



Helping Out With Hurricane Rita

Just weeks after Hurricane Katrina caused billions of dollars in damage along the Gulf coast, Hurricane Rita made landfall near Sabine Pass, Texas, on September 24. The storm resulted in over 1,481,000 power outages in Texas. AECT member companies worked to offer all available assistance to get power back online in affected areas. Within two weeks, Entergy—the hardest hit electric utility—had restored service to more than 90 percent of affected customers. At its peak, Entergy had a workforce of more than 9,200 linemen and workers, plus about 3,000 support personnel, restoring service.



In Houston and surrounding areas, about 700,000 customers were without power at the height of the storm. CenterPoint Energy, the local transmission and distribution utility, announced that all customers' power was restored on September 30, as 4,000 employees and contract personnel worked around the clock to aid restoration.

The effects of Hurricane Rita on TXU Electric Delivery area was felt from Dallas to East Texas impacting approximately 200,000 customers. A workforce of 1,400 employees and contractors were deployed to repair damage facilities and restore service.

Examples of Volunteer Efforts By AECT Member Companies in the Aftermath of Hurricane Rita

- 154 AEP Texas company and contract personnel from south and west Texas, along with more than 600 company and contract personnel from other parts of the AEP system are working with Entergy on hurricane recovery efforts.
- CenterPoint Energy aided Entergy in restoring customers in Chambers, Galveston and portions of Liberty Counties. After work was completed in those counties, traditional mutual assistance for transmission and distribution facilities was provided in other parts of Entergy's service territory.
- El Paso Electric sent a crew of 32 people and 10 trucks to help restore power in the Sabine Pass and Port Arthur area. There were two shifts of 16 workers.
- Reliant Energy (which does not have line crews) is waiving deposits and is providing a temporary price discount to evacuees from Rita impacted areas
- Texas-New Mexico Power Co. responded by sending a team of 37 employees and equipment to help Entergy restore power to the Port Neches and Port Arthur areas.
- TXU responded by sending a team of over 200 Electric Delivery employees and contractors to help Entergy restore power to the Beaumont area; sending 100 volunteers from across TXU to East Texas to assist at shelters and distribute supplies to customers without power; and sending nearly 300 TXU Energy employee volunteers to assist its partner Cap Gemini in answering outage calls and placing outbound calls to ensure customers' power would be restored.
- Xcel Energy sent 82 employees from Texas, New Mexico, and Colorado, along with diggers, bucket trucks, and fuel trucks to help Entergy restore power and infrastructure in the Beaumont area. In addition, employees in Amarillo assisted with evacuees brought to the Amarillo Civic Center for temporary shelter.

