

Empowering

YOU

with News, Tips
and Tools

InSights

The smart energy newsletter from CenterPoint Energy Sept. 2016, No. 24

CenterPoint Energy's customer engagement ranks top in Texas

CenterPoint Energy scored highest among Texas electric transmission and distribution service providers (TDSPs) on residential customer engagement, according to the Texas TDSP Trusted Brand & Customer Engagement study, a [Cogent Reports™](#) study by Market Strategies International. The study was conducted in the second half of 2015 and first half of 2016 among 2,820 electric service customers residing in Texas in six deregulated electric service territories.

TDSPs are the companies that own and maintain wires, poles and electric infrastructure and facilitate the distribution of electricity within a given region. Since restructuring of the Texas electric market in 2002, CenterPoint Energy has been a TDSP which no longer generates or sells electricity. Our score of 721 out of 1,000 is 30 points higher than the 691 market average.

"Consumers have an expectation of good service," said Gregory Knight, senior vice president and chief customer officer. "Our customers are recognizing that CenterPoint Energy is there to focus on what their needs are. We are extremely proud of these results." [↪](#)



My Energy InSightSM



David Owen, CenterPoint Energy's manager of clean air technologies, makes sure we can support the growing interest in electric vehicles (EV) in the Houston area. You can learn more about EVs during [National Drive Electric Week, Sept. 10-18](#).

What role does CenterPoint Energy play in Houston's EV infrastructure?

We performed studies to evaluate the impacts on our electricity distribution system, from a substation to individual transformers, and found

See National Drive Electric Week on next page

 **CenterPoint[®]
Energy**



Crews takes swift action after substation fire

A CenterPoint Energy electric substation in northwest Houston caught fire last month, interrupting power to more than 75,000 customers in the area. Customers in the affected area were told to prepare to be without power for 10-12 hours, but a majority was restored within six hours.

“Substation and distribution crews along with our real-time operations and distribution control teams worked together to efficiently reroute and restore power as soon as the fire was put out, and most importantly, all work was completed safely,” said John Kellum, vice president of High Voltage Power. [🔗](#)

We are the first to loan an executive to the City of Houston

We will be the first company to participate in the City of Houston’s new Loaned Executive Program. The program provides the city with senior level private sector expertise at no cost to the city. Floyd LeBlanc, CenterPoint Energy’s vice president of Public Affairs and Communications, will be assigned to the Houston Department of Public Works and Engineering to serve as the city’s Community Planning and Emergency Preparedness Advisor.

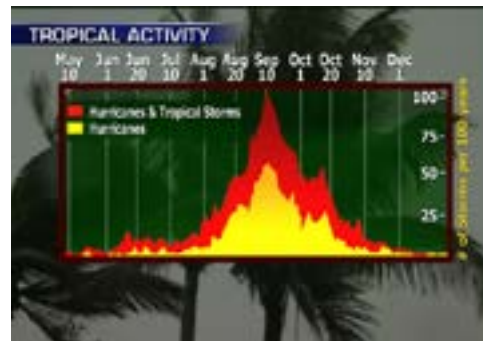
Many entities share common rights-of-way in delivering services to the Houston community. LeBlanc will help the city create longer-term solutions that allow for safer and more efficient uses of public spaces.

“We are pleased to collaborate with Mayor Turner and partner with his leadership team to promote the long-term vitality of this City, because we all benefit by working together,” said Scott Prochazka, president and CEO (pictured, from left, with Mayor Sylvester Turner, LeBlanc, and Tracy Bridge, electric division president.) [🔗](#)

The peak of hurricane season is upon us

Though deadly hurricanes can strike anytime during hurricane season, the season’s peak is mid-August through late October. Prepare your home and family now with these [hurricane preparedness tips](#).

You can also enjoy up to [\\$1,500 off the purchase](#) of any qualifying natural gas generator when you shop our participating dealers. [🔗](#)



Team recognized for Cable Life Extension program

Julienne Sugarek, director of electric distribution services, and Keith Gray, Galveston and South Houston service area director, recently accepted an award at the Southeastern Electric Exchange’s annual conference and trade show for CenterPoint Energy’s Cable Life Extension program.

