



June 5, 2026

Dear West University neighbors,

Thank you to everyone who joined us at our Coffee Connect earlier today. We truly appreciated the chance to spend time with you, share more about the actions we've taken, and upcoming work planned in West University, answer your questions, and hear your feedback. We understand how frustrating recent outages have been, and we are grateful for the opportunity to connect with you directly.

For those who were unable to attend, we want to make sure you know about the improvements we have already completed, and our immediate and near-term actions to identify and address the cause of recent outages and improve reliability for your community, including:

- **Completed seven high-priority upgrades** on two distribution circuits and substation equipment to strengthen local reliability and reduce the impact of future outages.
- **Inspected 100% of local electric circuits**, including ~27 miles of distribution circuits and transmission structures.
- **Conducted thermal inspections of 100% of local substations** to identify potential improvements.
- **Completing additional improvements by the end of June**, including 18 areas targeted for vegetation clearing, 14 distribution equipment improvements and two substation improvement projects.

More information about our improvements in West University are available at [CenterPointEnergy.com/WestU](https://www.CenterPointEnergy.com/WestU).

We want to make sure you stay informed, and we will continue to share updates on our reliability improvements as this work moves forward, and what impact this work may have on your service. As part of our commitment to engaging you, **we are also planning a second Community Connect on June 17 at 6 PM**. We will provide a location and more details next week.

We are determined to provide you, your community, and all the communities we are privileged to serve across Greater Houston with the reliable energy they expect and deserve. If you have any questions, please feel free to reach out to Robert Young at 713-945-4200 or [Robert.Young@CenterPointEnergy.com](mailto:Robert.Young@CenterPointEnergy.com).

Thank you,

**Robert Young** | Bellaire & Spring Branch Service Area Director