



Public Utility Commission of Texas

1701 N. Congress, P.O. Box 13326, Austin, TX 78701

Press Release

Aug. 1, 2024

Contact: Ellie Breed

Media@PUC.Texas.Gov

Public Utility Commission of Texas Seeks Public Feedback on Houston Area Utility Performance Following Storm Outages

Austin, Texas – The Public Utility Commission of Texas (PUC) encourages consumers in the Greater Houston area to share their experiences with power outages and utility performance during the May 2024 derecho and Hurricane Beryl. To share their experiences, Texans can use a [questionnaire](#) linked on the [PUC's homepage](#). The questionnaire is available in English and Spanish and only takes about five minutes to complete.

“The most important people in our investigation into the preparedness and response to these devastating storms are the Texans who experienced these storms firsthand,” said PUC Executive Director Connie Corona. “We want to hear from you, whether you lost power during these storms or not. The information you provide will guide us in making changes to prevent a disaster of this scope in the future.”

Nearly one million Texans lost power in May 2024 following the derecho. Hurricane Beryl stormed through the Greater Houston area as a Category 1 storm on Monday July 8, 2024, leaving more than 2.6 million Texans without power. At the direction of Gov. Greg Abbott, the PUC is investigating the preparedness and response by utilities in the Greater Houston area to these extreme weather events. The PUC must submit its findings with recommendations by December 1, 2024.

The public can view Gov. Abbott’s directive and public documents related to the investigation through the PUC’s Interchange website under [Project No. 56822](#).

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>.