Filing Receipt

Filing Date - 2024-07-24 02:36:45 PM

Control Number - 56793

Item Number - 16

CenterPoint Energy

Patrick V. Reinhart
Vice President, Electric Regulatory
Relations & Policy

1005 Congress Ave., Suite 650
Austin, Texas 78701
(512) 470-7212
patrick.reinhart@centerpointenergy.com

July 24, 2024

The Honorable Thomas J. Gleeson
The Honorable Lori Cobos
The Honorable Jimmy Glotfelty
The Honorable Kathleen Jackson
The Honorable Courtney K. Hjaltman
Public Utility Commission of Texas
P.O. Box 13326
Austin, TX 78711-3326

RE: Project No. 56793 – *Issues Related to the Disaster Resulting from Hurricane Beryl*

Dear Chairman Gleeson, Commissioner Cobos, Commissioner Glotfelty, Commissioner Jackson, and Commissioner Hjaltman:

Thank you for the opportunity for CenterPoint Energy Houston Electric, LLC (the Company) to present to you information on the impact of Hurricane Beryl, our preparation and restoration efforts, as well as the immediate, near-term, and long-term action items that will be undertaken by the Company in response to Hurricane Beryl. Please find attached the slide deck that the Company will use during its presentation at the Open Meeting scheduled for July 25, 2024. We look forward to engaging with you at the Open Meeting and as the Company implements its immediate, near-term, and long-term action items.

Sincerely,

Patrick V. Reinhart

CenterPoint Energy

Hurricane Beryl
Presentation to the Public Utility Commission of Texas

Thursday, July 25, 2024

Jason Wells, *President & CEO*

Tony Gardner, *SVP & Chief Customer Officer*

Randy Pryor, *VP Major Underground & Distribution Modernization*

Opening and Action Plan

Jason Wells

Pillars of Action

The following highlights some of the critical series of actions we plan to take to improve all aspects of our future emergency response.*

Resiliency

Vegetation Management
- Target 2,000 incremental line miles with higher risk vegetation

System Hardening
- Harden nearly 350 distribution line miles to the latest extreme wind standard

Stronger Poles
- 100% of the remaining pole replacements currently planned for 2024 will be replaced with composite poles (approximately 1,000 poles)

Predictive Modeling
- Establish a 25% resource buffer
- Leverage AI to accelerate dispatch of vegetation crews based on damage modeling

Communications

Outage Tracker Tool
- Launch a new cloud-based outage tracker

Customer Engagement
- Launch initial public communications earlier in the storm cycle and establish a robust daily cadence of public communications
- Scale capacity for Power Alert Service

Partnerships

Public Awareness
- Launch emergency preparedness community education campaign
- Re-emphasize “Right Tree – Right Place” program

Backup Emergency Generation
- Increase on a short-term lease basis small increment (up to 1MW) mobile generation from 4 to 13 units
- Install donated back-up generator facilities

Enhanced Response Capability
- Engage with local Emergency Management Offices to confirm contact information of critical facilities and infrastructure

* See appendix for full list of actions.

