



2023 Storm Response: June 29, 2023 through July 2, 2023

September 22, 2023



Richard Leger
Senior Vice President,
Indiana Electric

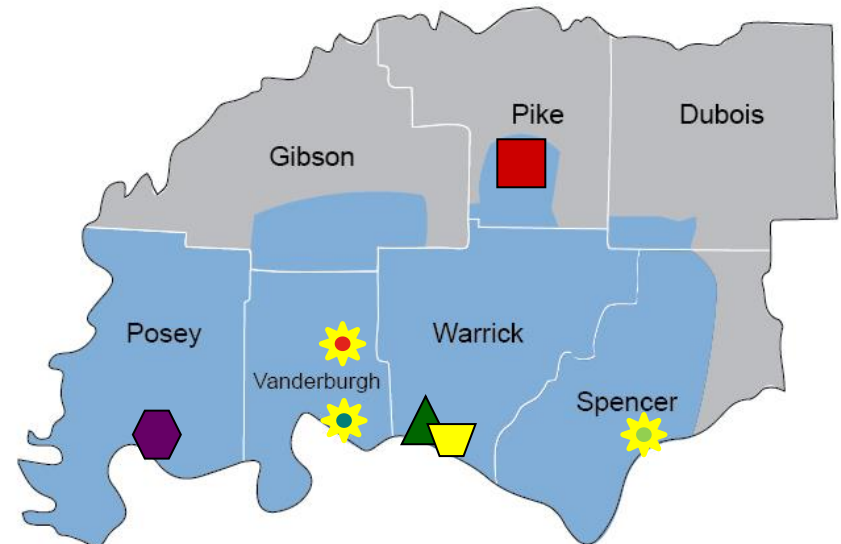


Gregg Maurer
Director,
Distribution Operations

CEI South's Electric Footprint



- **Customers** ~154,000
- **2022 Retail Sales 4,591 (GWh)**
 - Residential 1,398 GWh
 - Commercial 1,210 GWh
 - Industrial 1,967 GWh
 - Other 16 GWh
- **Transmission System**
 - 1,032 miles of transmission lines
 - 33 transmission substations
- **Distribution System**
 - More than 4,600 circuit miles of distribution lines
 - 36% of distribution underground
 - 79 distribution substations



Power plants^[1]

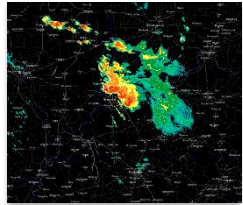
- AB Brown
- FB Culley
- Warrick Unit 4
- Blackfoot Clean Energy Plant
- Troy Solar
- Oakhill Solar
- Volkman Rd Solar

^[1]Fowler Ridge & Benton County Wind Farms not shown

Storm Impact: June 29, 2023 through July 2, 2023

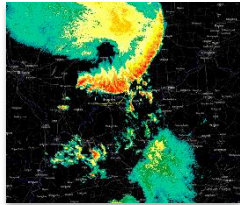


6/29 9:00 AM



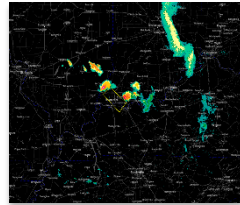
- 37 mph sustained wind
- 55 mph gusts
- 0.9" rain

6/29 3:15 PM



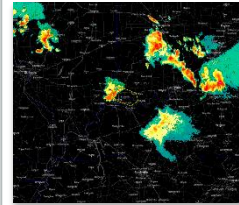
- 28 mph sustained wind
- 48 mph gusts
- 0.0" rain

6/29 8:15 PM



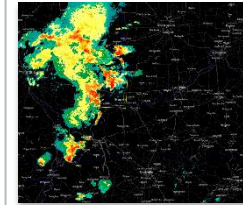
- 28 mph sustained wind
- 47 mph gusts
- 0.5" rain

6/30 11:00 PM



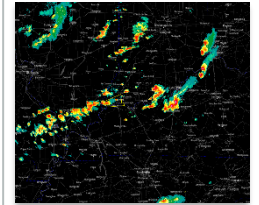
- 10 mph sustained wind
- 0 mph gusts
- 0.3" rain
- Lightning

