

Hurricane **IKE**

Employee Update

"I know that all of the employees at CenterPoint Energy have been working hard around the clock. Thus, I wanted to send a note of gratitude to not only the employees but their family members as well."

E. Ned
Houston customer

Restoration Statistics

Outages as of 5 a.m., 9/30/08
Total customers with power: 2.14 million (95%)
Total customers without power: 114,000 (5%)
Total customers restored: 2.04 million
Total number of customers in service territory: 2.26 million
Total number of customers affected by Ike: 2.15 million

Important Numbers

Storm Hotline: 713-20-STORM

For the latest information regarding CenterPoint Energy's Emergency Operating Plan and facility updates

HR Hotline: 713-207-7373, Option 1

For employees in need of assistance as a result of damage to their home

Reminder

If you see unauthorized persons at CNP facilities, report the situation to Security as soon as possible:

- CNP Tower: ext. 78989 or 77423.
- ECDC: ext. 72000.
- Other locations: 713-207-7423.

For emergency situations, call 911 immediately.

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Line mechanics repair a service drop, bringing yet another customer back online.

A MESSAGE FROM TOM STANDISH, GROUP PRESIDENT REGULATED OPERATIONS

Are we there yet?

While we've cleared many of the hurdles we faced at the outset of this effort, there remains work to do as we move into our third week of restoration. We have completed all major line repairs and brought service back to more than 2 million customers. Some of you may be asking, "What's left to do?"

In the areas where major lines have been repaired, crews are now replacing transformers that deliver power to smaller groups of customers, 10 or less. They're also fixing individual service lines or drops to homes or businesses. We will continue to work around the clock to complete this part of the restoration.

During this phase, we'll be asking for our customers' help. We need them to report cases of individual outages, and make the necessary preparations to ensure their equipment is ready to receive electricity. This includes unplugging sensitive electronics and turning off the air conditioning unit to help avoid a short-term power surge.

In the event of a damaged meter enclosure or weatherhead, the customer will need to repair those items before we can restore power.

Although we continue to make good progress, as you can see, our job is not yet complete. Continue your excellent work and, as always, work safely.



Always There.®



Quick thinking helps avoid disaster

Last week, two CenterPoint Energy employees, Bill Rider and Joseph Neufeldt, were working in the Kingwood area when they noticed smoke coming from the back yard of one of the homes. Upon a closer look, they discovered that a generator in the back yard had caught fire.

Rider called 911 and tried to contain the fire using the homeowner's water hose. Neufeldt knocked on the doors and windows to make sure no one was home. As it turned out, the owner was out walking her dog. The back patio was badly burned, but Rider and Neufeldt's action kept the damage from being worse until fire fighters arrived. Remember to encourage generator safety, including turning it off while sleeping and when no one is home to avoid a possible fire hazard.



Marlon Williams, CNP head line mechanic and mutual assistance crew coordinator (left), with Derrick Haynes, foreman, for Arizona-based National Powerline Construction Co.

Newfound heroes

The following letter was printed in the Houston Chronicle, Sunday, Sept. 28:
I have found a new hero and respect for utility companies. It occurred to me, possibly when I saw a caravan driving down the Beltway and noticed my eyes were tearing up, that utility companies are the country's first-responders. Because of their mutual-aid society, brave linemen from across the country leave their homes and families for weeks and sometimes months to work in hazardous environments with the sole purpose of restoring power to the public. Kudos to all the linemen and kudos to CenterPoint Energy and others for organizing such a massive cooperative effort!

Mona Lee, Houston

FPL comes to Houston with big skills and big hearts

Florida Power and Light (FPL) crews travel across the country to restore electricity through mutual assistance arrangements. And no matter where they go, they see another group doing a different sort of restoration – the Red Cross.

Power crews see firsthand some of the most devastated areas after a storm, and know better than most the work that needs to be done to restore lives. Being touched by the knowledge that long after the lights are back on the work of the Red Cross continues, FPL employees took up a collection for the nonprofit. After a long day's work, employees literally reached into their pockets and collected nearly \$500 for the local Red Cross. Over the next few days, the group plans to collect even more.

The group showed its kindness on a second occasion, after an apprentice with another company was hospitalized due to injuries sustained during restoration efforts. Again the group reached into their pockets, this time raising money for the injured man's family. The apprentice was recently moved out of intensive care and is expected to make a full recovery.

CenterPoint Energy and the communities it serves thanks FPL employees for their heartfelt generosity. Employees who would like to donate to the Red Cross may do so by visiting www.redcross.org.



Sharon Owens, vice president, CenterPoint Energy Corporate Community Relations, accepts a donation from the FPL mutual assistance crew to the Houston chapter of the Red Cross.

FOR CREW SPOKESPERSONS

If approached by a reporter and asked about our restoration efforts, Crew Spokespersons should respond with the following key messages:

- We are working around the clock to restore power.
- We have crews working in our entire service territory.
- **CUSTOMERS** can call CenterPoint Energy's Customer Service phone number, (713) 207-2222.
- **If REPORTERS** need any additional information, they can call the media hotline at (713) 945-6806. Please do not give this phone number to anyone other than a member of the media.

Send comments and story submissions to
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