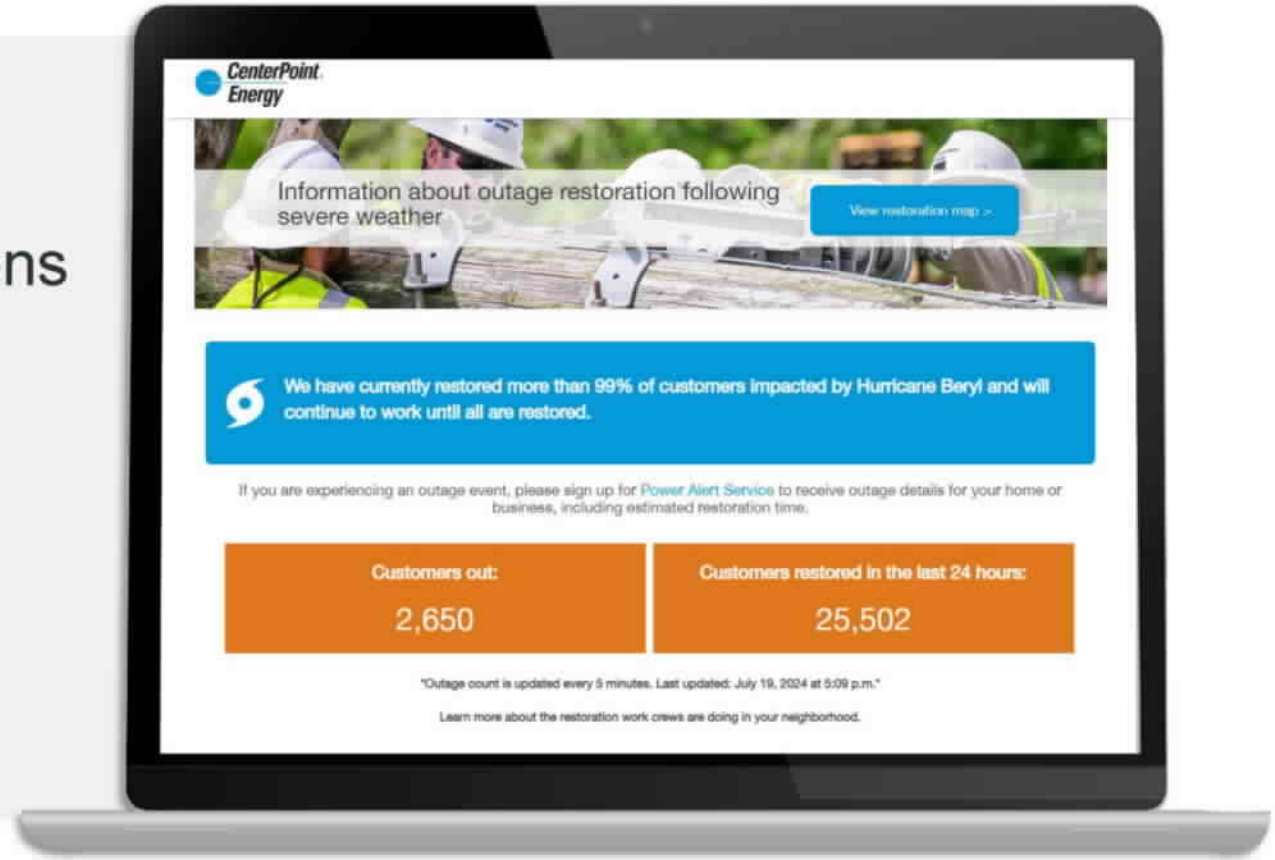
Immediate Actions | Near-Term Actions | Long-Term Actions

