



Emergency Operations Plan

Hurricane Preparedness

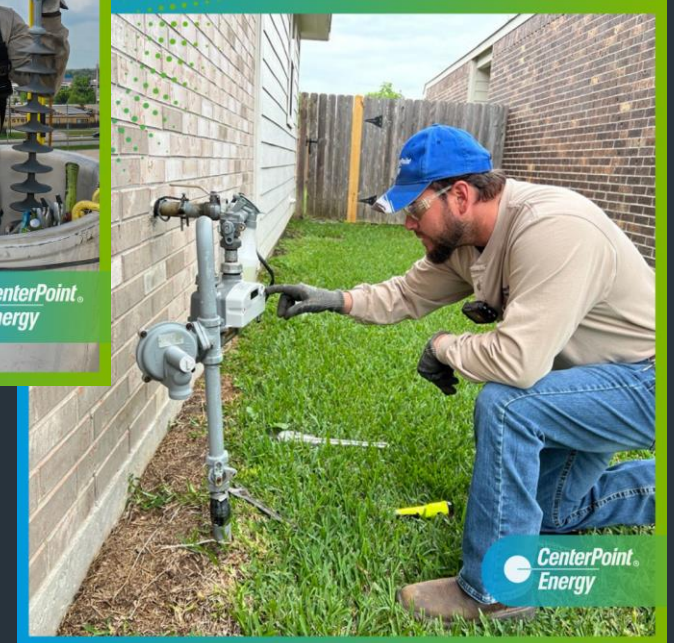


About CenterPoint Energy

- Safety is CenterPoint's highest priority. We continuously monitor our systems and weather conditions to maintain the safe and reliable delivery of electricity and natural gas to our customers.
- After a severe weather event, we assess any damage or equipment failures caused by a storm. As soon as it is safe to do so, CenterPoint crews begin repairing and restoring service to impacted customers.
- Our trained crews work day and night to safely and efficiently repair the system so that service to impacted customers is returned as quickly as possible.
- We invest in infrastructure and technology to reduce customer outages, minimize service interruption durations, and improve service.

Advance Preparations

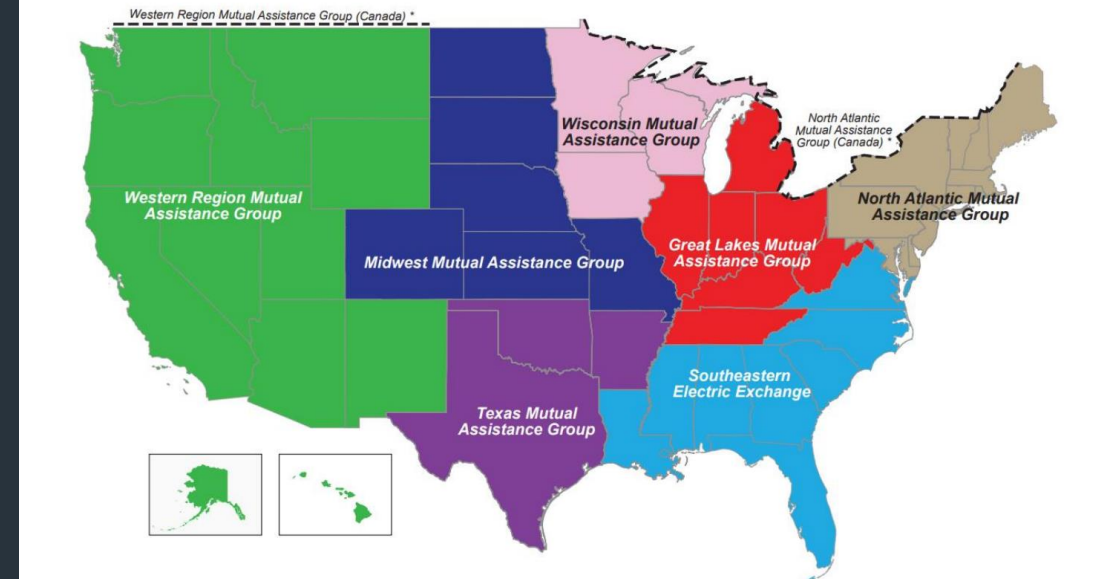
- Our electric and natural gas businesses each have an Emergency Operations Plan.
- We participate in an annual drill to test our emergency readiness.
- We've adopted FEMA's Incident Command System.
- In the event of an emergency, we coordinate with state and local officials.