This program allows us to proactively assess underground cable to address potential failure issues before they can cause outages. Read more about the [program](#). [🔗](#)



that EVs would have minimal effect on our system. We also work with companies that install public EV charging stations to seamlessly integrate their infrastructure into Houston’s electric grid. We have also introduced EVs into our fleet in order to better understand what is involved in changing to alternative-fuel vehicles.

What is the biggest misconception about EVs?

That there is a limited driving range for EVs. Whether you drive a plug-in hybrid electric vehicle, which has unlimited range, or a battery electric vehicle, with increasing ranges as newer vehicles are released, there is an electric vehicle available to fit most consumers driving patterns. Also, customer choice is increasing with 34 new models announced to hit the market between 2016 and 2019.

What can people do and learn during National Drive Electric Week?

The public is invited to attend an event at IKEA [9 a.m.-2 p.m. Saturday, Sept. 17](#) where they can speak with plug-in EV enthusiasts, take a test-drive and attend a car show with just about every electric vehicle currently offered. There is also a seminar on workplace EV charging at the [University of Houston 11 a.m.-1 p.m. Thursday, Sept. 15](#).

Drive Electric Week is presented by Plug In America, Sierra Club, and Electric Auto Association. [🔗](#)





What's on YOUR mind?

Houstonians affected by last month's substation fire took to social media to express their gratitude for our crews' quick work in restoring power:

From Cy-Fair ISD: "Thank you to @CNPalerts for working diligently to restore power to the CFISD community."

David R.: "Props to @CNPalerts crews working overnight."

Cheryl W.: "Thank you for the ongoing updates! Cheers to the crews!"

Ashton T.: "Thank you for getting power restored so quickly to Cy-Fair considering the damage that was done. We thoroughly appreciate all the hard work that was done."

Rebecca T.: "Thank you to those employees working so hard yesterday and last night to restore power so quickly. We were shocked the power was on so quickly after the fire. The black smoke cloud was massive. I can't imagine what it took to get power on again. Thank you for hiring such dedicated employees." [🔌](#)



Free CoolSaver A/C tuneup

Optimize your cooling and savings with our CoolSaver A/C tune-up currently offered through participating retail electric providers. A technician will identify ways to improve the efficiency of your air conditioner and implement any recommended improvements. Visit CenterPoint.cool-saver.com to see if you are eligible for a free CoolSaver A/C tune-up.

Don't let energy dollars fly out the window

Sealing air leaks around your home and adding insulation can help your home be more comfortable and energy efficient and provide up to a 10 percent savings on your annual energy bills. Simple fixes include installing weather stripping on doors and caulking around windows, while bigger jobs might include sealing leaks and adding insulation in your attic. For information on sealing and insulating your home and other efficient home improvement projects, visit www.energystar.gov/campaign/home. [🔌](#)

GOT QUESTIONS? WE'VE GOT THE ANSWERS ...

There are four ways you can contact us in order to get the answers you need:

1. Visit CenterPointElectric.com
2. Email questions to EnergyInSight@CenterPointEnergy.com
3. Call 713-207-2222 or 800-332-7143
4. Find us on [Facebook](#) and [Twitter](#)

VIDEO OF THE MONTH:

Swiss university students set a new world record earlier this summer for acceleration of an electric vehicle. The car goes from **0 to 60 MPH in 1.513 seconds.**

CONNECT WITH CENTERPOINT ENERGY ON FACEBOOK, TWITTER AND YOUTUBE

For energy tips, tools, and news, follow us [@EnergyInSights](#).

For breaking news about service-related outages, follow us [@CNPalerts](#).

If you'd like to connect with us on Facebook, find us at [Facebook.com/CenterPointEnergy](https://www.facebook.com/CenterPointEnergy).

Go to [YouTube.com/CenterPointEnergyvid](https://www.youtube.com/CenterPointEnergyvid) for more tips and tools to manage your energy use.