Re-establishing Trust in Our Communications

Tony Gardner

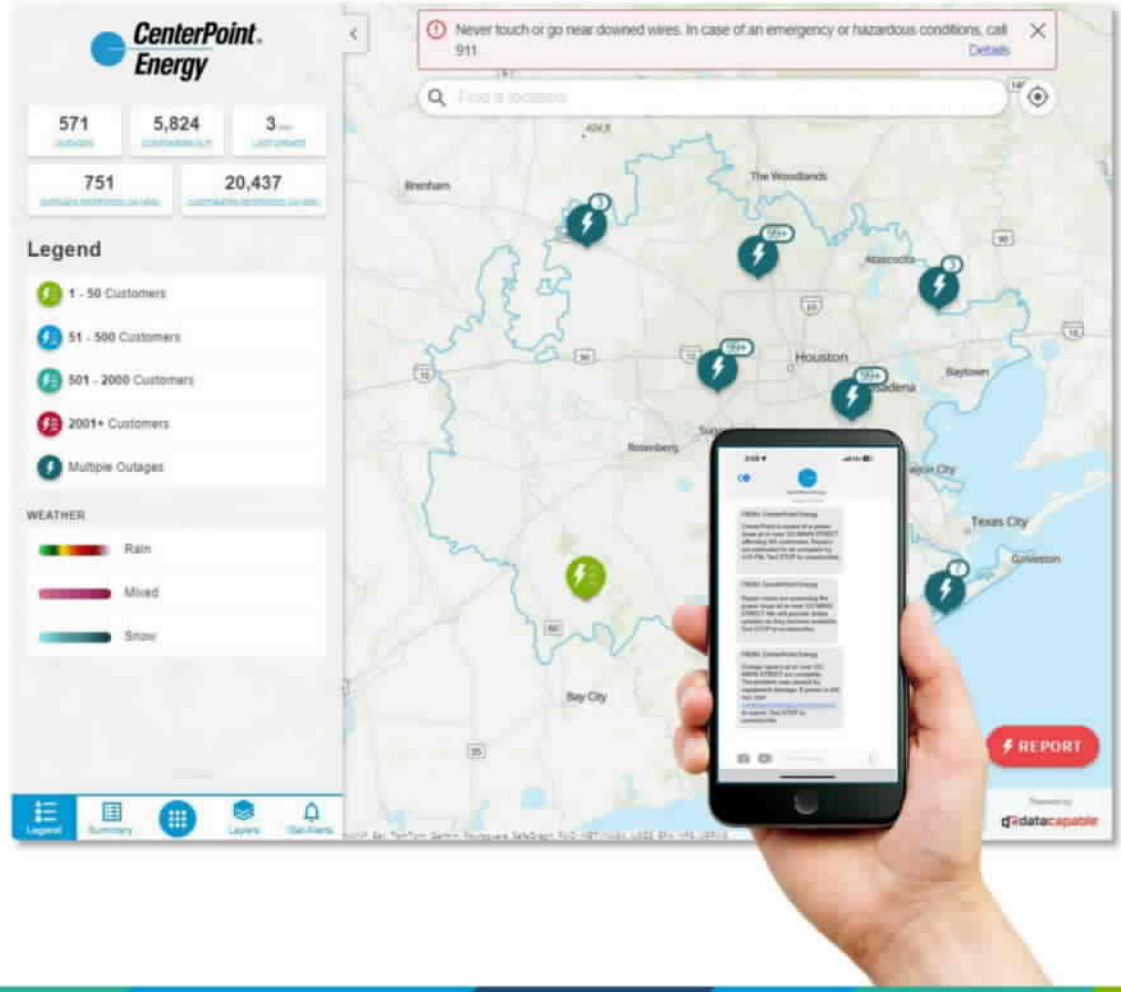
Key Areas for Improvement

- Outage tracker
- Customer and public communications
- Estimated times for restoration (ETRs)
- Call center staffing
- Coordination with local/state emergency responders



