



May 29, 2026

Dear West University neighbors,

All of us at CenterPoint fully understand how important day-to-day reliability is for you, your family and neighbors. Most importantly, we are committed to identifying the cause of recent outages, and to taking the necessary actions to reduce the risk of outages that have caused so much frustration. As part of this commitment, we wanted to provide an update on the specific reliability actions we are taking, as well as provide an opportunity for you or your neighbors to connect with us at a local **CenterPoint Coffee Connect meeting** on June 5th to address any additional questions or concerns you or your fellow community members may have.

Improving Day-to-Day Reliability in West University: Key Actions

Since Monday, May 18, we have completed upgrades and enhancements on two of nine area circuits that serve West University to strengthen reliability of the local electric system. We are also taking the following additional actions across all nine electric distribution circuits over the coming days to further improve day-to-day reliability:

- **Inspecting all local electric circuits:** Proactively conducting enhanced inspections over approximately 27 miles of electric distribution circuits, 30 transmission structures and three substations serving the community to identify any additional upgrades or improvements needed. These inspections should be completed by June 3rd pending any weather issues.
- **Completing thermal inspections and substations upgrades:** We completed substation thermal imaging scans and identified four minor, non-emergent maintenance items that our team is scheduled to complete by June 5th.
- **Clearing higher-risk vegetation:** As part of our comprehensive inspections across all nine local circuits, any emergent vegetation issues will be addressed immediately. To reduce the risk of future outages from tree branches or overgrown vegetation, we will be conducting additional vegetation management work.
- **Replacing and upgrading equipment:** Based on the results of our comprehensive inspections, we will identify and replace any key components, including transformer surge arresters, breakers, poles, cross arms, and/or other equipment to improve local reliability.

We will provide an additional update as to the exact timing of these upgrades once the inspections are completed.

Please know that our goal is to complete, if possible, all high-priority improvements the same day they are identified. We will continue to provide you with additional updates over the coming days throughout each phase of our inspection and repair work, and to make you aware of any planned upgrades that may result in temporary outages necessary to safely complete these upgrades.

CenterPoint Coffee Connect: Keeping You Informed

As part of our commitment to address your questions and concerns, we will also be hosting a **CenterPoint Coffee Connect on June 5, 2026, from 11:00 a.m. to 1:00 p.m. at Hungry's Cafe, 2356 Rice Boulevard.** This will be an opportunity for you to meet with CenterPoint leaders so we can share, in person, information on the series of actions CenterPoint is taking across your community to strengthen day-to-day reliability.

You're Invited:

**Join us for a
CenterPoint Coffee
Connect**

Friday, June 5, 2026

**Hungry's Café
2356 Rice Blvd.**

11:00 a.m. – 1:00 p.m.

All of us at CenterPoint know that it is privilege to serve you and your community. Our actions have to match our words, and we are determined to act with urgency to deliver the reliable and resilient energy your community expects and deserves, and to communicate the actions we are taking clearly and often.

If you have any additional questions, please do not hesitate to reach out to me at Robert.Young@centerpointenergy.com.

Thank you for allowing us to serve you.

Sincerely,

Robert Young | Bellaire & Spring Branch Service Area Director