



Restoration Update

"Ike was a terrible storm and Houston suffered significant damage. Everyone at CenterPoint Energy should be commended for a job well done. The communication and hard work has been excellent."

J. Daman
Houston customer

Restoration Statistics

Outages as of 5 a.m., 10/1/08
Total customers with power: 2.22 million (98%)
Total customers without power: 35,000 (2%)
Total customers restored: 2.12 million
Total number of customers in service territory: 2.26 million
Total number of customers affected by Ike: 2.15 million

Special thanks to our partners

Together, we overcame the largest outage in the history of Texas.



CenterPoint Energy News

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Melvin Hicks, head line mechanic, repairs a pole top switch.

A MESSAGE FROM TOM STANDISH, GROUP PRESIDENT REGULATED OPERATIONS

The team behind the team

Previous issues of this newsletter have included photos of line mechanics carrying out various tasks associated with power restoration, sometimes suspended in mid-air connected to a pole by their safety straps.

However, there's another, often unseen, part of that picture. The lineman's family and loved ones provide another kind of support. They care for the children, manage the home and carry out numerous other tasks, often without the public praise that line mechanics receive.

Autumn Davis is the wife of a CenterPoint Energy lineman. She's seen little of her husband, Danny, these past few weeks as he works to get power back to our customers. During a recent trip to the grocery store, she found herself in a conversation with someone who wondered aloud when the neighborhood would have its power restored.

Upon finding out that Autumn's husband works for CenterPoint Energy, the gentleman responded by saying, "Well, I bet you have power." First, Autumn let him know that his assumption was incorrect. She then informed him that, while her husband and his crew were working 16-hour days to restore customers' power, she was the one who tended to the fallen tree in her yard, checked the attic for leaks, killed the snakes in the backyard and made sure the children had everything they needed.

There are many Autumns involved in CenterPoint Energy's restoration effort. They are the family and friends of all those who have been working long and hard since before Ike struck. Although many go unseen, it would be nearly impossible for this effort to happen without them. Please convey our heartfelt thanks to all your loved ones who have helped so much during our recovery.



Always There.®



Top billing for a job well done

The sign above was spotted outside Harmony Stained Glass, a Pearland, Texas-based business that offers lessons in stained glass and other artwork. When asked why she wanted to public recognize the company, co-owner Joyce Sullivan said, "Because you guys worked your tails off night and day in these miserable conditions. We had power restored in just three days. We were overwhelmed by how great the response was."

CNP couple retains spirit and dedication despite hurricane damage

Like many Houston families, the Solomons sustained extensive damage to their home during Hurricane Ike. Unlike many couples, Darryl, line mechanic at the Bellaire Service Center, and Starla, operations support at the Sam Houston staging site, both work for CenterPoint Energy.

"It was day 14 of restoration before I saw my home in the daylight," says Darryl. A tree fell on the roof of their house, causing such severe damage that it will be six to eight months until the couple and their three young children can return home.

"We called the HR hotline the day after the storm to report the damage. We were immediately assigned a hotel room, and the next day contractors were at our house removing the tree from the roof and securing a tarp to prevent further damage," says Starla.

Despite the damage to their home and being apart from their children, who are staying with family, the spirits of the couple remain remarkably high. "This experience has made me very loyal to my family and to CenterPoint Energy – who is also my family," says Starla. "While we're working hard to restore electric service to our customers, we're reassured that the company is working hard to take good care of us."

The Solomons aren't the only couple who both work for CenterPoint Energy and are under strained conditions. CenterPoint Energy salutes all employees for their hard work and dedication throughout the EOP.



Arizona crew leaves black widows for poison oak

The crew from National Powerline (NPL) was so eager to help with the post-Ike restoration that they left Phoenix a day before the storm hit Houston. The 21-member team arrived in Houston following a two-day drive, ready to help turn the lights on for the city and its surrounding areas.

Upon the team's arrival, they found that they had something in common with those they'd come to help. The hotel NPL had booked was without power for the first three days of their stay. In the field, NPL discovered that wasn't all they had in common with the area.

"CenterPoint Energy's system is laid out really well. Their circuits and transformers are very similar to the system we're used to," said Lee Pope, general foreman.

Something else that's impressed Pope the most during the restoration effort has been the emphasis on safety. He gave high marks to the safety orientation and manual given to the mutual assistance crews. He added, "I also like how they assign us one circuit to work on. It keeps us safe because we're the only ones working on the line, so no one can energize the line but us."

While working among the trees and underbrush has been a challenge, being from the desert has helped the NPL crew handle the heat.

"We're used to heat, we're from Arizona," said Pope. "We don't have the poison oak that you have around here, but Houstonians don't have the black widows and scorpions either."



Lee Pope and his team drove 33 hours to help the Houston community.