

Emergency Operations Plan



Always There.®

About CenterPoint Energy

- Safety is CenterPoint Energy's highest priority. We continuously monitor our systems and weather conditions to ensure 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. CenterPoint Energy crews immediately 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.
- To reduce customer outages and service interruption durations, we invest in infrastructure and technology to improve service.

CenterPoint Energy has an extensive Emergency Operations Plan and urges customers to be prepared, especially if they depend on electricity for life-sustaining equipment.

Electric - Emergency Operations Plan (EOP)

CenterPoint Energy has a three-level alert system for weather and system conditions which are used in operations and are not exclusive to a hurricane, storm, weather related or other event.

These three EOP levels are designed to ensure sufficient resources are available to effectively respond to any type of event.

Electric EOP levels:

	Staging Sites	Resources	Impact	Duration
EOP Level 1	1	<500	Low	1-2 Days
EOP Level 2	2-4	500-2000	Medium	3-5 Days
EOP Level 3	5+	2000+	High	5+ Days

Gas - Emergency Operations Plan (EOP)

Events that may cause disruption to the area's **gas service** are varied and unpredictable as to severity and the portion of the system affected. CNP's emergency operations plan for gas operations provides for the activation of three different levels.

	Definitions	Impact	Examples
EOP Level 1	A relatively minor event. It can be handled by the local office usually in one day.	Low	<ul style="list-style-type: none"> • Interruption of services below reportable limits based upon regulatory requirements of the affected Region. • Minor weather event • Outage affecting more than 500 customers
EOP Level 2	A moderate impact event. It is usually handled locally and will not escalate beyond Regional Management capability.	Medium	<ul style="list-style-type: none"> • Potential public safety hazards • Explosions • Off-site environmental impacts (nonthreatening to health); • Reportable evacuation • Weather event
EOP Level 3	The highest level of emergency. These types of events are usually ongoing and require extensive support from outside the Region.	High	<ul style="list-style-type: none"> • Hurricanes • Other major weather or geological events • Major Outage

HB 2483 (2021)

“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”



HB 1500 (2023)

HB 1500 expands use cases for significant power outages to include loss of electric power that affects:

- A significant number of distribution customers and has lasted or is expected to last at least six hours
- Distribution customers of the TDU in an area for which the governor has issued a disaster or emergency declaration
- Distribution customers served by radial transmission or distribution facility, creates a risk to public health or safety, and has lasted or is expected to last for at least 12 hours
- Creates a risk to public health or safety because it affects a critical infrastructure facility that serves the public such as a hospital, health care facility, law enforcement facility, fire station, or water or wastewater facility
- Causes ERCOT to order a TDU to shed load

Texas Dept of Emergency Management, ERCOT, or the executive director of the PUCT may also order the TDU to use emergency facilities.