7/1 1:45 AM



- 28 mph sustained wind
- 54 mph gusts
- 0.5" rain

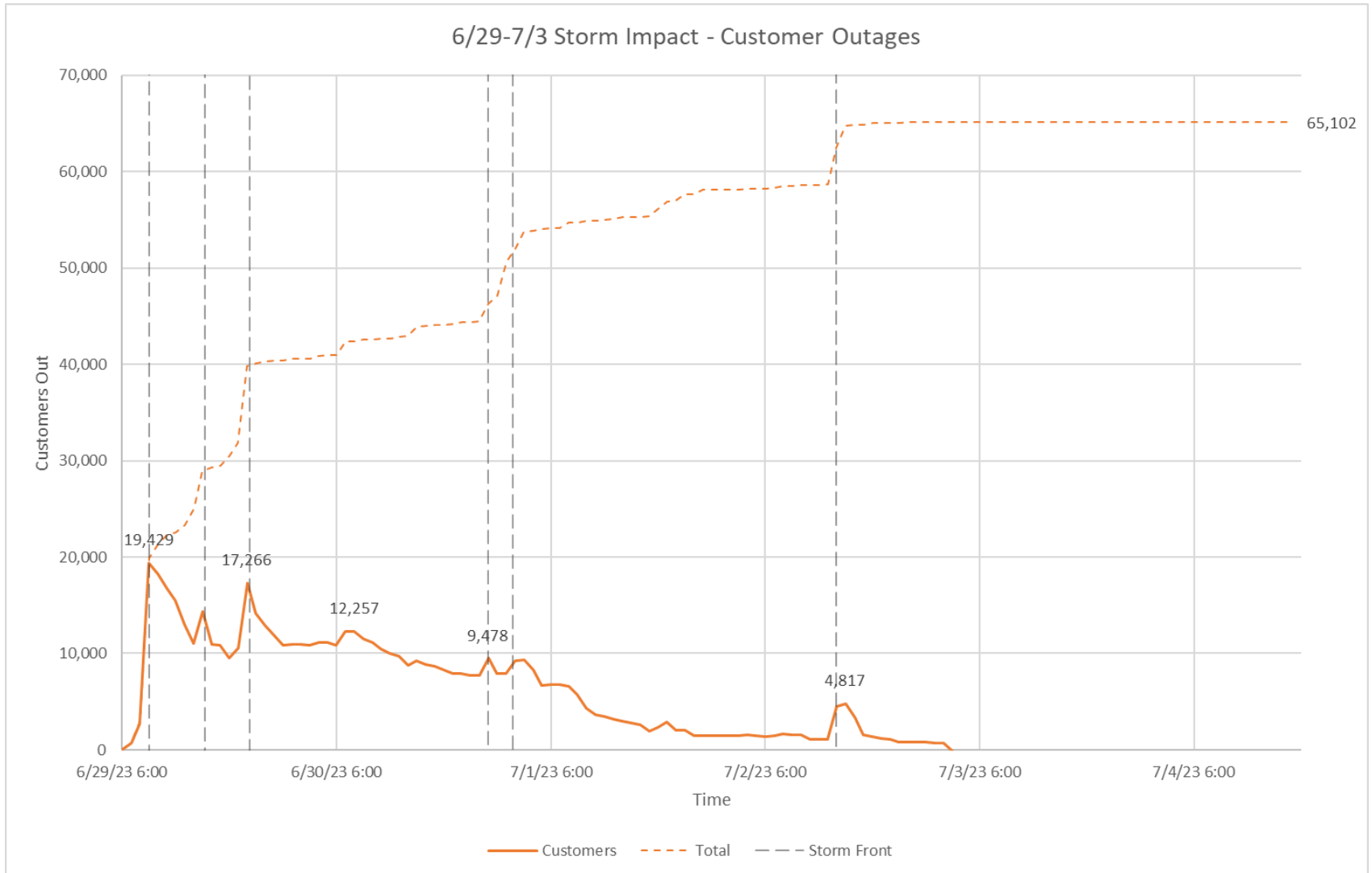
