



June 25, 2026

Thank you to everyone who joined us at our second Community Connect last evening. We are grateful for the opportunity to connect with you directly, hear your feedback and share the latest updates on all the actions we're taking in West University Place to address the cause of recent outages and further strengthen reliability for your community.

For those who were unable to attend, we want to provide an update on all the improvements we have completed, as well as the actions underway to better serve you and your neighbors. These actions include:

- **Completed eight high-priority upgrades** on three distribution circuits and substation equipment to strengthen local reliability and reduce the impact of future outages.
- **Inspected 100% of local electric circuits**, including ~27 miles of distribution circuits and transmission structures.
- **Conducted thermal inspections of 100% of local substations** to identify potential improvements.
- **Completed 100% of substation improvement projects** following thermal inspections.
- **Completing additional improvements by the end of June**, including 18 areas targeted for vegetation clearing and 14 distribution equipment improvements.

As part of our commitment to keeping you informed of our efforts, we will continue to share updates on our reliability improvements and any impact this work may have on your service.

Above all, we are determined to provide you and your community with the reliable and resilient energy you expect and deserve. If you have any questions, please feel free to reach out to Robert Young at **713-945-4200** or Robert.Young@CenterPointEnergy.com.

Thank you,

Robert Young | Bellaire & Spring Branch Service Area Director