Temporary emergency electric energy



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

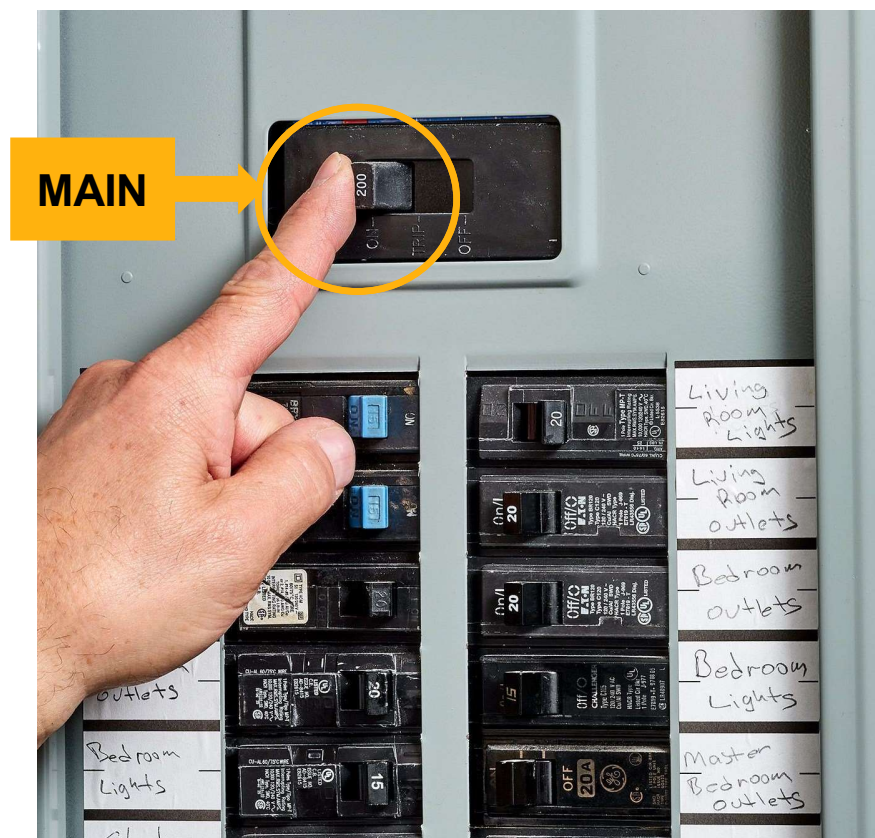
- Deployment Priorities
 - Civic leader priorities (stakeholder input)
 - Protecting Life
 - Protecting property
 - Stabilizing the event and economy
 - Medical facilities
 - Emergency Operation Centers
 - Public Works and municipal systems
 - Critical facilities – police, fire and other
- Mobile site requirements
 - Anticipated outage duration
 - Capability of generator (5 & 30 MW)
 - Site capability to host generator - connection requirements
- 17 units in the CEHE footprint equaling 500MW

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

Pre-storm: Customer 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 CenterPoint Energy's free Power Alert Service® to receive alerts by email, text and/or phone call. Enroll at CenterPointEnergy.com/PowerAlertService



Pre-storm: Customer Natural gas service tips

- Customers **should NOT** turn off their natural gas at the meter. The natural gas meter **must** be left on to maintain proper pressure levels within the house and to prevent water from entering the lines should flooding occur.
- If a customer wishes to discontinue their natural gas service, it should be turned off at each individual appliance.
- To restore or relight natural gas service to each appliance, customers should follow the appliance's written instructions. If unable to locate instructions or you don't feel comfortable relighting, 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)
 - Texas Department of Transportation
 - Appropriate local utilities
 - Law enforcement (Department of Public Safety, local police)
 - Federal, State and Local Government elected officials and Office of Emergency Management personnelCenterPoint Energy liaisons are in contact with:

Harris County	Galveston County	Brazoria County	Chambers County
Fort Bend County	Montgomery County	City of Houston	
- 24-hour telephone operation service is maintained

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

The map offers a link for customers to report their outage and register for outage notification via Power Alert Service.

<https://www.centerpointenergy.com/outagetracker>



Additional communication tools

In the event of a severe weather emergency such as a hurricane, CenterPoint Energy will utilize Power Alert Service as a one-to-one and one-to-many notification approach sending segmented blast messages to customers.

Other channels include social media, such as:

Twitter

Facebook

NextDoor



[Twitter.com/CNPalerts](https://twitter.com/CNPalerts)