Re-establishing Trust in Our Communications

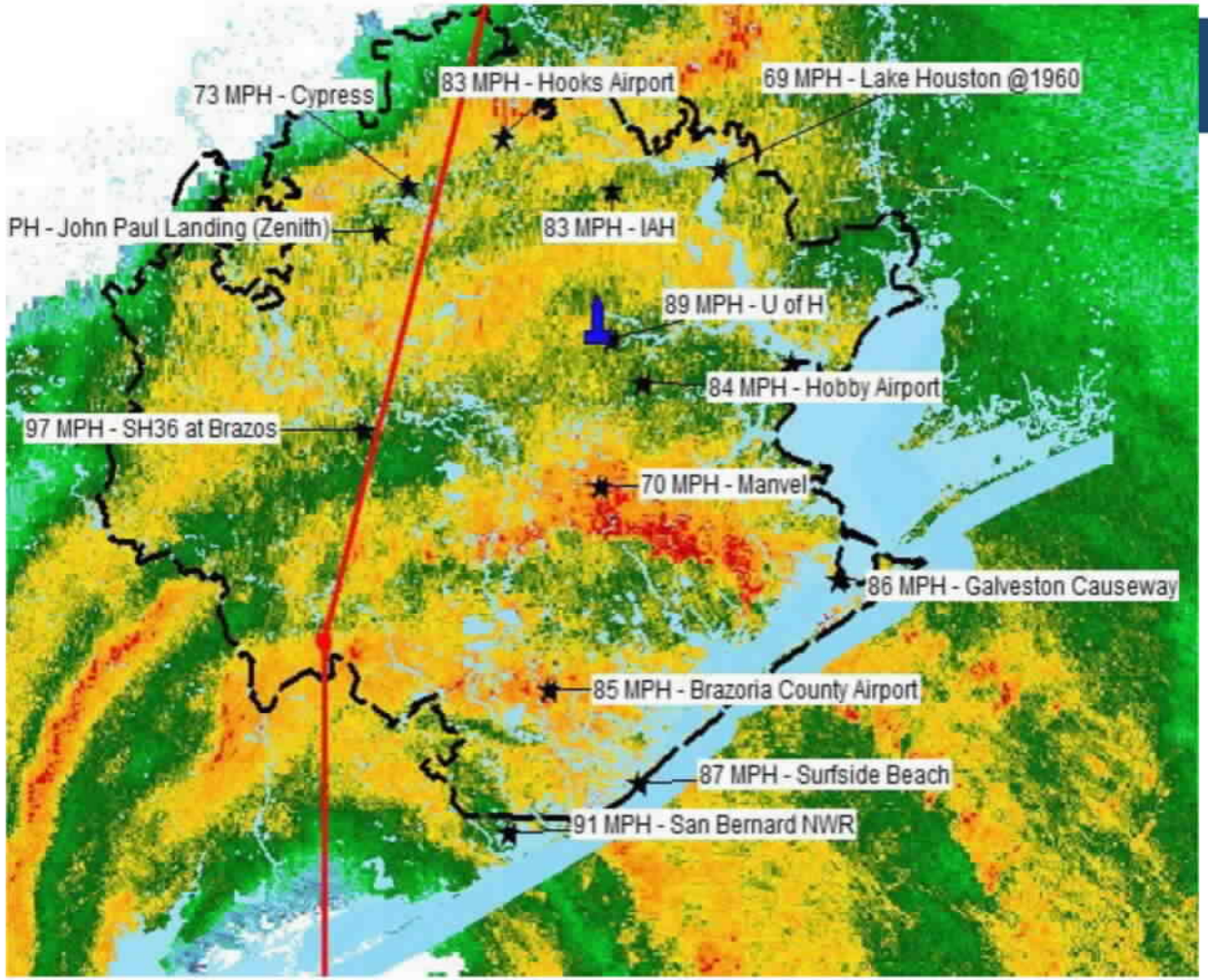
- **New Outage Tracker by August 1** to view and report outages and restoration status
- **Daily media briefings** during events
- **Enhancements to Power Alert Service®** system for proactive texts, emails and phone calls to affected customers
- **Process for communicating global estimated time to restore (ETRs)** at the beginning of a significant outage event with updates throughout restoration activities.
- **Enhanced call center staffing** and training before storm season.