7/2 2:15 PM



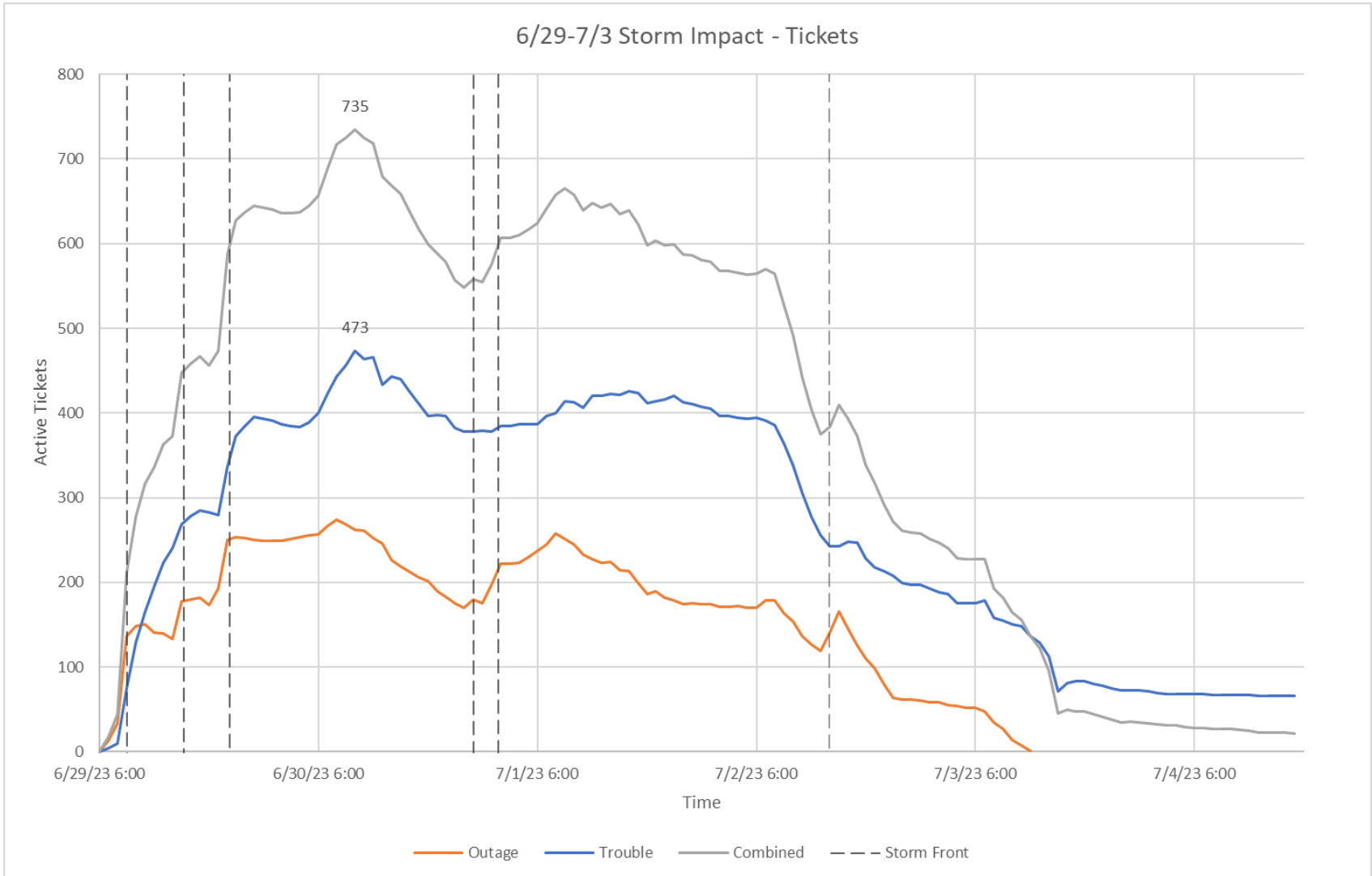
- 21 mph sustained wind
- 35 mph gusts
- 0.2" rain
- Lightning

