referenced.

**ANSWER:**

N/A. See PUC-RFI01-054 response.

**SPONSOR:**

Shonda Johnson

**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-RF101-056**

**QUESTION:**

**Electric Utilities Communication and Coordination**

Describe the efforts, if any, taken after the May 2024 Derecho event to enhance, modify, strengthen, or otherwise improve the former outage tracker during the development of its eventual replacement.

**ANSWER:**

During the Derecho response, we made code changes to reduce the calls to the server and switched sites to reduce exposure to data scraping. On an ongoing basis, we addressed various aspects of infrastructure around the Outage Tracker on premise topology, such as adding additional servers in two data centers, enabling active/active configurations between our data centers, and leveraging different switches for enhanced throughput. In parallel, we initiated a SaaS (Software as a Service) solution buildout, which was the solution that was deployed on 8/1/2024.

**SPONSOR:**

Kate Porter; Stephenie Howard

**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-RF101-057**

**QUESTION:**

**Electric Utilities Communication and Coordination**

When did CenterPoint first become aware of deficiencies with the outage tracker in place during the May 2024 Derecho event and Hurricane Beryl?

**ANSWER:**

On May 16th around 7 PM we saw performance issues with CenterPoint Houston's Original Outage Tracker Map. Specifically, loading times had become so long that many visitors were unable to access the application in an acceptable time frame. Loading times for the Original Outage Tracker Map returned to normal again towards midnight. At roughly 6:30 AM, the Company began to notice issues again as traffic increased, ultimately resulting in the Original Outage Tracker Map becoming inaccessible. CenterPoint Houston made the decision to pull the Original Outage Tracker Map offline while it worked to relaunch a cloud-based replacement. In parallel, the Company also investigated if incremental improvements could be made to the premise-based application to enable it to be utilized as a temporary measure until the launch of the cloud-based replacement; however, these efforts were unsuccessful.

**SPONSOR:**

Kate Porter; Stephenie Howard

**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-RF101-058**

**QUESTION:**

**Electric Utilities Communication and Coordination**

What were the maximum daily users of the outage tracker in place during Hurricane Nicholas and Winter Storm Uri?

**ANSWER:**

Maximum daily users for Uri 690,000 on Feb 16, 2021.

Maximum daily users for Nicholas 325,000 on September 14, 2021.

**SPONSOR:**

Kate Porter

**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-RF101-059**

**QUESTION:**

**Electric Utilities Communication and Coordination**

Provide the following information concerning the development of the outage tracker rolled out on August 1, 2024:

- a. What date did you opt to change outage trackers from the one in place during the May 2024 Derecho event and Hurricane Beryl to the one rolled out on August 1, 2024?
- b. How was the new outage tracker stress-tested before August 1, 2024?
- c. Does the current tracker capture circuit-specific or meter-specific outage information?
- d. What is the maximum number of simultaneous users used in either stress or load testing of the outage tracker rolled out on August 1, 2024?

**ANSWER:**

- a. Initial efforts to resolve the outage tracker issues were focused on work to remediate the existing solution following its initial disruption on the evening of 5/16/2024. The team worked continuously to optimize coding and add system resources to the existing application to attempt to meet the incoming demand. In parallel with these ongoing remediation efforts, on 5/22, we began exploratory conversations with strategic vendor partners to stand up a new solution in the cloud.
- b. CenterPoint Houston contracted with a vendor, DataCapable, with a track record of operating similar applications with concurrent users far in excess of CenterPoint Houston's estimated need. The contract with DataCapable requires it to guarantee that the 2024 Outage Tracker Data Map will remain functional with 100,000 concurrent users and that it will be available at least 99.99% of the time. Prior to launch, CenterPoint Houston tested DataCapable's autoscaling capability, which refers to the company's ability to automatically increase the number of servers hosting the application as user demand increases. To perform the test, CenterPoint Houston set the autoscaling threshold to 25%, which required additional servers to be added whenever the currently assigned servers reached 25% of their capacity. CenterPoint then ran a load test with 30,000 concurrent users. This test enabled CenterPoint Houston to confirm that DataCapable's system autoscaled as advertised and that its performance didn't degrade under heavy use. Because this is a cloud-based application, CenterPoint's testing focused on ensuring DataCapable's autoscaling worked as intended rather than determining the maximum number of concurrent users.
- c. The current outage tracker solution is event-based and captures all levels of outage events - whether circuit, fuse, transformer or localized outages impacting a single customer. It provides outage details and a geographic representation (shaded polygon) of the area impacted by each event.
- d. CenterPoint load-tested the solution up to 30,000 concurrent users and approximately 2.2M impacted customers with no degradation of performance. During that test, we observed successful autoscaling of the infrastructure.



