

HURRICANE PREPAREDNESS TIPS



ELECTRIC SERVICE

Prepare for Power Outages:

- In the event of severe weather such as a hurricane, power outages are likely.
- CenterPoint Energy has a systematic plan for power restoration:
 - > First – We assess damage and energize all undamaged distribution facilities.
 - > Second – We restore service to facilities vital to the health and welfare of the community.
 - > Third – We repair major lines and fuses that restore power to the greatest number of customers in the least amount of time.
- Individual restoration times can vary for a severe weather event. Under CenterPoint Energy's restoration process, your neighbor's power may be restored before yours if there is a problem with your individual service drop.
- When a major storm is forecast, all customers should plan to be without power for an extended amount of time following a hurricane landfall:

HURRICANE	WIND SPEED	ESTIMATED OUTAGE
CATEGORY 1	winds 74 - 95 mph (64 - 82 kt)	7 to 10 days
CATEGORY 2	winds 96 - 110 mph (83 - 95 kt)	2 to 3 wks
CATEGORY 3	winds 111 - 130 mph (96 - 113 kt)	3 to 5 wks
CATEGORY 4	winds 131 - 155 mph (114 - 135 kt)	4 to 6 wks
CATEGORY 5	winds 156 mph and up (136 + kt)	6 to 8 wks

Individual restoration times will vary.

Pre-storm tips:

- If someone in your home depends on electricity for life-sustaining equipment, you need to make other arrangements.
- Turn off your electricity at the circuit breaker if you evacuate or expect flood water to approach your home.
- Unplug sensitive electrical appliances, such as your computer.
- Sign up for CenterPoint Energy's free* Power Alert ServiceSM to receive alerts by email, text and/or phone call. Enroll at [CenterPointEnergy.com/PowerAlertService](https://www.CenterPointEnergy.com/PowerAlertService).

Post-storm tips:

- Every day, equipment from CenterPoint Energy brings you power safely. During a major storm, damage is often caused to our electrical equipment. It is important that our customers realize that damaged electrical equipment and downed power lines could be life threatening. Remember, all CenterPoint Energy electrical equipment should be handled only by our trained personnel.
- Stay away from low-hanging, downed power lines or lines that could be submerged in standing water. Treat all downed power lines as if they are energized. Report any low-hanging or downed power lines by calling **713-207-2222**.
- Limit calls to CenterPoint Energy during the first few days to only true emergencies. We have technology in place that indicates locations of widespread power outages.
- If you have evacuated and want to know if your home has power please do not call CenterPoint Energy in the first few days following the storm as we are busy handling emergencies. Instead, you can: Sign up for our Power Alert Service at [CenterPointEnergy.com/PowerAlertService](https://www.CenterPointEnergy.com/PowerAlertService) and check [CenterPointEnergy.com/OutageTracker](https://www.CenterPointEnergy.com/OutageTracker) for outage updates.
- If water has risen above the electrical outlets, contact a licensed electrician before turning on the main circuit breaker.
- Any submerged appliances or equipment will need to dry for at least one week and be checked by a qualified repair person prior to being turned on.
- Check the weatherhead, which connects the overhead power line to your home or business. Any weatherhead problems will need to be repaired by an electrician prior to service being restored.
- Do not connect generators directly to wiring in a house or building, which can create a safety hazard for CenterPoint Energy's linemen, without having a licensed electrician disconnect the wiring from CenterPoint Energy's service.
- Never run generators indoors or in a garage. Gasoline-powered generators can produce carbon monoxide, and the odorless fumes can be deadly.

**Standard text messaging rates may apply*

For more information visit [CenterPointEnergy.com/StormCenter](https://www.CenterPointEnergy.com/StormCenter)

EMERGENCY NUMBERS

CenterPoint Energy Customer Service

ELECTRIC 713-207-2222 (800-332-7143)

NATURAL GAS 713-659-2111 (800-752-8036)

CenterPointEnergy.com/StormCenter



NATURAL GAS SERVICE

Pre-storm tips:

- CenterPoint Energy strongly advises customers NOT to turn off their gas at the meter. The gas meter should be left on to maintain proper pressure in the gas piping within the house and to prevent water from entering the lines should flooding occur.
- If a customer wishes to discontinue gas service, the gas can be turned off at each appliance. Later, to restore gas service to an appliance, it is only necessary to follow the written instructions located on the appliance for re-lighting. If unable to locate instructions, call a qualified plumber.

Post-storm tips:

- As you return to your home or business, please be alert for leaking gas. If you smell gas, leave the area immediately, and tell others to leave, too. Do not turn the lights on or off, smoke, strike a match, use a cell phone or operate anything that might cause a spark, including a flashlight or a generator. Also, please do not attempt to turn natural gas valves on or off. Once safely away from the area, call CenterPoint Energy, and we will send a trained service technician immediately.
- Customers are asked to know where their natural gas meter is located. As you are putting out debris for heavy trash pick-up, please make sure it is placed away from the meter. In some areas the meter may be located near the curb. Trash collectors are using mechanized equipment to pick up heavy debris, and if the debris is near a gas meter, the equipment could pull up the meter damaging it, and causing a potentially hazardous situation. If this does happen, please leave the area immediately and call CenterPoint Energy.
- If your home was flooded, call a licensed plumber or a gas appliance technician to inspect your appliances prior to requesting a service reconnection. Don't forget to check outdoor appliances, such as pool heaters and gas grills.
- While conducting clean-up, call 811 to locate utility lines prior to digging on your property.

During a natural disaster causing widespread outages, CenterPoint Energy communicates with the public in a variety of ways.

Sign up for our Power Alert Service at CenterPointEnergy.com/PowerAlertService and check CenterPointEnergy.com/OutageTracker for outage updates.

You can also follow us on Twitter or Facebook to receive important updates during a storm.

CenterPoint Energy's social media



[Twitter.com/CNPAlerts](https://twitter.com/CNPAlerts)



[Facebook.com/CenterPointEnergy](https://facebook.com/CenterPointEnergy)



[Youtube.com/CenterPointEnergyVid](https://youtube.com/CenterPointEnergyVid)