- Six successive storm fronts across multiple days
- Peak customers out 19,429 during the 6/29/23 9 AM hour
- Total customer restorations over 65,000 during the event
- Nearly 3,400 total tickets completed

Summary of Impact



Summary of Impact



- Many utilities in our Great Lakes Mutual Assistance (GLMA) Group were impacted by the storms. We needed to engage assistance via another means.
- We reached out to a storm restoration contractor, and they provided 7 crews and their work started 7 am ET on 6/30 (GLMA initial call was 9:30am ET on 6/30).
- At our peak 52 distribution field crews were made up of:
 - 20 resident contract crews
 - 11 non-IOU crews supplied by resident contractors
 - 7 storm restoration contractor crews
 - 8 internal crews
 - 6 resident vegetation management crews
 - Additionally, we had High Voltage Operations, Field Investigators, & Electric Meter Shop supporting troubleshooting & restoration efforts

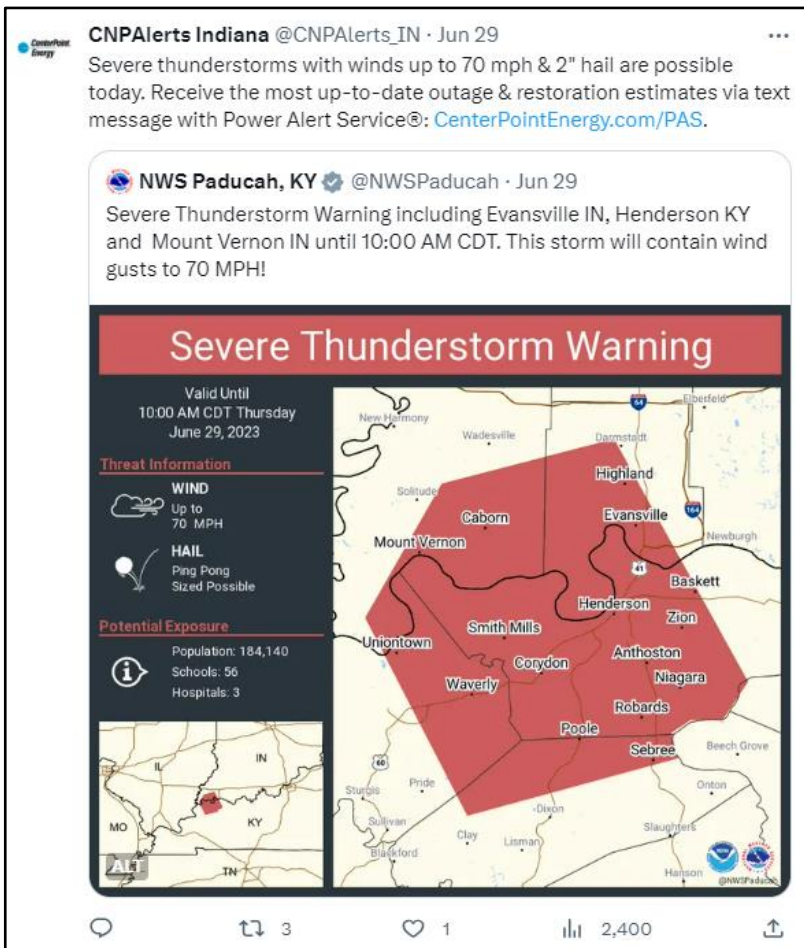
Mutual Aid, Continued

- Bergdolt Training Center utilized for onboarding non-resident crews
 - Safety training
 - Crew coordinator and work order assignments
 - Storm baskets
- Crew Coordinators (linemen retirees)
 - Local knowledge of area, system, and processes proved beneficial with productivity gains from our non-resident crews.
- Crew coordinators, contractor general foreman, and CenterPoint employees further helped with logistical items to allow crews to maximize their time in the field.