**SPONSOR:**

Kate Porter; Stephenie Howard

**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-RFI01-060**

**QUESTION:**

**Electric Utilities Communication and Coordination**

Was your public communication strategy for Hurricane Beryl different than the strategy used for the May 2024 Derecho? If yes, please describe the differences.

**ANSWER:**

CenterPoint Houston's communications strategy was the same, however, with not much warning ahead of the Derecho, the initial implementation was different. The Company communicated standard messaging for forecasted severe weather, limited to hours before the event and then followed the communications strategy described in answer to RFI01-029. See attached samples of messaging. For Hurricane Beryl and advanced notice of event headed toward the area, messaging related to hurricane preparedness, company preparedness, safety, and outage tools was communicated prior to the storm, starting on July 6 and followed the communications strategy described in answer to RFI01-029.

**SPONSOR:**

John Sousa

**RESPONSIVE DOCUMENTS:**

PUC-RFI01-060 - Derecho\_Prestorm\_FB

PUC-RFI01-060 - Derecho\_Prestorm\_X

**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](http://CenterPointEnergy.com/PowerAlertService)

## HEAVY RAIN & SEVERE STORMS THIS AFTERNOON/EVENING

### Daily 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 roads 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

NATIONAL WEATHER SERVICE  
Houston/Galveston, TX

ISSUED: 2:00 PM - Thursday, May 16, 2024

#### Tornado Watch

#### Flood Watch

#### Probability of Precipitation Forecast (%)

| Time | 1/16 | 2/16 | 3/16 | 4/16 | 5/16 | 6/16 | 7/16 | 8/16 | 9/16 | 10/16 | 11/16 | 12/16 |
|------|------|------|------|------|------|------|------|------|------|-------|-------|-------|
| 12Z  | 10   | 20   | 30   | 40   | 50   | 60   | 70   | 80   | 90   | 100   | 100   | 100   |
| 3Z   | 10   | 20   | 30   | 40   | 50   | 60   | 70   | 80   | 90   | 100   | 100   | 100   |
| 6Z   | 10   | 20   | 30   | 40   | 50   | 60   | 70   | 80   | 90   | 100   | 100   | 100   |
| 9Z   | 10   | 20   | 30   | 40   | 50   | 60   | 70   | 80   | 90   | 100   | 100   | 100   |
| 12Z  | 10   | 20   | 30   | 40   | 50   | 60   | 70   | 80   | 90   | 100   | 100   | 100   |
| 3Z   | 10   | 20   | 30   | 40   | 50   | 60   | 70   | 80   | 90   | 100   | 100   | 100   |
| 6Z   | 10   | 20   | 30   | 40   | 50   | 60   | 70   | 80   | 90   | 100   | 100   | 100   |
| 9Z   | 10   | 20   | 30   | 40   | 50   | 60   | 70   | 80   | 90   | 100   | 100   | 100   |
| 12Z  | 10   | 20   | 30   | 40   | 50   | 60   | 70   | 80   | 90   | 100   | 100   | 100   |
| 3Z   | 10   | 20   | 30   | 40   | 50   | 60   | 70   | 80   | 90   | 100   | 100   | 100   |
| 6Z   | 10   | 20   | 30   | 40   | 50   | 60   | 70   | 80   | 90   | 100   | 100   | 100   |
| 9Z   | 10   | 20   | 30   | 40   | 50   | 60   | 70   | 80   | 90   | 100   | 100   | 100   |
| 12Z  | 10   | 20   | 30   | 40   | 50   | 60   | 70   | 80   | 90   | 100   | 100   | 100   |

