

Statement from CenterPoint Energy
July 14, 2024

CenterPoint Energy has restored electricity to nearly 1.8 million customers. The company has now restored 80% of customers impacted by Hurricane Beryl and is on track to restore power to approximately 85% by the end of this weekend. For the residents in the Woodlands Township area restoration has been completed to Sterling Ridge and May Valley. We are currently on track to have all of the Village of Creekside Park and surrounding Township coverage areas completed by the end of the day today, July 14, 2024. Please be aware that some outages may remain to customers who have electrical equipment damaged due to Beryl that was unidentified prior to our power restoration. If that is the case, they will not be restored until their equipment is repaired. Also, there may be other unforeseen events in the future that may cause service interruptions so report those as necessary. Again, the goal is to have CenterPoint Energy's facilities fully restored to each customer today unless there is an unforeseen interruption.

CenterPoint has now provided estimated restoration dates to substantially all remaining customers who have not already received one. If a customer does not see their restoration time on the tracker, we encourage them to continue checking for updates as they become available. The colored lines on the tracker represent the CenterPoint Energy's electric infrastructure such as circuits, transformers and power lines. The uncolored areas contain the business and homes being served by our electric infrastructure. The tracker is meant to show estimated restoration progress on our system.

When restoring power, we prioritize facilities vital to safety, health, and welfare, such as hospitals, water treatment plants and public service facilities. We then make repairs to electrical facilities that will return power to the largest number of customers first, continuing the process until power is fully restored to everyone. As we encounter more individualized issues, this work is more time consuming and will require access to properties in some cases.

If you see our crews around your property, please secure pets and allow them access to your property so they can move forward with the restoration of service. All CenterPoint Energy employees and contractors are required to wear uniforms and carry identification badges. If their identification badges are not visible, they will show them to you upon request. For your safety and theirs, please don't approach them so they can stay focused on their work. We thank you and appreciate your patience as we continue to restore power throughout our system.

Throughout this process, we maintain close contact with local emergency management agencies, news media and public officials.

Please continue to call the company's customer service lines to report safety-related issues: (713) 207-2222.

The company understands the importance of timely information and is committed to providing updates. Thank you for your continued patience as we complete repairs and continue to restore power.