



## Public Utility Commission of Texas

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Press Release  
Nov. 21, 2024

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# PUCT Approves Findings of Investigation into Houston Area Utilities' Extreme Weather Preparedness and Response

*Investigation Ordered by Gov. Abbott Following Extended Storm Outages*

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**AUSTIN, Texas** – The Public Utility Commission of Texas (PUC) today approved the findings and recommendations of the PUC Staff investigation into the extreme weather preparedness and response of utilities in the Greater Houston area. The final report, approved by Commissioners today, is the result of a four-month long investigation [ordered by Governor Greg Abbott](#) following the May 2024 Derecho and Hurricane Beryl, which left more than two million utility customers without power for multiple days.

“The storm devastation that hit the Houston area earlier this year made clear we need to strengthen our infrastructure and ensure utilities are better prepared to provide reliable service to their customers when extreme weather hits,” PUC Chairman Thomas Gleeson said. “I thank Governor Abbott for directing us to conduct a rigorous study of what went wrong during the Derecho and Hurricane Beryl. The results of this investigation include several recommendations to better prepare utilities for extreme weather and improve their response to natural disasters.”

The final report outlines 14 recommendations to improve utility performance in the following categories: emergency preparedness and response planning, communication and coordination, customer restoration workflow, physical infrastructure, vegetation management, staffing and mutual assistance, and the use of mobile generation facilities. Some recommendations propose specific policies for consideration by the upcoming 89<sup>th</sup> Texas Legislature. Others suggest changes to PUC rules or outline best practices for utilities.

[The final report is available here.](#)

[All public filings associated with the investigation are available here.](#)



In addition to the recommendations, the report includes an assessment of how utilities performed during the May Derecho and Hurricane Beryl, and an examination of the effects of extended power outages on millions of Houston area consumers, homes, and businesses.

PUCT Staff issued 94 formal requests for information (RFIs) to electric, water, and telecommunications providers in the Houston area to gather information for the investigation. Staff also analyzed utility emergency operations plans and vegetation management reports previously submitted to the PUCT.

The investigation's findings and recommendations were also informed by public feedback submitted to the PUCT through an [online questionnaire](#) and public comments provided by Greater Houston area residents at a [PUCT workshop held in Houston](#) in early October. An archived recording of that workshop is [available here](#).

An archived recording of the Commission's discussion of the investigation report at today's PUCT open meeting is [available here](#).

### **About the Public Utility Commission of Texas**

Our mission is to serve Texans by regulating the state's electric, telecommunication, and water and sewer utilities, implementing respective legislation, and offering customer assistance in resolving consumer complaints. Since its founding in 1975, the Commission has a long and proud history of service to Texas, protecting customers, fostering competition, and promoting high quality infrastructure. To learn more, please visit <https://www.puc.texas.gov>.