Restoring Power to Our Customers

Randy Pryor

Hurricane Beryl Overview



Key Takeaways

Category 1
the largest Houston-area storm since 1983

Torrential rain and flooding
with rainfall peaks of over one foot high

97 MPH peak wind gusts
and heat wave with highs of 105 degrees

2.26 million people impacted
by power outages

Response and Restoration

By the numbers

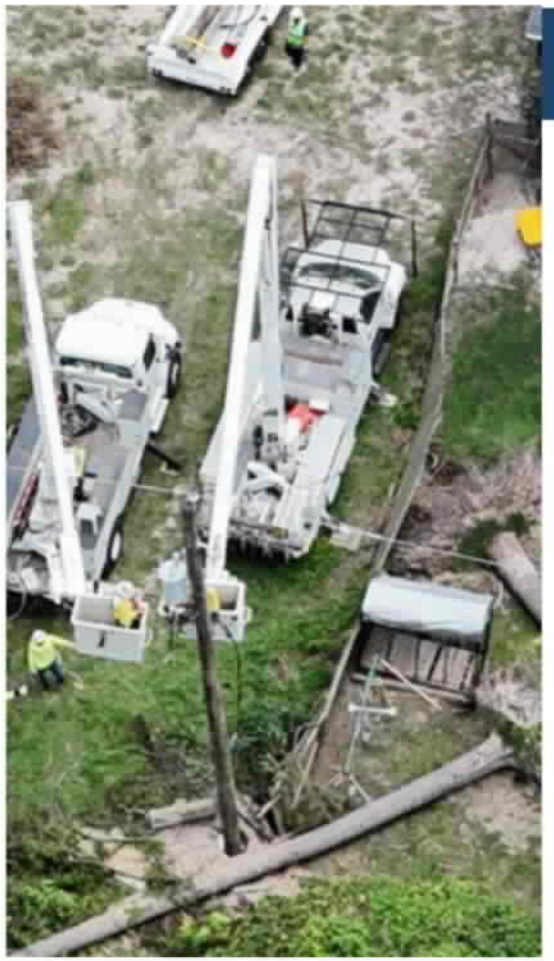
2,000+
CenterPoint Energy crew workers mobilized

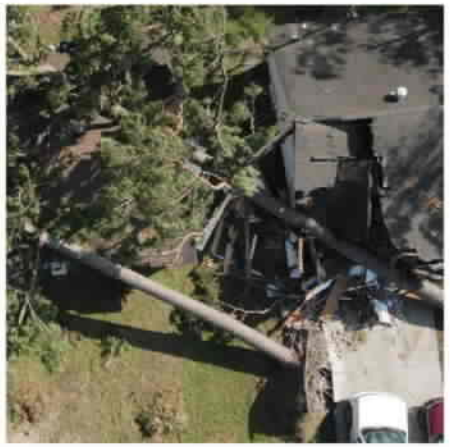
13,000+
Mutual aid crew workers mobilized

22 Staging sites to support hard-hit areas

28 Emergency generation locations

Community and Grid Damage





By the numbers

35,000+ Trees removed or trimmed

8,500+ Circuit miles walked to repair damage
(nearly 10x the width of Texas)

3,000+ Poles replaced

Storm Restoration

Number of Impacted Customers Restored

Closing

Jason Wells

Engaging with our communities

Launching a widespread public outreach effort to directly engage on ways we can improve.

Key Audiences:

- Residential customers
- Business customers
- Community leaders
- Local and state elected leaders
- Emergency and first responders
- Essential service providers

1:1 Meetings (July)

Small Group Listening Sessions (July-September)

Neighborhood Meetings and Open Houses (August-September)

Emergency Responders Roundtables (Ongoing)

Small Group Listening Session

Appendix

Phases of Action: Our Plan for Greater Resiliency, Improved Communications and Stronger Partnerships

PHASE 1: Immediate

IMMEDIATELY:
- Establish a 25% resource buffer
- Develop expanded staging site housing for four strategic locations
- Prioritize restoration and temporary generation deployment for critical facilities
- Launch initial public communications earlier in the storm cycle and establish a robust daily cadence of public communications

BY AUGUST 1, 2024
- Launch a new cloud-based outage tracker
- Begin to use predictive modeling and AI technology to identify higher risk vegetation
- Increase on a short-term lease basis small increment (up to 1MW) mobile generation from 4 to 13 units
- Adopt a policy of holding daily press briefings before and during a named storm
- Launch emergency preparedness community education campaign