Communications Overview

- Before and during storm: proactive messaging shared via social media:
 - Prepare for incoming weather, outage reporting and safety information



CNPALerts Indiana @CNPALerts_IN · Jun 29

Severe thunderstorms with winds up to 70 mph & 2" hail are possible today. Receive the most up-to-date outage & restoration estimates via text message with Power Alert Service@: [CenterPointEnergy.com/PAS](https://www.CenterPointEnergy.com/PAS).

NWS Paducah, KY @NWSPaducah · Jun 29

Severe Thunderstorm Warning including Evansville IN, Henderson KY and Mount Vernon IN until 10:00 AM CDT. This storm will contain wind gusts to 70 MPH!

Severe Thunderstorm Warning

Valid Until
10:00 AM CDT Thursday
June 29, 2023

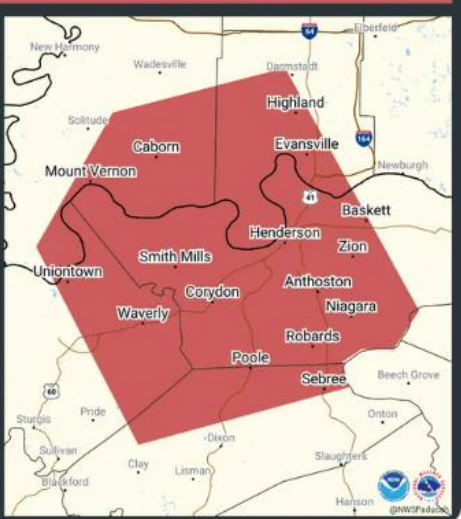
Threat Information

WIND
Up to 70 MPH

HAIL
Ping Pong
Sized Possible

Potential Exposure

Population: 184,140
Schools: 56
Hospitals: 3



2,400



CNPALerts Indiana @CNPALerts_IN · Jun 29

For your safety & to avoid a possible delay in reporting, do not report electric emergencies such as downed power lines or equipment via social media. Assume all lines are energized, stay at least 35 feet away & report potentially hazardous conditions to 800-227-1376. #inwx

CenterPoint Energy

Stay safe around downed wires.

Maintain a distance of at least 35 feet and contact **CenterPoint Energy** at **800-227-1376** to report the issue.

1,670



CNPALerts Indiana @CNPALerts_IN · Jun 29

Severe weather has resulted in widespread power outages – crews are assessing damages & will make repairs as quickly & as safely as possible. With more storms possible today, outages may fluctuate & our ability to provide estimated restoration times may be unavailable. #inwx



Outage Update

2,850


Communications Overview



- Storm response and restoration updates were shared to the public via various channels:

@CNPAIerts_IN

As storms continue to impact the area, those customers currently without power should be prepared to be without service overnight. Our crews will continue to work tirelessly until all customers are restored. Stay at least 35 ft away from downed lines and call us at 800-227-1376.



CenterPoint Energy

9:30 PM · Jul 1, 2023 · 1,611 Views

CNPAIerts Indiana @CNPAIerts_IN

Another round of storms is expected to come through the #Evansville area that may result in additional power outages as well as downed trees and power lines. Stay at least 35 ft away and call us at 800-227-1376. Never attempt to remove limbs or any other object from a power line.

Wayne Hart @Wayne_C_Hart · Jul 1

Severe Storm WATCH continues for #tristatewx. Main line of strong/severe storms is now moving in from the west & will arrive in Evansville shortly before 7:00 & exit our eastern counties by 8:30. Damaging winds are main concern though an isolated tornado is possible. #EWNWeather



CNPAIerts Indiana @CNPAIerts_IN

Before this afternoon's storms in #Evansville, we had completed more than 50,000 outage restorations with approximately 200 customers remaining without service. Today's new line of storms caused further damage to our southwestern #IN service territory. #tristatewx #inwx 1/4



CenterPoint Energy

CNPAIerts Indiana @CNPAIerts_IN

Last night's storms have resulted in additional outages and downed lines. Stay at least 35 feet away from any type of downed line or wire, assume it is energized and call us at 800-227-1376. Never attempt to remove limbs or any other object from a power line. #tristatewx #inwx



Stay safe around downed lines.

