



May 22, 2026

Dear West University neighbors,

Over the past weeks, we have heard from some residents who live in and around the West University area about their concerns and frustrations related to several recent outages and reliability issues. Please know that we never want any customer, no matter where they live in our service area, to experience outages of any kind.

We are determined to identify the issues that may be causing these outages, fix them, improve your neighborhood's reliability performance, and communicate our actions and responses clearly.

Regarding recent outages, CenterPoint crews have been working to fix the issues causing the recent outages, and we will continue our work until they are fully resolved. On Wednesday, we repaired and upgraded two circuits in your area and will be conducting additional inspections on all circuits in the West University area.

Unrelated to the circuit issue identified earlier this week, this morning we had a transmission substation failure serving your area. Today, we isolated the issue that caused the outage, replaced the equipment, and restored service.

As part of a comprehensive review, we will be conducting inspections of all our transmission, distribution and substation equipment serving the West University area. If issues are identified during these inspections, we will make any necessary repairs or upgrades immediately while prioritizing safety.

Regardless of what repairs may be needed, and as we have made clear to the customers who have reached out directly to us, we will immediately follow up when repairs are completed, and when additional actions will be taken.

While we know that words alone can't erase the frustration that any outage may cause, our entire CenterPoint team is determined to take all necessary actions, so you have the reliable energy you, your families, and your fellow neighbors, expect and deserve.

Going forward, if you or others in your neighborhood have any additional questions or concerns, please do not hesitate to reach out to me at [Robert.Young@centerpointenergy.com](mailto:Robert.Young@centerpointenergy.com).

Sincerely,

Robert Young | Bellaire & Spring Branch Service Area Director