PHASE 2: Near-Term

BY AUGUST 15, 2024
- Complete aerial imagery and visual inspections on all overhead distribution circuits
- Coordinate more closely with local, county, and state officials as well as emergency management personnel
- Develop an emergency preparedness and response communications playbook
- Re-emphasize "Right Tree – Right Place" program
- Launch a plan to engage with community focus groups on outage tracker
- Increase call center capacity by 165% for storm events with a standard average speed of answer of 5 minutes or less
- Launch Power Alert Service campaigns
- Scale capacity for Power Alert Service
- Brief trade associations for critical care facilities
- Engage with local Emergency Management Offices to refresh our prioritization and to confirm contact information
- Re-train call center agents
- Target the first 350 of 2,000 incremental distribution line miles with higher risk vegetation

BY AUGUST 31, 2024
- Leverage AI to accelerate dispatch of vegetation crews based on damage modeling
- Based on inspections, provide to Gov's office an estimated date to execute repairs based on risk
- Evaluate the expansion of the number of temporary generation units, and temporary generation transportation assets in our fleet, informed by the needs of critical facilities
- Based on damage modeling, dispatch crews as soon as safe to do so
- Leverage damage models to identify locations for staging sites
- Begin using predictive modeling tools to inform resource planning to prepare for a major storm

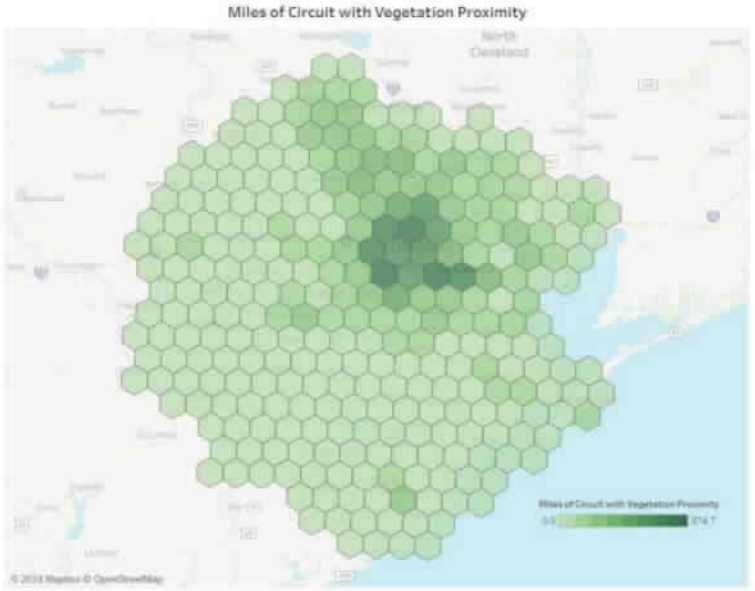
BY SEPTEMBER 30, 2024
- Select sites for up to 10 donated back-up generator facilities
- Conduct listening sessions in every county