Assume they are energized, stay at least 35 feet away and call us at 800-227-1376.

Never attempt to remove limbs or any other object from a power line.

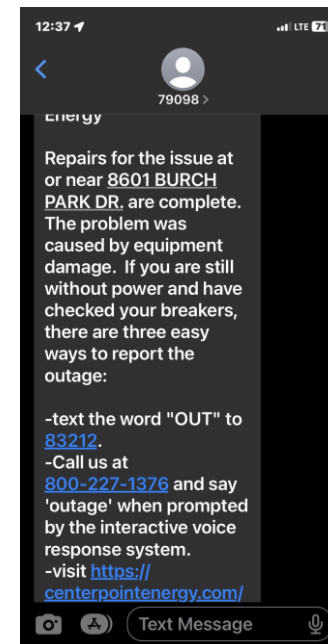
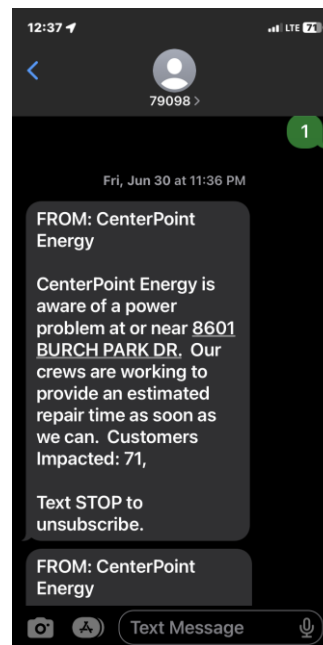
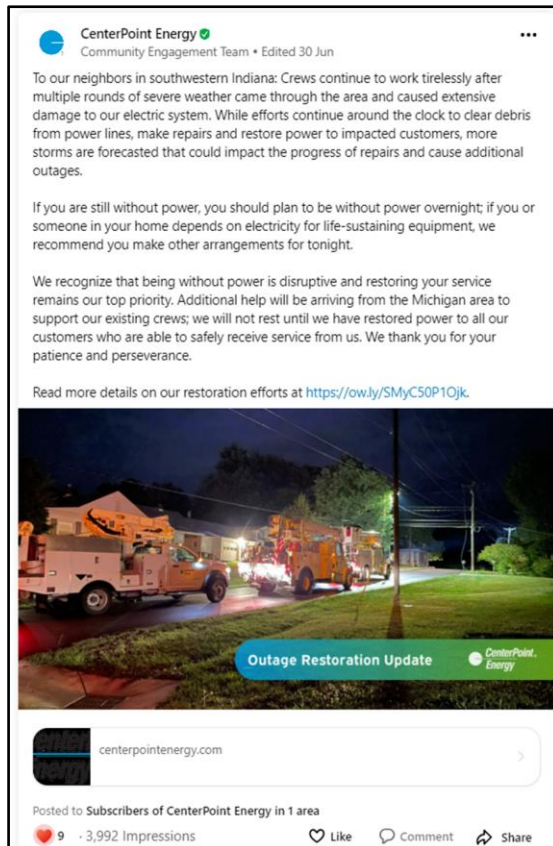
CenterPoint Energy

11:31 AM · Jul 1, 2023 · 1,782 Views

Communications Overview



- Social media posts on X, Facebook and Nextdoor
- News release updates on restoration progress
- Targeted customer PAS messages with restoration updates



Communications – Internal & Media After-Storm Response



Richard Leger
Senior Vice President
Indiana Electric



Dear Colleagues,

Due to the severe storms throughout the day and overnight on Thursday, our electric system across southwestern Indiana experienced extensive damage that resulted in outages peaking at nearly 17,000, which represents more than 10% of our customer base.

Tackling widespread damage to poles, cross arms, and downed wires and trees, our crews worked overnight to assess damage and troubleshoot large outages. Today, crews will continue responding and making repairs, so the outage count is likely to fluctuate. As of 8 a.m., there were approximately 7,000 electric customers still without power.