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

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

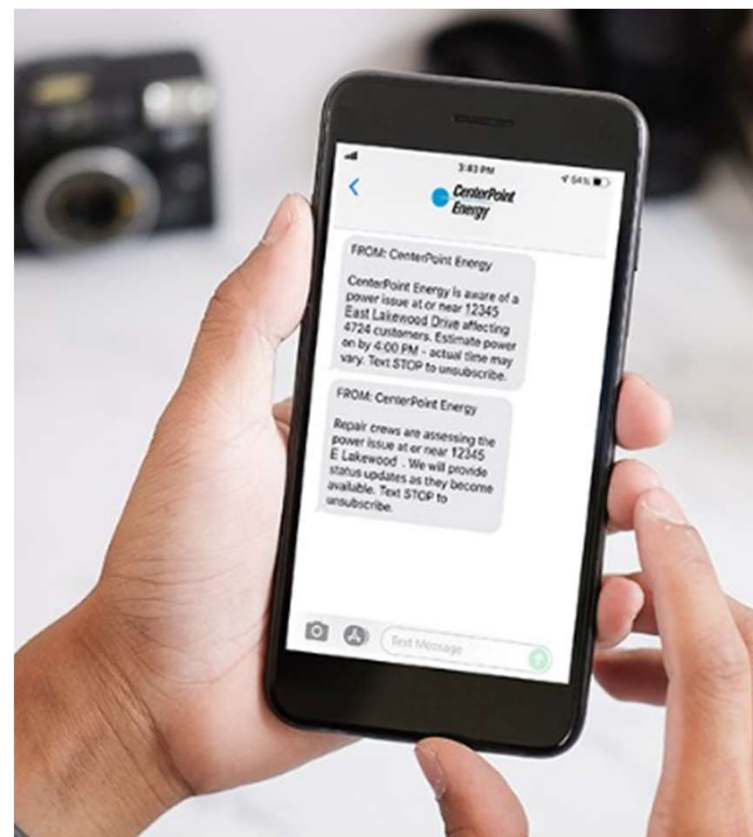
Post storm: If your lights are out

- During a major weather event damage can result to our electrical system and equipment. Remember, all CenterPoint Energy electrical equipment should be handled only by our trained personnel.
- Stay away from low-hanging and downed power lines or lines that are near or submerged in standing water. Treat all downed power lines as if they are energized. Report any low-hanging or downed power lines immediately by calling **713-207-2222**.
- Water is an electric safety threat – do not touch water, or anything in contact with it, near a downed power line. Any amount of water, including a puddle, should be considered energized.
- Calls to CenterPoint Energy should be limited to reporting down power lines during the first few days following a weather event. We have technology in place that indicates locations of widespread power outages.



Post event: If you are evacuated, are your lights on?

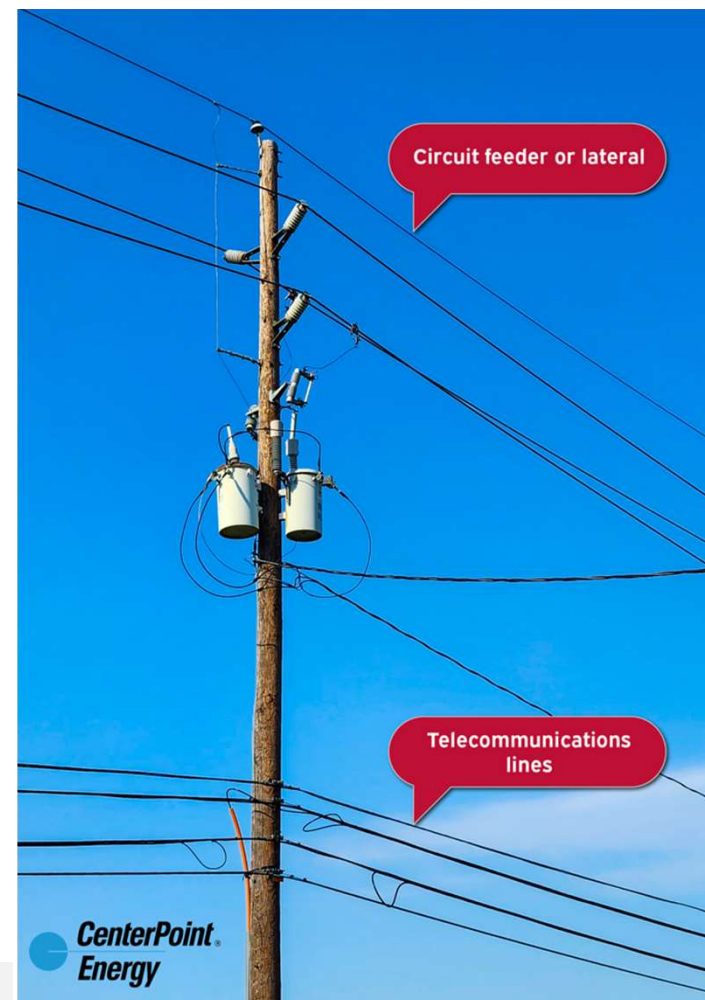
- Please do **not** call CenterPoint Energy during the first few days as we are prioritizing emergency calls.
- Instead, you can sign up for our Power Alert Service at CenterPointEnergy.com/PowerAlertService and check CenterPointEnergy.com/OutageTracker for outage updates.