Advance Preparations

- We also work with a mutual assistance network that allows us to provide/receive assistance to/from other utilities across the country following natural disasters.
 - On average, CenterPoint Energy sends linemen to help other utilities restore power four to six times a year.
 - Contracts for fuel, lodging and materials are executed in advance so we're ready if a storm strikes.

Regional Mutual Assistance Groups



Electric: Emergency Operations Plan (EOP)

To ensure the emergency response is well coordinated and consistent across all operations, CenterPoint has developed a 4-level emergency criteria. The activations range from a Level 4 (a small, localized incident that likely only requires day-to-day operational resources with little to no media coverage or significant impact) all the way to a Level 1 (a larger, enterprise-wide crisis).

	Staging sites	Resources	Impact	Duration
Emergency Level 4	0	Handled by on-duty staff	Minimal	< 1 day
Emergency Level 3	1	< 500	Low	1 – 2 days
Emergency Level 2	2 – 4	500 – 2,000	Medium	3 – 5 days
Emergency Level 1	5+	2,000+	High	5+ days

HB 2483

“House Bill 2483 amends the Utilities Code to authorize a transmission and distribution utility to lease and operate facilities that provide temporary emergency electric energy to aid in restoring power to the utility's distribution customers during certain widespread power outages and to procure, own, and operate, or enter into a cooperative agreement with other transmission and distribution utilities to procure, own, and operate jointly, transmission and distribution facilities that have a lead time of at least six months and would aid in restoring power to the utility's distribution customers following a widespread power outage.”

CenterPoint use cases:

- Exempt feeder with a single critical load.
- Substation enabling multi-feeder load shed rotation.



Temporary emergency electric energy

Utility grade solution to deal with the future extreme weather threats or generation shortfalls.

- Deployment Priorities
 - Civic leader priorities (stake holder input)
 - Protecting life
 - Protecting Property
 - Stabilizing the event and economy
 - Medical facilities
 - Emergency Operations Centers
 - Public Works and municipal systems
 - Critical facilities
 - Police, fire and others
- Mobile site requirements
 - Anticipated outage duration
 - Capability of generator (2, 5 and 30 MW)
 - Site capability to host generator – connection requirements

How can you prepare for an approaching hurricane and its aftermath?

Pre-storm: Electric service tips

- If someone in your home depends on electricity for life-sustaining equipment, you need to make other arrangements.
- Turn off your electricity at the circuit breaker if you evacuate or expect flood water to approach your home.
- Unplug sensitive electrical appliances, such as your computer.
- Sign up for Power Alert Service® to receive alerts by email, text and/or phone call. Enroll at [CenterPointEnergy.com/PowerAlertService](https://www.CenterPointEnergy.com/PowerAlertService).



Pre-storm: Natural gas service tips

- Customers should NOT turn off their natural gas at the meter. The 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.
- If a customer wishes to discontinue natural gas service, the 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 unable to locate instructions or you don't feel comfortable re-lighting, call a qualified plumber/technician.



Communication Plan

- During an event, prompt notification and regular updates are provided to:
 - Texas Division of Emergency Management (TDEM)
 - Public Utility Commission of Texas (PUCT)
 - Electric Reliability Council of Texas (ERCOT)
 - Department of Energy
 - Retail Electric Providers (REPs)
 - Appropriate local utilities
 - State and Local Government elected officials and Office of Emergency Management personnel
 - CenterPoint liaisons are in contact with: Harris County, Galveston County, Brazoria County and the City of Houston.
- 24-hour telephone operation service is maintained.