We have activated Emergency Operating Plan (EOP) Level 3 for Indiana Electric. If you have not been notified to assume your EOP role, please continue with your normal responsibilities.

CenterPoint Energy crews and contract crews will work today and overnight to continue damage assessments, debris clearing efforts, and trouble shoot outages. Larger outages will take priority to get as many customers restored at a time; however, due to the extent of damages, restoration efforts are likely to continue through the weekend.

- We ask employees to remain safe and remember: Stay at least 35 feet away from downed power lines and report them to CenterPoint Energy at 800.327.1376. Be



CenterPoint Energy provides final update on restoration efforts

Crews continue efforts to restore customers who remain without power by this evening; Company safely completes more than 60,000 outage restorations caused by six separate severe weather events over four days

Monday-July-3-2023

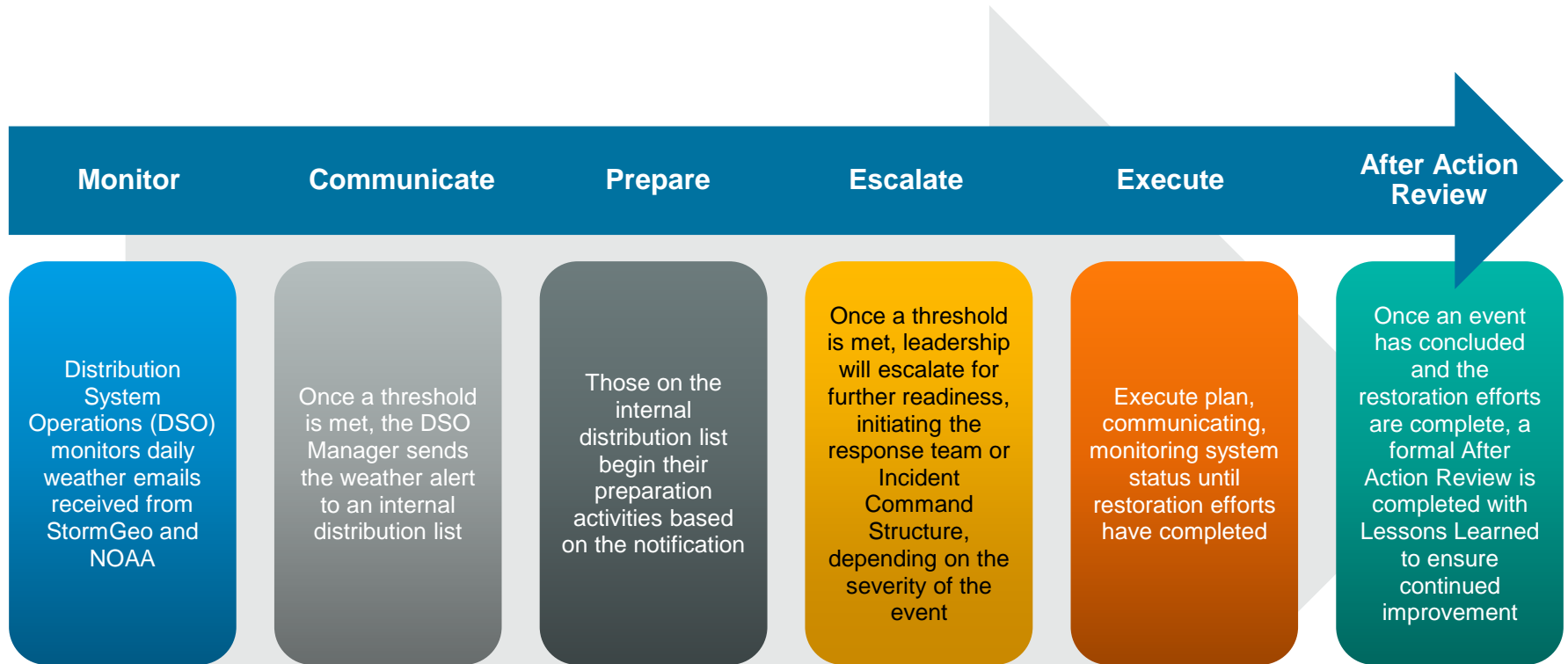
Evansville – July 3, 2023 – In the aftermath of six separate and severe weather events over four days, CenterPoint Energy's crews are in the final stages of their efforts to restore power to the remaining electric customers. **All remaining restorations are expected to be completed and electricity restored to customers able to receive service this evening.**

