



Greater Houston Resiliency Initiative

September 2024



Greater Houston Resiliency Initiative

Taking Action Now



STRENGTHENING
Resiliency



IMPROVING
Communications



STRENGTHENING
Partnerships

Greater Houston Resiliency Initiative

Building the Grid of the Future



Core Resiliency Actions

July – August 2024 (Complete)

Near-Term Actions

September 2024 – June 1, 2025

Longer-Term Strategy

2026 – 2028

Investing
approximately
\$5 BILLION
in our Greater Houston
infrastructure between
2026 and 2028.

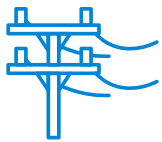
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Core Resiliency Actions (July – August 2024)

TAKING ACTION NOW TO REDUCE OUTAGES






Trimming or removing higher-risk vegetation



Installing stronger and more storm-resilient poles



Installing automated devices, known as trip savers

Target	Complete
2,000 POWER LINE MILES	 2,026 POWER LINE MILES
1,000 POLES	 1,133 POLES
300 DEVICES	 307 DEVICES

*Data as of 8/31/24

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Near-Term Actions (September 2024 - June 1, 2025)



STRENGTHENING Resiliency

- ➔ **Rebuilding and hardening the grid** with system upgrades and targeted undergrounding
- ➔ **Refining risk-based vegetation management** with predictive analytics model
- ➔ **Installing advanced automation** to support a self-healing grid



IMPROVING Communications

- ➔ **Improving outage tracker** with premise-level status, hazard reporting and Spanish translation
- ➔ **Launching year-round community engagement** on preparedness and safety
- ➔ **Improving direct customer communications**



STRENGTHENING Partnerships

- ➔ **Sharing information proactively**, such as weather forecasts
- ➔ **Expanding emergency response playbook** and conducting joint preparedness exercises
- ➔ **Implementing storm management tool** to increase mutual assistance efficiency

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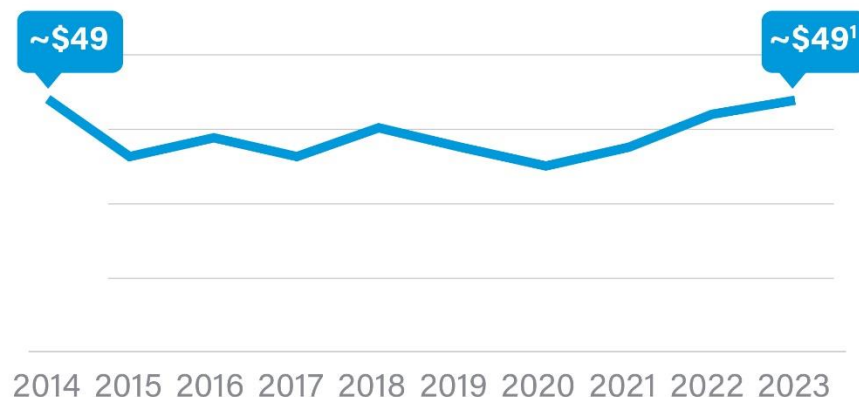
Focus on Customer Affordability

CenterPoint remains committed to affordability

The portion of customers' electric bills that covers system modernization costs **\$49/month on average a decade ago and it's still about \$49/month today.**

As we conduct longer-term investments, we will be conducting an independent third-party assessment of the benefits and costs

Average Monthly CenterPoint Houston Electric Charges



Nearly flat charges on customer bills over the last 10 years at Houston Electric

~2.8% average annual inflation rate for that same time period




¹As of Dec 31, 2023

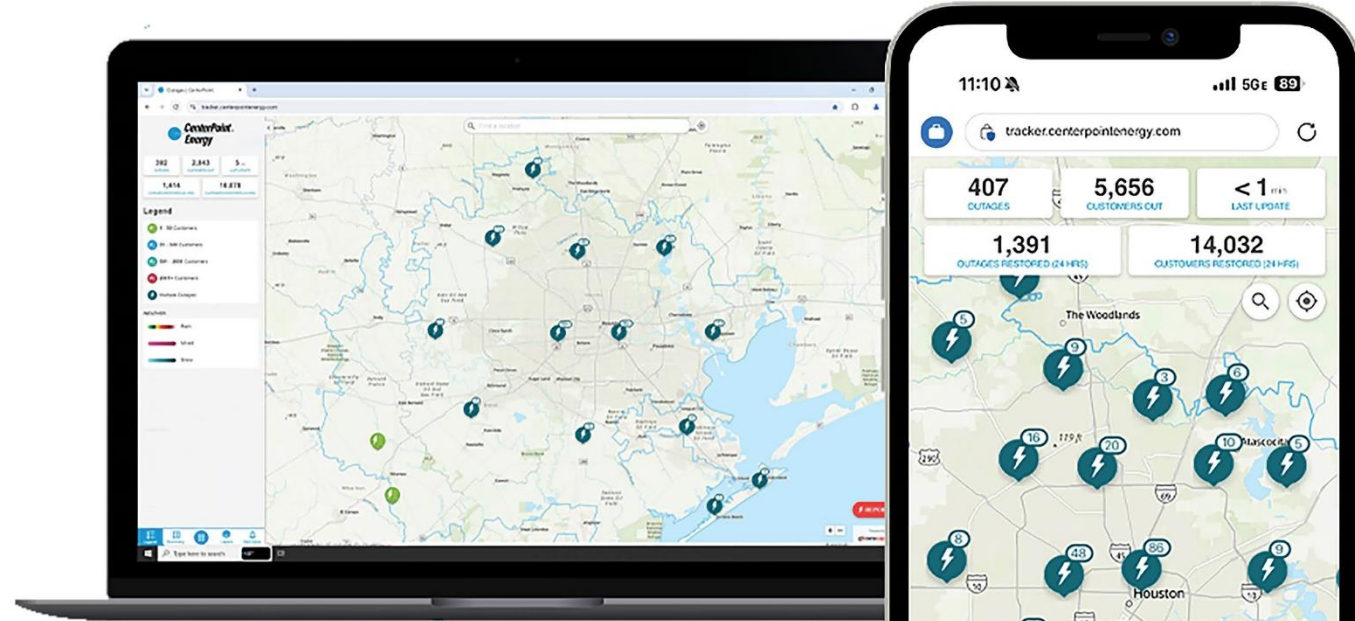
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Improving Communications

NEW

Outage Tracker

-  Timely, consistent outage information, updated every 5 minutes
-  Cloud-based technology scales capacity during periods of high demand
-  Mobile-friendly and easy to read on a phone or tablet



Scan the QR code to view the **Outage Tracker** or visit [CenterPointEnergy.com/OutageTracker](https://www.centerpointenergy.com/OutageTracker)