**How will CenterPoint Energy
communicate outages and
restoration with the public?**

Power Alert Service

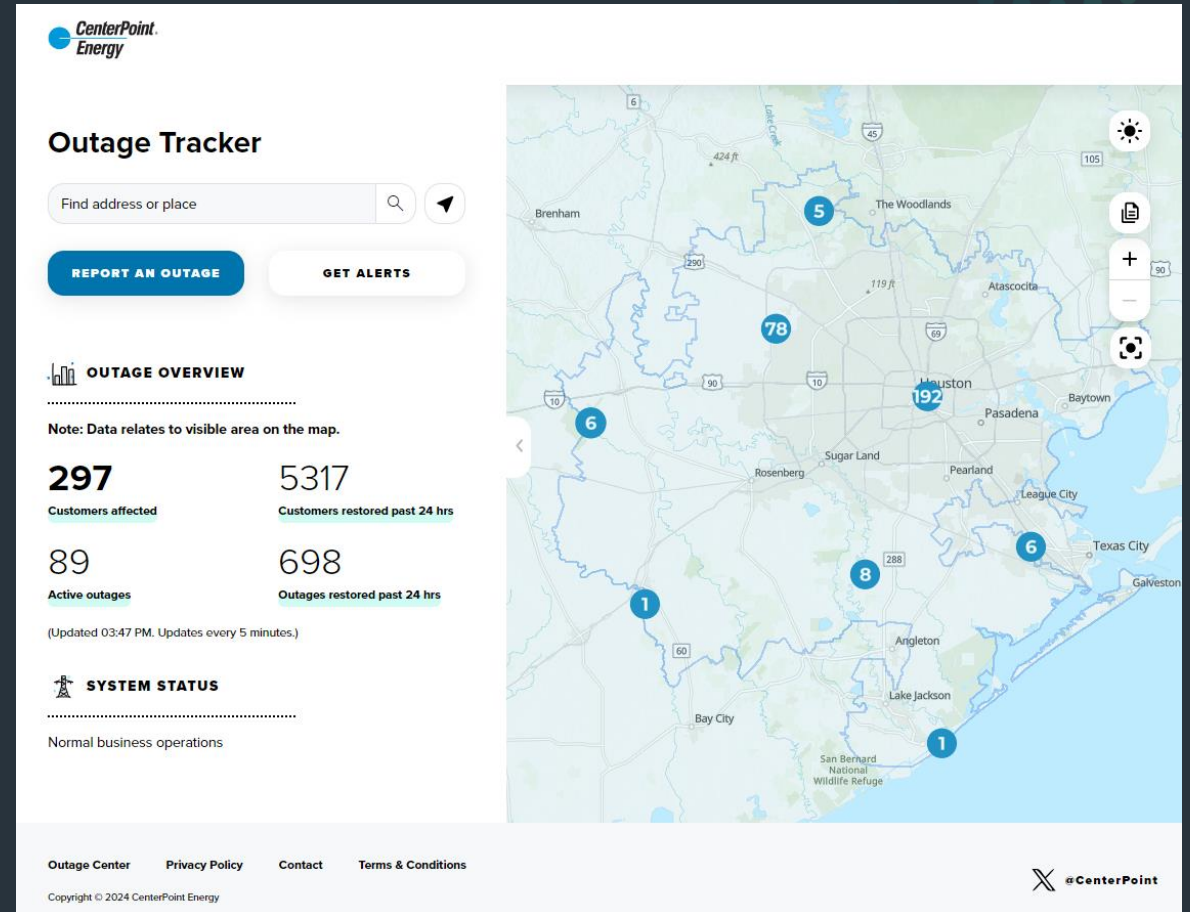
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Outage Tracker

Our online Customer Outage Tracker displays current outage locations and estimated time to restore power:

CenterPointEnergy.com/OutageTracker



The screenshot shows the CenterPoint Energy Outage Tracker interface. At the top left is the CenterPoint Energy logo. Below it is the title "Outage Tracker" and a search bar with the placeholder text "Find address or place". There are two buttons: "REPORT AN OUTAGE" and "GET ALERTS".