Employees and mutual assistance resources were able to safely complete more than 60,000 outage restorations over the past five days. Throughout the day, CenterPoint Energy will have approximately 50 crews, including mutual assistance resources comprised of linemen, apprentices, and vegetation management, working to restore power to the remaining impacted customers.

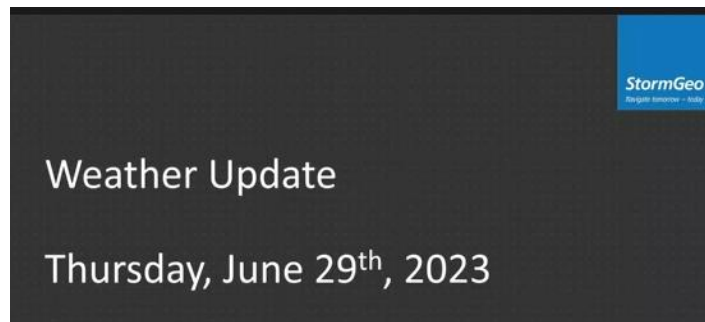
Over the course of the company's response, CenterPoint Energy replaced more than 100 poles, patrolled miles of lines, replaced and strung numerous spans of wire, and removed and trimmed vegetation. As of 1:30 p.m. CT, there were approximately 73 customers without power across southwestern Indiana.

"We appreciate our customer's patience and understanding as this has been a difficult and disruptive time for many, especially those who experienced extended unplanned outages," said Richard Leger, Senior Vice President, Indiana Electric at CenterPoint Energy. "The rounds of severe storms caused extensive damage throughout our region and provided constant challenges for our crews as they faced repeated outages, which unfortunately resulted in longer restoration times.

Timeline For Weather-Related Events



Leverage **StormGeo** Weather Forecasting Service



Preparation For Severe Weather-Related Events



- CEI South electric field operations prepares for severe weather through annual drills such as Emergency Operations Plan (EOP) drills and Storm Response Plan drills
- Prior to a severe weather event, plans are executed to ensure planned outages are restored, providing maximum redundancy for the system
- Electric field operations keeps an inventory of spare equipment specifically for storm restoration efforts to provide assurance that equipment is available in time-sensitive situations
- Vehicles are stocked and maintained to ensure readiness
- Options identified in anticipation of need for additional materials (laydown yards, increased min/max levels, & agreements with vendors to get us emergency material)

- Following each storm event, our team solicits feedback on what went well and what we could do better. This process is reinforced by our Continuous Improvement Culture.
- We categorize these lessons learned and work through action items to address them as soon as possible.

Categories
Checklist Update
Logistics Update
Objectives Update
Roster Updates
Tool Needs
Training Needs
Wins



- **Examples of Improvement Opportunities**

- **Tools**

- Identify improvements with backup communication methods (experienced telecom outage during storms)
- Opportunity for blue sky 811 process and storm response 811 process

- **Training**

- Continue to improve field investigator damage assessments through additional training

- **Examples of Our Wins**

- No injuries to any of our employees or contractors
- Cross-functional support
- Well-organized
- Good use of support roles & understanding of responsibilities

- What worked well for our customers?
 - Outage prioritization
 - Executed our critical customer restoration plan
 - Outages with largest customer impact
 - Customers that have been off the longest
 - Properly staffed to support the needs of our customers
 - Call center staffed with average wait time of 117 seconds
 - Customers took advantage of online outage reporting
 - Worked closely with industrial and commercial customers to ensure open communication and clear expectations

Outage Reporting Requirement: 170 IAC 4-1-23



- CEI South is aligned with revisiting the current outage reporting requirement and its associated process.