



GOVERNOR GREG ABBOTT

July 16, 2024

Mr. Jason P. Wells
President and Chief Executive Officer
CenterPoint Energy, Inc.
1111 Louisiana Street
Houston, Texas 77002

Dear Mr. Wells:

In the wake of Hurricane Beryl's landfall, CenterPoint Energy has lost the faith and trust of Texans. Indeed, nearly 2.2 million residential and commercial customers in Southeast Texas lost power during the peak of the storm, and many continue to suffer without electricity more than a week after the storm. Texans deserve better from their electrical companies, especially during hurricane season. The adequacy of your preparation will be analyzed in the coming months, but the time is now for CenterPoint Energy to improve its practices.

In order to ensure that CenterPoint Energy is adequately prepared for the next weather event in Southeast Texas, I am directing your company to provide the following information to the Office of the Governor by July 31, 2024:

- Identify how CenterPoint Energy will complete the elimination of all vegetation issues by August 31, 2024.
- Specify all actions CenterPoint Energy will take in the future that it failed to do during the preparation for and response to Hurricane Beryl that will reduce or eliminate power outages for your customers.
- Ensure that CenterPoint Energy has a sufficient number of pre-staged workers to be able to immediately respond to any power outages that may occur for any tropical storm or hurricane that hits your service area.
- Describe how CenterPoint Energy will retain or quickly restore power for at-risk Texans in hospitals, nursing homes, and senior living facilities.
- Describe how CenterPoint Energy's pole replacement process for Hurricane Beryl will be accelerated and will prioritize the deployment of new, highly resilient poles before the end of this hurricane season.
- Specify CenterPoint Energy's plan to improve communication with its customers before, during and after a weather event. Additionally, how CenterPoint Energy will ensure the failure of its outage tracker during Hurricane Beryl will be reconciled.

Mr. Jason P. Wells

July 16, 2024

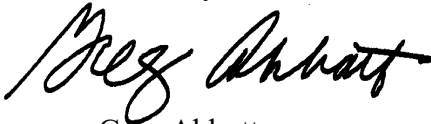
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If CenterPoint Energy fails to comply with this directive, or provides insufficient information by July 31, 2024, I will issue an executive order in response to any impending tropical storm or hurricane to impose needed requirements on CenterPoint Energy that will be aimed at keeping the power on throughout hurricane season and until the next legislative session. If CenterPoint Energy does not comply, I will oppose requests brought to the Public Utility Commission of Texas (PUC) by CenterPoint Energy to raise utility rates on consumers or to obtain any profit or rate of return. Additionally, the State of Texas may reconsider the territorial region for which CenterPoint Energy is responsible.

There is a growing concern of whether CenterPoint Energy was prioritizing Texans or its own bottom line. To determine whether corners were cut by CenterPoint Energy in a manner that slowed the recovery process to fix damage to your electrical infrastructure, I have directed the PUC to undertake a rigorous study to determine the causes of the repeated and ongoing power failures in the Greater Houston area after severe weather events and report back its findings.

Texans must be able to rely on their energy providers to keep the power flowing, even during hurricane season. It is your responsibility to properly prepare for these foreseen incidents and work tirelessly to restore power as quickly as possible when it is lost. Anything less is unacceptable.

Sincerely,

A handwritten signature in black ink, appearing to read "Greg Abbott", written in a cursive style.

Greg Abbott
Governor