

## CenterPoint's Key Actions to Improve Hurricane Response

Through our Greater Houston Resiliency Initiative, CenterPoint is committed to building the most resilient coastal grid in the country, and to making real, measurable and positive changes to better serve our customers and re-earn their trust. The following is an overview of the critical actions that we will target to increase the resiliency of our system, improve our customer communications, and enhance our emergency preparedness and response program. This includes an estimated timeframe for the completion of each relevant action.

### **CenterPoint Action Plan**

#### Vegetation Management

- As of July 16, there are now approximately 1,000 vegetation management workers working to immediately address higher risk vegetation issues through August 31 and beyond. **This action of increased workers is completed. Vegetation work is underway.**
- By August 1, we will begin to use new state-of-the-art predictive modeling and AI technology to identify higher risk vegetation across our system.<sup>1</sup> **This action is completed.**
- We will remove 100% of vegetation from the 2,000 incremental distribution line miles with higher risk vegetation across our system by August 31.
- By August 15, we will re-emphasize our “Right Tree – Right Place” program to further educate the public and communities about the impact of trees on powerlines.

#### Emergency Preparation and Response

- We will hire a new senior leader for emergency preparedness and response and will seek to have someone in place as quickly as possible.
- We will immediately appoint a resource commander whose sole responsibility will be to develop and adjust a storm resource plan to efficiently dispatch resources. **This action is completed.**
- By August 9, we will coordinate more closely with local, county, and state officials as well as emergency management personnel to align response efforts and more effectively dispatch temporary generation resources.
- By August 31, or 5 days before the next tropical storm hits our service area, whichever occurs first, we will implement changes to our restoration process to accelerate dispatch of vegetation crews as soon as safely practicable after a storm based on damage modeling.

#### Grid Investments

- By August 1, we will complete visual inspections on all overhead distribution circuits impacted by Hurricane Beryl to identify equipment or vegetation-related issues that could create future outages. **This action is completed.**

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<sup>1</sup> CenterPoint's new predictive models will consider variables such as vegetation density, vegetation proximity to electric assets and consequence of outages to understand storm and other system impacts. It will be used to optimize resiliency efforts to help reduce outages.

- By August 15, we will complete aerial imagery on all overhead distribution circuits impacted by Hurricane Beryl to identify equipment or vegetation-related issues that could create future outages.
- By August 15, informed by the completion and analysis of our inspection, we will execute identified repairs based on risk. This work will be completed by August 31.
- We will design all new distribution structures and replacements to standards that address extreme wind and loading conditions.<sup>2</sup>
- By December 31, we expect to harden nearly 350 distribution line miles to the latest extreme wind standard on a reliability-risk basis.
- By August 31, we will strategically deploy at least 300 automated devices to reduce sustained interruptions in major storm events and reduce restoration time.
- By August 31, 100% of the remaining distribution poles planned for replacement will be replaced with composite poles (approximately 1,000 poles).

### Crew Deployment

- With immediate effect, given the uncertain impacts of severe weather, we will use a 25% resource buffer as part of our response resourcing model to help ensure we request more than the number of crews we need to respond to any power outages after a major storm. **This action is completed.**
- By August 31, or 5 days before the next tropical storm hits our service area, whichever occurs first, based on damage modeling, we will dispatch appropriate crews as soon as safely practicable after a storm to speed restoration.
- By August 31, or 5 days before the next tropical storm hits our service area, whichever occurs first, we will begin using predictive modeling tools to inform resource planning to prepare for a major storm.

### Staging Sites

- Immediately, we will develop expanded staging site housing for four strategic locations to minimize travel time. **This action is completed.**
- By August 31, or 5 days before the next tropical storm hits our service area, whichever occurs first, we will leverage damage models to identify locations for staging sites to increase proximity to hardest-hit areas so that workers can be deployed quickly.

### Prioritizing At-Risk Texans

- Our restoration strategy already prioritizes at-risk Texans in critical care facilities, and our focus is on incremental generation to bridge the gap between outage and restoration.
- By August 1, we will increase on a short-term lease basis small increment (up to 1MW) mobile generation from 4 to 13 units. **This action is completed.**
- By August 9, we will brief trade associations for critical care facilities and confirm contact information for their members in our territory. We will also provide information about the

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<sup>2</sup> We adopted and began implementing National Electric Safety Code (NESC) Rules 250C (Extreme Wind) and 250D (Extreme Ice with Concurrent Wind Loading) across our system in 2022.

availability of resources provided by FEMA to ready their facilities to accept temporary generation.

- By August 9, we will 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.
- By August 31, or 5 days before the next tropical storm hits our service area, whichever occurs first, we will 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.
- We will donate up to 10 back-up generator facilities across our communities in coordination with needs identified by local leadership. Sites will be selected by September 30, and back-up generators installed and operational by June 1, 2025.

#### Customer Feedback Efforts

- We are currently conducting community listening sessions, which have begun to inform elements of this plan, and will be hosting open house style listening sessions in every one of our counties in August and September.
- We will continue to meet with our customers and listen to their feedback on how we can communicate more clearly and effectively, and we will act on their recommendations.

#### New Senior Leadership in Communications

- We will hire a new senior leader with deep communications expertise to ensure that we execute on our overhaul of our communications approach effectively and will appoint someone as soon as possible.

#### Launch New Cloud-based Outage Tracker

- We will launch a new cloud-based outage tracker by August 1, which is designed to accommodate user traffic during a major storm event. **This action is completed.**
- The new outage tracker will allow customers to see outages by county, city and zip code and will be mobile friendly and ADA accessible. **This action is completed.**
- By August 15, we will launch a plan to engage with community focus groups to get feedback on our outage tracker and work to incorporate this feedback to improve the customer experience.

#### Accelerate Timing for Issuing Estimated Times of Restoration

- We will use the outage tracker to update customers on their expected restoration date soon after we are able to determine restoration expectations. **This action is completed.**
- Effective immediately, 100% of impacted customers will have an estimated time for restoration for the entire system within 24 hours of a tropical storm exiting our service area, and we will update our estimated time for restoration at least daily thereafter. **This action is completed.**

#### Develop Enhanced Emergency Preparedness and Response Communications Playbook

- Effective immediately, we will launch initial public communications earlier in the storm cycle and establish a robust daily cadence of public communications planning, assessment and execution. **This action is completed.**
- By August 1, we will adopt a policy of holding daily press briefings to communicate our preparation efforts if a named storm is expected to hit the Gulf Coast area and provide a daily restoration update during these briefings following a major storm event. **This action is completed.**
- We have retained emergency response communications experts to develop an emergency preparedness and response communications playbook by August 9. This plan is focused on communicating earlier, more frequently and more widely throughout the storm cycle.

#### Reduce Call Center Wait Times

- By August 15, we will be able to increase our call center capacity by 165% for storm events with a standard average speed of answer of 5 minutes or less. **This action is completed.**
- By August 9, we will re-train our call center agents so that they are equipped to address customer questions satisfactorily.

#### Launch Campaigns to Support Adoption and Increase Capacity of Power Alert Service

- By August 9, we will launch campaigns to enroll our customers in Power Alert Service, our text alert service, so that we can push out real-time updates to their mobile devices as information becomes available.
- By August 9, we will scale up the capacity for our power alert service so that it can accommodate increased use expected during a major storm event.

#### Launch Community Education

- Beginning on August 1, we will launch our community education program to help explain how we are preparing for major storm events, how our restoration process works and what they can do to prepare. **This action is completed.**