CenterPoint Energy response to KPRC 2 – October 7, 2025

We understand how important reliable service is for customers, and we take outages seriously. We know that any disruption in service can be frustrating for customers – that's why we're working so hard to strengthen the reliability and resiliency of the grid through our Greater Houston Resiliency Initiative.

According to our reliability data on sustained outages, which is publicly filed annually in compliance with the Public Utility Commission of Texas, CenterPoint Energy had an average of 0.2 systemwide sustained (*sustained = longer than a minute*) outages per customer in August. This is half the national average reported by Whisker Labs of 0.4 outages per customer.

CenterPoint's outage data is measured across our approximately three million customers in the Greater Houston region, and according to your reporting, Whisker Labs relies on approximately 18,000 devices in the Houston region. We are confident that our data is an accurate and comprehensive representation of our system performance.

CenterPoint's outage data measures events on "our side of the meter" — meaning the electric delivery equipment that's owned and operated by CenterPoint as the transmission and distribution utility. Whiskers Labs, looks at what happens "behind the meter," or inside the customer's home or business, such as blowing a fuse, aging wiring or even smart devices that can register brief voltage changes as outages. **This difference is critical because our data reflects the actual performance of the grid we manage, while Whisker's data can include factors outside our control.**

We've reviewed the August data you referenced from Whisker Labs and compared it to CenterPoint's data. Per your request, we averaged sustained (more than one minute) and momentary (less than one minute) interruptions of electrical service for the ZIP codes you highlighted. In most of these areas, our data is significantly lower than Whiskers Labs:

ZIP Code	CenterPoint Energy (Aug 2025)	Whisker (Aug 2025)
77014	1.34	7.00
77032	0.70	6.33
77066	7.17	6.00
77406	2.37	7.30
77523	2.16	6.12

The only exception is 77066, where our number (7.17) is higher than Whisker's (6.00). The address you provided as reference for 77066 is on Circuit BA43. Here is a summary of service interruption activity for this circuit in August:

- Circuit BA43:
    - Strong winds and lightning triggered automated protective devices, resulting in multiple momentary disruptions on August 4.
    - Lightning and vegetation caused several momentary disruptions and one extended outage (2 hours and 30 minutes) on August 18. Crews responded by trimming vegetation and resetting equipment.
    - Multiple momentary disruptions tied to weather, which were automatically resolved by automated protective devices.

You highlighted ZIP code 77406 in your Tuesday report. 77406 is made up of multiple circuits, and for example, the two circuits below experienced an elevated number of outages in August. Disruptions in those two circuits were driven by a combination of factors rather than a single cause. Key events for these two circuits included:

- **Circuit OB46:**
    - A tree outside of CenterPoint's easement fell on a primary line on August 10, impacting thousands of customers (approx. 45 minutes).
    - Several planned inspections required temporary disruptions for safety (approx. 2 hours).
    - Tree removal from electrical facilities on August 4 (approx. 2 hours).
    - Customer-owned equipment needing repairs before reconnection, including an illegal bypass to a transformer.
    - Burnt equipment on a pole required replacement on August 20.
    - Multiple momentary disruptions tied to weather.
- **Circuit OB49:**
    - A vehicle collision with a pole caused a large outage on August 8 (approx. 4 hours).
    - Planned repair work on a pole on August 18 (approx. 5 hours).
    - Broken insulator restoration on August 22 (approx. 9 hours).
    - Padmount transformer damaged by a collision on August 13 (approx. 4 hours).
    - Tree-related outages and equipment repairs, plus momentary disruptions during lightning and storm activity from August 19 – 21.

The above information speaks to the complexity of the electric system. Each ZIP code is served by hundreds of individual circuits, so an issue affecting one circuit does not necessarily represent the entire ZIP code. Outages often result from a mix of factors: severe weather, vegetation interference, planned work for reliability improvements, equipment failures, third-party damage and even issues with customer-owned equipment.