**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



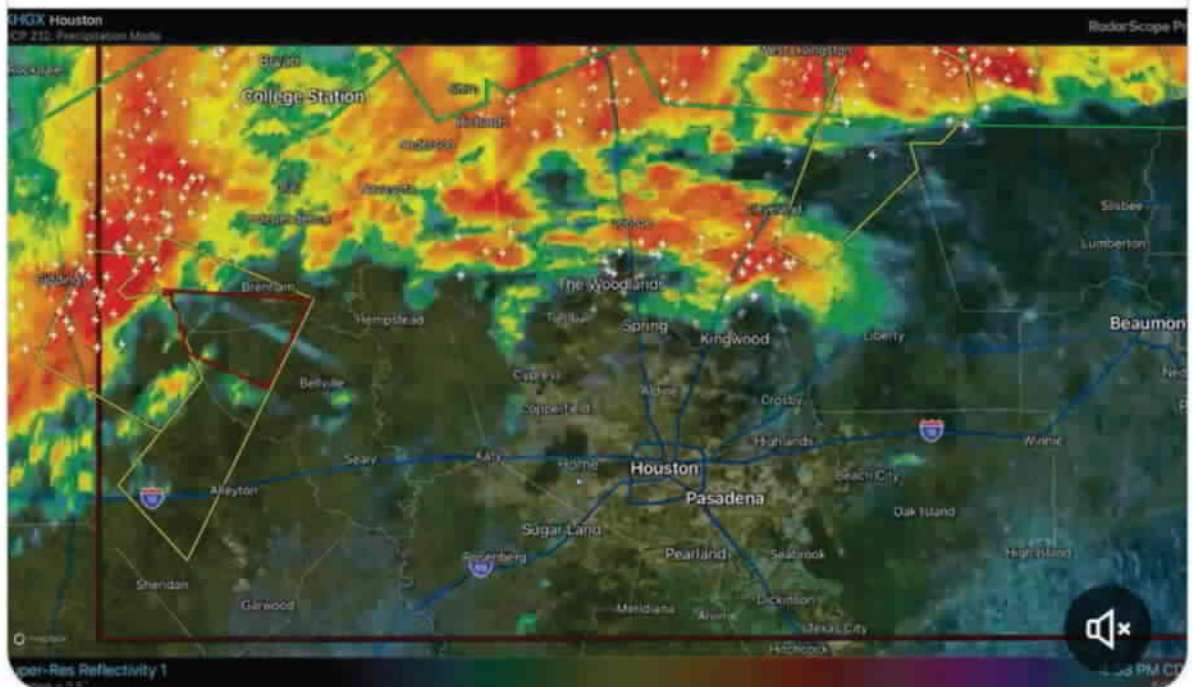
**CenterPoint Energy**  @Center... · 5/16/24 ...

[#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://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 HOUSTON ELECTRIC, LLC  
PROJECT NO. 56822  
INVESTIGATION OF EMERGENCY PREPAREDNESS AND RESPONSE**

**PUBLIC UTILITY COMMISSION OF TEXAS  
REQUEST NO.: PUC-RFI01-061**

**QUESTION:**

**Electric Utilities Communication and Coordination**

Given the failure of the outage tracker during the May 2024 Derecho event, what messaging (included but not limited to disclaimers) was provided to customers that the outage tracker:

- a. May not be operational;
- b. May not be accurate; or
- c. May be updated based on circuit-level information

**ANSWER:**

a. See attached sample of communication from a storm event on May 28 where CenterPoint Houston communicated that Outage Tracker was not operational following the May 2024 Derecho. Beginning with our July 6 news release prior to Hurricane Beryl impacting the area, we used the following verbiage in our communications to the public:

“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](https://www.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.”

See attached samples of July 6 news release.

b. See response to part (a) above.

c. During Beryl, the Original Outage Tracker Map tracker was not in use and a Static Outage Tracker developed during the Derecho was in place. In addition, the company produced a restoration map to provide estimated restoration status for its customers. As more information became available, more details and estimated restoration times were added to the map. Through our news releases, we communicated that the temporary solution provided circuit-level estimated restoration information.

**SPONSOR:**

John Sousa

**RESPONSIVE DOCUMENTS:**

PUC-RFI01-061 - CNP Storm Event May 28\_update

PUC-RFI01-061 - CNP\_Beryl preparedness July 6



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

**For Immediate Release**

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## **CenterPoint Energy provides update on power restoration efforts following this afternoon's severe thunderstorm**

- *Fast moving and strong storm system caused flooding and outages*
- *Gusts of up to 75 mph, consistent with Category 1 hurricane winds, recorded across the Houston area*

**Houston — May 28, 2024** — CenterPoint Energy is currently assessing damage to its infrastructure following this afternoon's severe thunderstorm that caused flooding and wind gusts of up to 75 mph – consistent with Category 1 hurricane winds – across the Houston area. Crews have begun efforts to restore power to affected customers as safely and quickly as possible.

Damage from the severe weather resulted in electric service interruptions peaking at approximately 325,000 customers. As of 8 p.m. CT, approximately 105,000 customers are without power. As damage assessments are completed and restoration continues, CenterPoint will provide additional updates.

CenterPoint recognizes that the Houston area is still recovering from the May 16 severe weather event, and some who were without power due to that storm might be out again because of today's weather. In addition to CenterPoint resources that have already been deployed, additional lineworkers and vegetation management professionals have been requested for mutual assistance support.

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 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'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 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.

During the May 16 storm, CenterPoint's Outage Tracker online map experienced technical challenges which limited the performance for customers. Until the tool is restored, customers are encouraged to utilize Power Alert Service® for outage information.