The "OUTAGE OVERVIEW" section features a bar chart icon and a note: "Note: Data relates to visible area on the map." Below this are two columns of statistics:

297 Customers affected	5317 Customers restored past 24 hrs
89 Active outages	698 Outages restored past 24 hrs

Below the statistics is a timestamp: "(Updated 03:47 PM. Updates every 5 minutes.)".

The "SYSTEM STATUS" section shows "Normal business operations".

On the right side of the interface is a map of the Houston area with several blue circular markers containing numbers (1, 5, 6, 78, 8, 192) indicating outage locations. The map includes various landmarks like Lake Jackson, Sugar Land, Pearland, League City, and Texas City.

At the bottom of the page, there are links for "Outage Center", "Privacy Policy", "Contact", and "Terms & Conditions". The footer also includes the copyright notice "Copyright © 2024 CenterPoint Energy" and the CenterPoint logo with the handle "@CenterPoint".

Additional communication tools

In the event of a severe weather emergency such as a hurricane, CenterPoint will use Power Alert Service and social media channels, such as X, Facebook and NextDoor to communicate with customers.



[Facebook.com/CenterPointEnergy](https://www.facebook.com/CenterPointEnergy)



[X.com/CenterPoint](https://www.x.com/CenterPoint)

**When the weather event is over,
what should you do to stay safe and
prepare for your power restoration?**

Post-storm: Electric safety tips

Every day, equipment from CenterPoint brings you power safely. During a major storm, damage is often caused to our electrical equipment. It is important that our customers realize that damaged electrical equipment and downed power lines could be life threatening. Remember, all CenterPoint electric equipment should be handled only by our trained personnel and authorized CenterPoint contractors.

- Stay away from low-hanging, downed power lines or lines that could be submerged in standing water. Treat all downed power lines as if they are energized. Report any low-hanging or downed power lines by calling **713-207-2222**.



Post-storm: Electric safety tips

- Because it's a good conductor, water poses a potential electric safety threat – 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 immediately at [713-207-2222](tel:713-207-2222) to report it.
- Flood waters can be hazardous. Always use extreme care when stepping into flooded areas. Submerged outlets or electrical cords can energize water, even from a distance. Any submerged appliances or equipment will need to dry for at least one week and be checked by a qualified repair person prior to being turned on.
 - If water has risen above the electrical outlets, contact a licensed electrician before turning on the main circuit breaker.
- 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.

Post-storm: Electric safety tips

- Limit calls to CenterPoint Energy during the first few days to only true emergencies. We have technology in place that indicates locations of widespread power outages.
- If you have evacuated and want to know if your home has power please do not call CenterPoint in the first few days following the storm as we are prioritizing emergency calls. Instead, sign up for our Power Alert and check [CenterPointEnergy.com/OutageTracker](https://www.CenterPointEnergy.com/OutageTracker) for outage updates.

Power Alert Service[®]

Stay in-the-know while you're on-the-go! Receive texts*, e-mails or phone calls with the latest updates on power outages and restoration times.



Visit us online to learn more and enroll for free:

