

Houston/Galveston
National Weather Service




Hurricane workshop 2008

Turning on the Lights

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**Do you know how to prepare
your utilities when there's an
approaching hurricane?**

About CenterPoint Energy



- 5,000 square-mile electric service territory serving 2+ million customers
- Own and maintain the power lines and electric distribution system
- Also deliver natural gas to 1+ million customers in the Houston area

Turning on the lights

No matter which company you buy your electricity from, CenterPoint Energy keeps the lights on. We're the only company in Houston that can restore your service during power outages. We prepare for outages before they happen by investing in technology to quickly and accurately pinpoint problems. When storms knock out your power, our trained crews will work day and night to get you up and running.

However, there are a few things you can do before and after a hurricane for utility services to your home.

Pre-storm electric service tips

- If someone in your home depends on electricity for life-sustaining equipment, you need to make other arrangements
- Unplug sensitive electrical appliances, such as your computer
- If you expect flood waters to approach your home, turn off electricity at the circuit breaker



Pre-Storm natural gas service tips

- Gas lines are buried underground and not usually affected by severe weather
- CenterPoint Energy strongly advises you to leave natural gas service connected during a storm. Doing so will maintain proper pressure in the gas piping in the house to prevent water from entering the lines if flooding occurs.
- If you choose to discontinue your gas service - turn off the gas at each appliance
- Do NOT turn off your natural gas at the meter





**How long do you expect to be
without power after hurricane?**

Power Restoration Guide

- Customers should plan to be without power for an extended amount of time following a hurricane:

Category 1	winds 74-95 mph	7 to 10 days
Category 2	winds 96-110 mph	2 to 3 weeks
Category 3	winds 111-130 mph	3 to 5 weeks
Category 4	winds 131-155 mph	4 to 6 weeks
Category 5	winds 156 mph and up	6 to 8 weeks

Actual Power Restoration Times

- Hurricane Rita, September 2005
 - Made landfall as Category 3
 - Houston experienced less than Category 1 winds
 - 719,000 customers lost power
 - 6 days to restore power
- Hurricane Alicia, August 1983
 - Made landfall as Category 3
 - 750,000 customers lost power
 - 16 days to restore power



Emergency Operations Plan

- The goal of our EOP is to safely restore service to our customers as quickly and efficiently as possible
- CenterPoint Energy provides an essential public service that our customers rely on for their health, comfort and safety. When this service is threatened by a major disaster such as a hurricane, it is our responsibility as a company to come together as one to deliver our brand promise of being “Always There”. Our EOP is designed to assist us in living up to that promise.

After the storm

- EOP designed to efficiently restore electric service in orderly and timely manner
 - First – restore service to key facilities vital to public safety, health and welfare
 - Next – repair major lines that restore power to greatest number of customers in least amount of time
- We'll be working around the clock until everyone's power is restored



Are your lights on?

- If you have evacuated and want to know if your home has power, please **DO NOT** call us during the first few days
- Instead, you can:
 - Call your answering machine to see if it picks up
 - Call neighbors
 - Monitor the news
 - Check www.CenterPointEnergy.com for general outage information



If your lights are out

- Please do NOT call us
 - We are quickly aware of outages through our remote sensors, helicopter assessments and ground patrols
 - Keep phone lines open to take emergency calls
- Unplug all major appliances and turn the air conditioner off. When power is restored, appliances can draw three to four times the electric current they normally use, which can cause a short-term overload or even another power outage.
- Once your electric service is back on, plug in your appliances first and then turn your air conditioning back on
- Food in a freezer will stay frozen up to 36 hours if the door is kept closed
- Keep a small lamp plugged in and turned on so you'll know when power is restored

Post-storm electric safety tips

- If you return and your electrical system has not been harmed, then turn your electricity back on at the circuit breaker. Turn your air conditioner off until your power is restored.
- If water has risen above the electrical outlets, contact a licensed electrician before turning on the main circuit breaker
- Any appliances or electronic equipment that have been submerged will need to dry thoroughly for at least one week and be checked by a qualified repair person prior to being turned on
- If the outside unit of an air conditioning system has been under water, mud and water may have accumulated in the controls. Have the unit checked by a qualified air conditioning technician

Post-storm electric safety tips

- DO call us to report a downed power line or other electric emergencies
 - Always stay away from power lines!
 - Stay away from standing water
 - energized power lines could be submerged

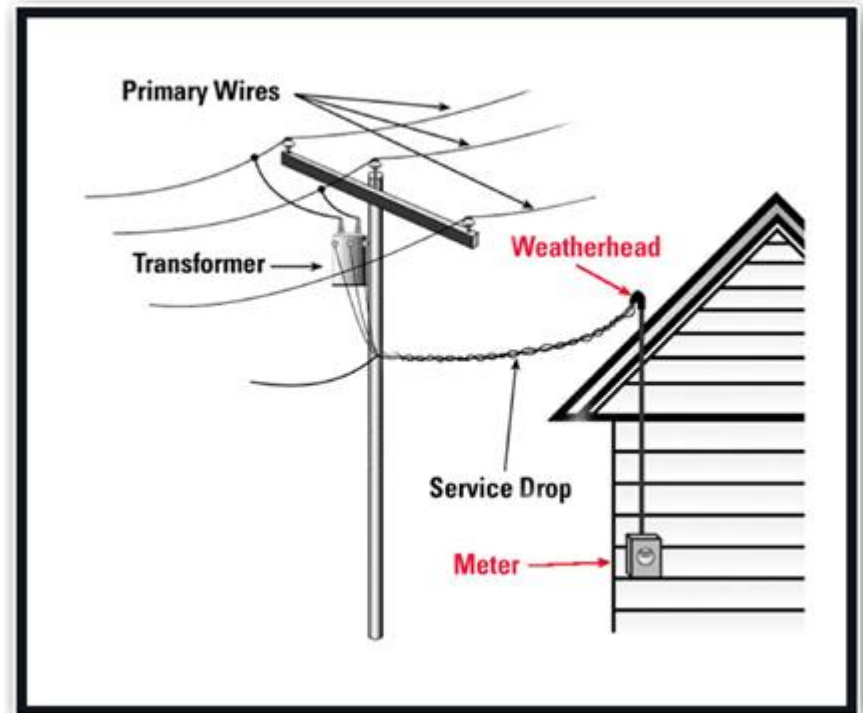




Do you know how to check if your home is ready for CenterPoint Energy to restore power?

Post-storm electric safety tips

- Check your home's weatherhead
- Any weatherhead problems will need to be repaired by an electrician prior to service being restored



Post-storm portable generator tips

- Do not connect portable generators directly to a building's wiring without a licensed electrician first disconnecting the house wiring from CenterPoint Energy's service
- Never run a portable generator indoors or in a garage - place it in a well ventilated area. Generators can produce carbon monoxide, and the odorless fumes can be deadly



Post-storm natural gas safety tips

- If you smell gas, leave the area immediately and then call us
- Do not turn the lights on or off, smoke, strike a match, use a cell phone or operate anything that might cause a spark
- Do not attempt to turn natural gas on or off



Post-storm natural gas safety tips

- If your home was flooded, call a licensed plumber or a gas appliance technician to inspect your appliances and gas piping to make sure it is in good operating condition before calling CenterPoint Energy to reconnect service
- Don't forget to check outdoor appliances, such as pool heaters and gas grills
- Call 811 to locate utility lines prior to digging on your property while conducting clean-up

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