
CenterPoint Energy response to the Houston Chronicle – August 12, 2025

We understand that trust is built through transparency, accountability, and meaningful action — especially in a region as vital and storm-prone as Greater Houston. Since last summer, we've taken decisive action and immediately launched the Greater Houston Resiliency Initiative (GHRI), an unprecedented effort to strengthen our system resiliency, improve our storm response and better communicate with our 2.8 million customers. Through our own direct engagement, CenterPoint Energy hears the concerns of the community and takes them seriously.

Since GHRI's launch, CenterPoint has:

- Installed or replaced more than **32,000 stronger, storm-resilient poles** built to withstand extreme winds;
- Undergrounded over **400 miles of power lines** to reduce exposure to severe weather;
- Deployed more than **5,150 automated reliability and intelligent grid switching devices** to minimize outages and speed restoration;
- Cleared over **7,000 miles of higher-risk vegetation** near power lines to prevent storm-related disruptions;
- Installed more than **100 weather stations** to enhance situational awareness and storm preparation;
- Launched a new, **cloud-based Outage Tracker** that provides real-time updates in both English and Spanish.
- **17,000 hours of emergency response training** by nearly **1,000 CenterPoint employees**.

These actions are part of a long-term strategy to build **a smarter, stronger, and more resilient** grid. While we acknowledge that there is more work to be done, CenterPoint Energy remains deeply committed to serving our customers and earning their trust every day. While the survey reflects many respondents will take a “wait and see” attitude about resiliency-related investments until there is another major extreme weather event, which none of us want for the region, **we have to make those investments now to be better prepared for the next event**. That's what resilience is – having an energy system that can take a punch and get back up and running quickly. An **ancillary benefit** of these investments and upgrades is that they are also **producing real reliability results today for customers**, an ongoing improvement while we aren't experience extreme weather. In the first half of 2025, **outage minutes have dropped by approximately 45% compared to the same time period in 2024**. That's about **20 million less outages minutes each month** in the first six months of the year.

Our dedicated CenterPoint team remains determined to deliver the safe, reliable and resilient service our customers and communities depend on. **We're glad to see results reflected in the recent survey that shared some 74% of respondents have seen some level of improvements ranging from “a little” (44%) to “somewhat” (23%) to “a great deal” (7%).** We look forward to continuing to work to improve the experience for all our customers by making historic resilience investment over the **next three years** with the System Resiliency Plans.

We've previously shared in several public filings and calls that the projected investments for GHRI for 2024 and 2025 would total approximately **\$500M across both years** and that it would be recovered through the normal rate recovery process. Incremental GHRI-related advertising costs are not included in customer rates.