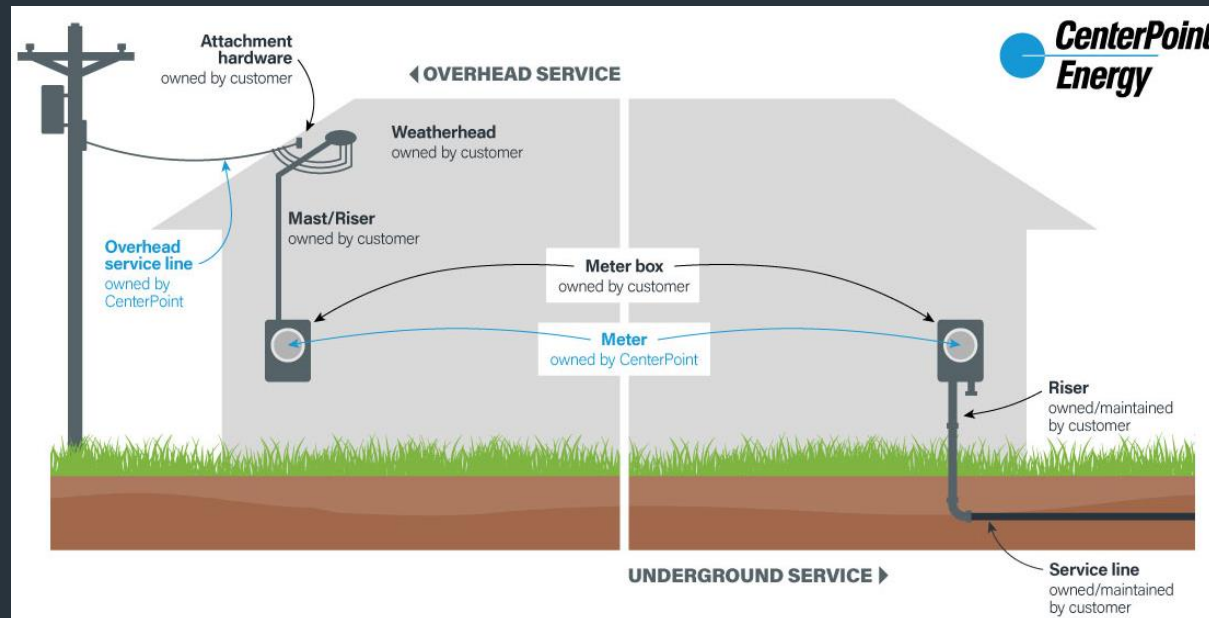
[CenterPointEnergy.com/
PowerAlertService](https://www.CenterPointEnergy.com/PowerAlertService)

*Standard text messaging rates apply

 CenterPoint
Energy

Post-storm: Electric safety tips

In addition to damaging CenterPoint's electric infrastructure and equipment, severe weather may have caused damage to your equipment. Check your **weatherhead** (the point where power enters the home through an electric service drop, often a pipe on the side of the residence). If it's damaged, you'll need to contact a qualified electrician to make repairs before CenterPoint can restore service.



Post-storm: Electric safety tips

- We understand that an emergency standby generator can be a convenient source of power for your home. However, it is very important that a generator be properly installed and used safely.
- If you do plan to temporarily connect a generator during an outage, please ensure the generator is properly connected and does not **backfeed** into the electrical system.
 - Backfeeding is the tying of a portable generator directly to your home's electrical panel instead of using a transfer switch.
- A backfeed can re-energize the power lines after an area has been isolated from the normal supply of power, thus creating a hazardous situation for your household, neighboring properties, our crews and other first responders.
- Only use a portable generator in a well-ventilated area and never run it inside or in a garage to avoid carbon monoxide fumes, which can be deadly.

Post-storm: Natural gas safety tips

- As you return to your home or business, please be alert for leaking 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.
 - Do not attempt to turn natural gas valves on or off.
- Once safely away from the area, call **911** and CenterPoint, and we will send a trained service technician immediately.



Post-storm: Natural gas safety tips

- Identify the location of the natural gas meter. As you are putting out debris for heavy trash pick-up, please make sure it is placed away from the meter. In some areas the meter may be located near the curb.
 - Trash collectors are using mechanized equipment to pick up heavy debris, and if the debris is near a natural gas meter, the equipment could pull up the meter damaging it, and causing a potentially hazardous situation.
 - If this happens, leave the area immediately and call CenterPoint.
- 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.
- Don't forget to check outdoor appliances, such as pool heaters and gas grills.
- While conducting clean-up, call **811** to locate utility lines prior to digging on your property.

[CenterPointEnergy.com/StormCenter](https://www.CenterPointEnergy.com/StormCenter)

Questions and comments?