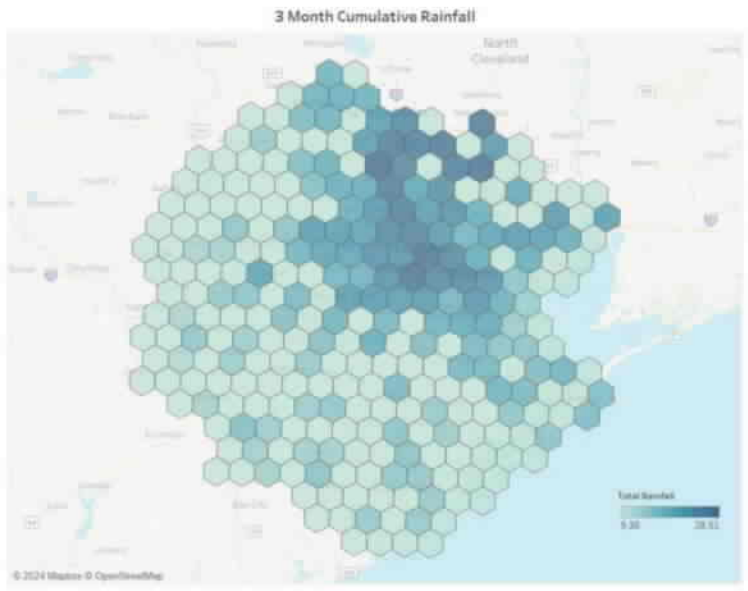
PHASE 3: Long-Term

BY DECEMBER 31, 2024
- Target the remaining 1,650 of 2,000 incremental line miles with higher risk vegetation
- Harden nearly 350 distribution line miles to the latest extreme wind standard
- Deploy more than 500 automated devices
- 100% of the remaining pole replacements currently planned for 2024 will be replaced with composite poles (approximately 1,000 poles)

BY JUNE 1, 2025
- Install donated back-up generator facilities

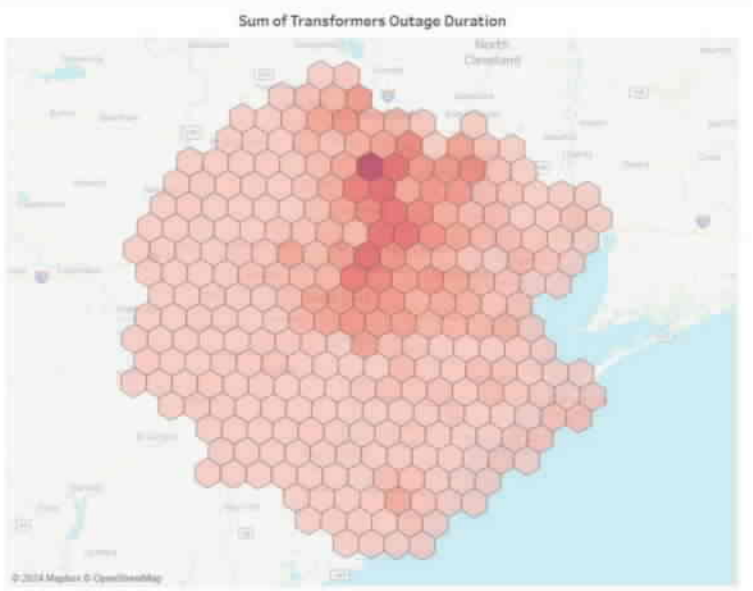
Vegetation as a Driver of Long Outages





Highest cumulative rainfall totals were in the north central part of the service territory

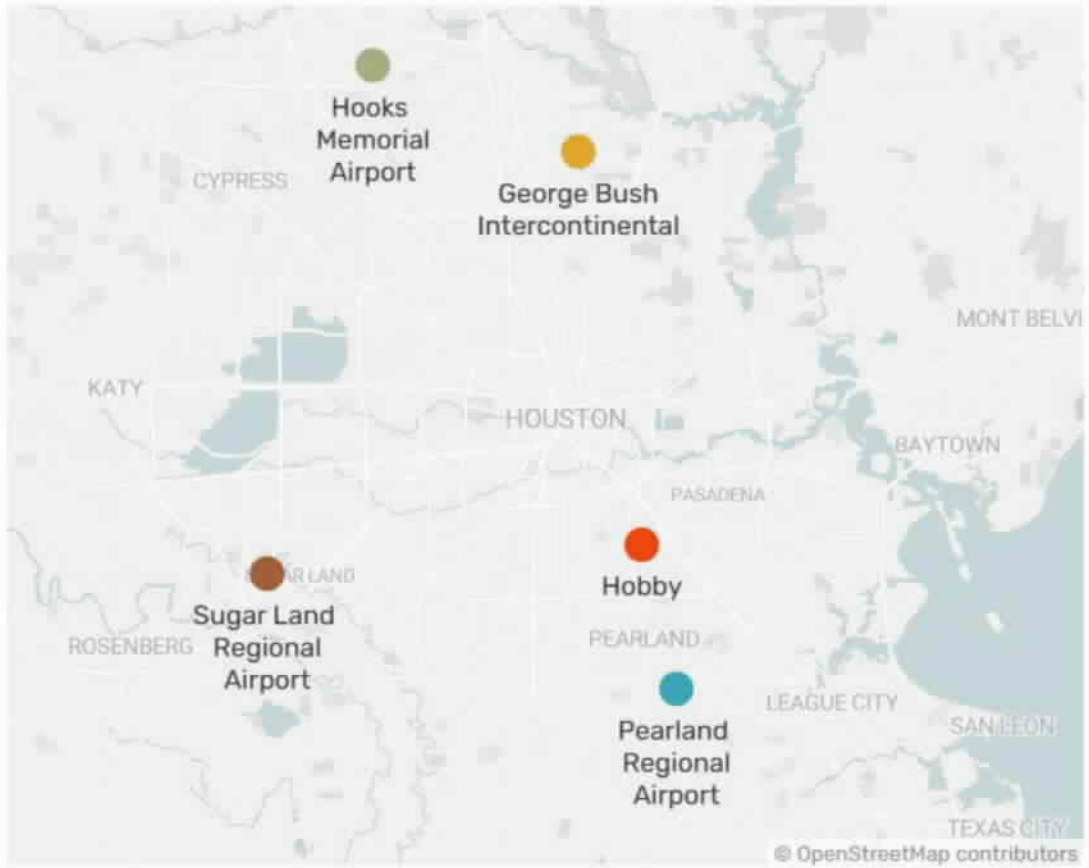
This area also had the higher density of vegetation.



