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CenterPoint Energy makes significant progress restoring power after tornado impacts service area

📅 Wednesday-January-25-2023

Houston – Jan. 25, 2023 – Following yesterday's extreme weather and tornado that impacted several communities in the greater Houston area, including Baytown, Deer Park and Pasadena, CenterPoint Energy continues to make significant progress in restoring power to affected customers.

- *Tornado caused significant damage to company's electric system in southeast Houston, including Baytown, Deer Park and Pasadena*
- *Crews working around-the-clock to restore service to impacted customers as safely and quickly as possible*
- *Depending on damage, some customers may need to make repairs to their customer-owned equipment before they can receive electric service*
- *Before cleaning debris, customers should call 811 to locate underground natural gas lines and other underground utility lines*

Assessments of CenterPoint Energy's electric system will be substantially completed today, and the company expects its customer outage numbers to continue to decline. As of 2 p.m. today, CenterPoint Energy has restored power to more than 163,000 customers in the past 24 hours. The company also expects to have the majority of the remaining customer outages restored by the end of the day tomorrow. In southeast Houston, due to the significant damage that will take time to repair, restoration work will be essentially complete by the end of the day Sunday, with some isolated outages addressed thereafter.

"Thanks to our dedicated crews who have been working around-the-clock, we have made outstanding progress safely restoring service to our customers. As we complete our system damage assessments, we are finding significant and complex damage to our infrastructure, including more than 150 damaged electric poles that need to be replaced," said Lynnae Wilson, Senior Vice President, Electric Utility at CenterPoint Energy. "We appreciate our

customers' continued patience and understanding as we work to address the more challenging outage issues caused by the tornado's extensive damage to our electrical infrastructure in southeast Houston."

Brad Tutunjian, Vice President, Distribution Operations and Service Delivery at CenterPoint Energy, added, "CenterPoint Energy is collaborating with contract crew resources to bolster our restoration efforts. These additional crews from surrounding areas are arriving today and will work with our team to make necessary repairs to restore service to impacted customers as safely and quickly as possible."

In addition to damaging CenterPoint Energy's electric infrastructure and equipment, severe weather may have caused damage to customer-owned equipment. Customers should check their weatherhead, the point where power enters the home through an electric service drop, which is often a pipe located on the side of the residence or building. If the equipment is damaged, customers will need to contact a qualified electrician to make repairs before the company is able to restore service to them.

CenterPoint Energy urges customers to always stay at least 35 feet away from downed power lines and report them to the company at 713-207-2222. For latest information on power outages*:

- Sign up for Power Alert Service for information on individual outages;
- Follow @cnpalerts and visit Outage Tracker for general outage locations; and
- Visit [CenterPointEnergy.com/StormCenter](https://www.CenterPointEnergy.com/StormCenter) for electric and natural gas safety tips and other resources.

*Please note: Restoration times may be delayed as crews continue to assess damages.

The company's natural gas system fared well. Natural gas crews will continue to address natural gas issues found during system assessments. If customers smell the "rotten egg" odor of natural gas, they should immediately leave on foot, go to a safe location and call both 911 and CenterPoint Energy at 713-659-2111 or 888-876-5786.

In addition, before cleaning debris, digging on their property or to locate underground natural gas lines and other underground utility lines, customers should call 811, the nationwide Call Before You Dig number.

"The greater Houston area is home to the CenterPoint Energy crews and support personnel who are working hard to get our customers' power back on," added Wilson. "I want to thank all the first responders, emergency personnel, elected officials, nonprofit organizations, and neighbors who are answering the calls to help those in need."

Tweets from @CenterPoint

CenterPoint Energy

@CenterPoint · 10h



Our mutual assistance crews hit the road today to help our neighbors with power restoration efforts in the [@austinenergy](#) & [@oncor](#) service areas after [#Mara](#) caused extensive damage. Be safe, y'all! We'll see you when you get home.

	<p>youtube.com</p> <p>Mutual assistance crews leave Houston to help Austin Energy and Oncor</p>
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CenterPoint Energy

@CenterPoint · 12h



It's [#GroundhogDay](#) and [@GroundhogClub](#)'s [#PunxsutawneyPhil](#) officially declares that we'll have six more weeks of winter. Grab an extra blanket and follow our cold weather safety and energy-saving tips to get you through the chill. More tips: [CenterPointEnergy.com/SaveEnergy](#)



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