Post-event: Treat all downed lines as if they are energized

How to identify power lines versus telephone/cable TV lines

- Report downed power lines, but recognize that telephone and/or cable lines may be down too
- Telephone and cable lines are usually below the electric transformers
- Electric power lines are always at the top of the utility pole (above transformers)



Post-storm: Electric safety tips

- If water has risen above the electrical outlets, contact a licensed electrician before turning on the main circuit breaker.
- 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.

Post-storm: Portable generator tips

- Do not connect generators directly to wiring in a house or building, which can create a safety hazard for CenterPoint Energy's linemen.
- Never run generators indoors or in a garage. Gasoline-powered generators can produce carbon monoxide, and the odorless fumes can be deadly.

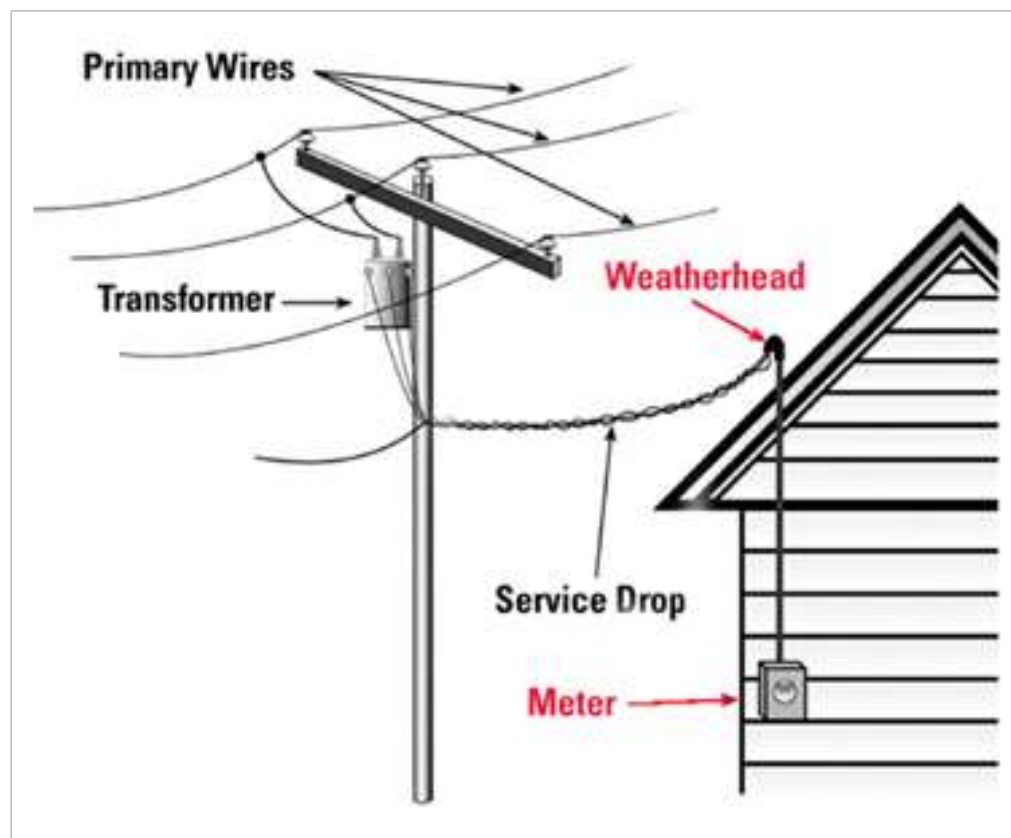


Slide 20

A11 changed picture based on suggestion from Pierce. Previous photo was of a water pump.
Author, 6/29/2022

Post-storm: Electric weatherhead tips

- Check the weatherhead, which connects the overhead power line to your home or business.
- Any weatherhead problems will need to be repaired by an electrician prior to service being restored.



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. Also, please do not attempt to turn natural gas valves on or off. **Once safely away from the area, call 911 and CenterPoint Energy**, 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 does happen, please leave the area immediately and call CenterPoint Energy.

Post-storm: Natural gas safety tips

- 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