The polygons with the longest outage durations were co-located with the highest rainfall and vegetation totals.

Figures are not final and are subject to review.

Wind Speed Comparisons of Houston Hurricanes



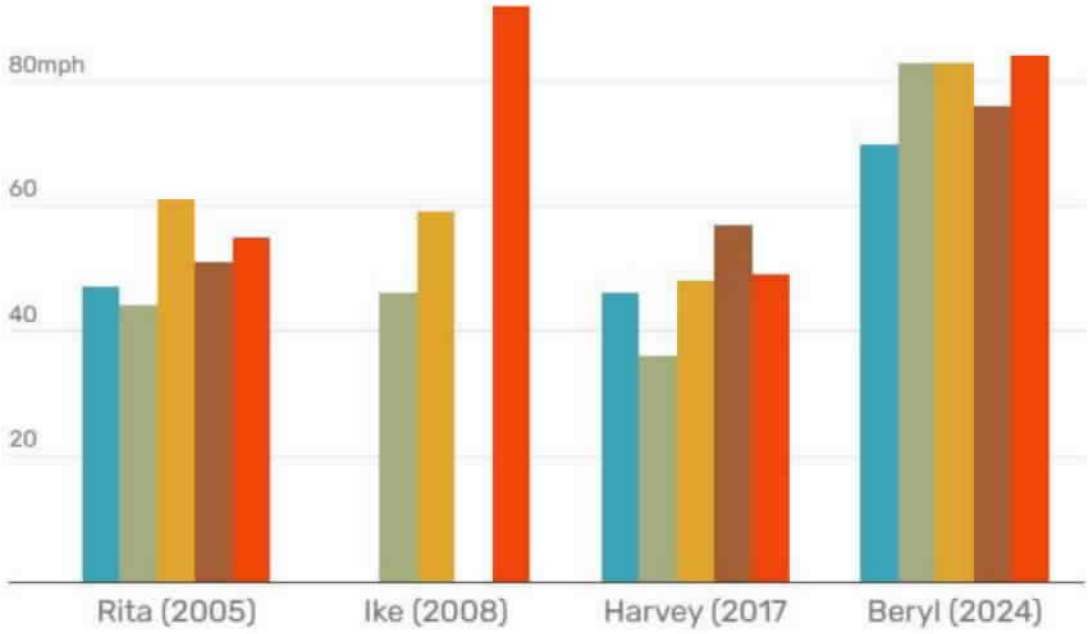


Chart: Alexandra Kanik / Source: National Weather Service Climate Data Online