In addition, for the latest information on power outages, customers can also:



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

## For Immediate Release

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- Follow [@CenterPoint](#) on X; and
- Visit [CenterPointEnergy.com/StormCenter](#) for outage data updated every 15 minutes as well as electric and natural gas safety tips and other resources.

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

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

## For Immediate Release

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### **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

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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](http://CenterPointEnergy.com/StormCenter) and follow [@CenterPoint](https://twitter.com/CenterPoint) for updates during inclement weather events.

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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-RF101-062**

**QUESTION:**

**Electric Utilities Communication and Coordination**

In Jason Wells's August 1, 2024, update to his July 24, 2024, letter to Governor Abbott, Mr. Wells stated that, by August 9, 2024, CenterPoint would coordinate "more closely with local, county, and state officials as well as emergency management personnel to align response efforts..." Please provide a detailed description of what closer coordination with local, county, state, and emergency management personnel and officials look like in practice. In preparing your response, please include any policies, protocols, and procedures adopted by CenterPoint Energy in effort to accomplish its goal of aligning response efforts.

**ANSWER:**

CenterPoint Houston has held meetings, virtual meetings and phone calls with local, county and state officials to discuss our response efforts, identify gaps that they identified and align on the best approach to more effectively dispatch temporary generation resources. In those meetings we sought information from these stakeholders for what they consider to be their most critical facilities that may need temporary generation resources. The Company has also sought specific information about those services so that the company can predetermine the size and type of temporary generation needed for the service. The Company is currently developing process maps that outline the procedures and protocols for effectively determining which service locations will be delivered temporary generation and the process to effectively dispatch them during storm restoration efforts.

In addition to assisting in more effectively dispatching temporary generation, identifying these critical facilities will also help CenterPoint Houston align with stakeholders what our most critical circuits may be during restoration.

The Company also discussed its current restoration procedures and plans for future communications related to storm events. Furthermore, the company identified specific contacts that are currently known and plans for additional contacts that will be available for virtually and in person for emergency management offices.

**SPONSOR:**

Stephen Bezececy/Deryl Tumlinson

**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-RF101-063**

**QUESTION:**

**Electric Utilities Communication and Coordination**

In Jason Wells' August 1, 2024, update to his July 24, 2024, letter to Governor Abbott, Mr. Wells stated that, "[b]y August 9, 2024, CenterPoint will launch campaigns to enroll customers in Power Alert Service...so that CenterPoint can push out real-time updates to mobile devices as information becomes available."

- a. Please confirm the date on which CenterPoint Energy launched the Power Alert Service campaign.
- b. Is the Power Alert Service a CenterPoint Energy-specific program?
- c. Was Power Alert Service a service or tool that could have been adopted following the May 2024 Derecho event, and if so, why was it not launched or utilized until after Hurricane Beryl?
- d. Is Power Alert Service integrated with the outage tracker rolled out on August 1, 2024? If not, how does CenterPoint Energy ensure that information provided to customers is consistent?
- e. Describe the efforts undertaken by CenterPoint Energy to enroll customers onto the Power Alert Service.

**ANSWER:**

- a. August 1 was the start of CenterPoint Houston's enhanced communication efforts to promote Power Alert Service, but it is promoted throughout the year in various communication channels.
- b. Yes, the platform, launched in 2013, is a complimentary service used to notify customers of service interruptions, whether initiated by proactive work on our system, caused by weather events, equipment malfunction or damage caused by vehicle accidents and other public interference as well as wildlife.
- c. Power Alert Service is promoted throughout the year, and more heavily during pre-storm and storm season. In fact, there was a recent campaign which ran from May 6 – July 1 and included videos on YouTube, digital display ads, key word search, Facebook and Instagram encouraging enrollment in Power Alert Service.
- d. Yes, Power Alert Service and the Outage Tracker both receive system information from the same data source.
- e. Power Alert Service is promoted throughout the year, and more heavily during pre-storm and storm season, including before, during and after a major weather event. Power Alert Service promotions include offers from call agents at the end of calls and via the IVR at the conclusion of outage calls, social media posts, emails to gas customers who also live in CenterPoint Houston's electric service area, promotions at hurricane workshops and other community events, website banners, included in news releases, mass media promotions, and included in event or program brochures. Quarterly auto-enrollment email campaigns to new gas customers enrolled in CenterPoint Houston's online customer portal, My Account, are also part of the strategy to increase enrollments. We have also shared details of the tool with retail electric providers.

**SPONSOR:**  
John Sousa

**RESPONSIVE DOCUMENTS:**  
None