

## **(20120208) CNP Implements Single Inbox for Safety-Net Requests**

**NOTICE DATE:** February 8, 2012

**NOTICE TYPE:** Reminder (Final)

**SHORT DESCRIPTION:** CenterPoint Energy is permanently eliminating the CustomerCare-CR inbox, and has replaced it with a single mailbox beginning February 6, 2012.

**INTENDED AUDIENCE:** All Competitive Retailers

**DAY AFFECTED:** Beginning: 12:00 AM CPT Monday February 6, 2012

**LONG DESCRIPTION:** In the continuous pursuit of “Enhancing the Customer Experience”, CenterPoint Energy is permanently eliminating the current email address [CustomerCare-CR@CenterPointEnergy.com](mailto:CustomerCare-CR@CenterPointEnergy.com) used by Retail Electric Providers for submitting standard and priority safety-net requests as well as emergency reconnect requests to CenterPoint Energy.

Please NOW make use of the current email address [CNP.Priority@CenterPointEnergy.com](mailto:CNP.Priority@CenterPointEnergy.com) as the single mailbox used for submitting standard and priority safety-net requests as well as emergency reconnect requests to CenterPoint Energy. The [CNP.Priority@CenterPointEnergy.com](mailto:CNP.Priority@CenterPointEnergy.com) inbox is NOW our main and ONLY inbox for safety-net request.

Permanent updates to the Retail Market Guide can be found in Chapter 7 Market Processes effective with the February 1, 2012 version.

Although CenterPoint Energy will continue to leave open the [CustomerCare-CR@CenterPointEnergy.com](mailto:CustomerCare-CR@CenterPointEnergy.com) mailbox open through Thursday March 1, 2012, Retail Electric Providers should ONLY make use of the [CNP.Priority@CenterPointEnergy.com](mailto:CNP.Priority@CenterPointEnergy.com) inbox for safety-net requests.

**ADDITIONAL INFORMATION:** This is the final Market notice that will be issued regarding this implementation.

**Competitive Retailer Relations**  
**CenterPoint Energy Houston Electric, LLC**

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**NOTICE DATE:** January 6, 2012

**NOTICE TYPE:** Implementation Notice

**SHORT DESCRIPTION:** CenterPoint Energy is permanently eliminating the CustomerCare-CR inbox, and replacing it with a single mailbox beginning February 6, 2012.

**INTENDED AUDIENCE:** All Competitive Retailers

**DAY AFFECTED:** Beginning: 12:00AM CPT Monday February 6, 2012

**LONG DESCRIPTION:** In continuous pursuit of “Enhancing the Customer Experience” CenterPoint Energy is permanently eliminating the current email address [CustomerCare-CR@CenterPointEnergy.com](mailto:CustomerCare-CR@CenterPointEnergy.com) used by Retail Electric Providers for submitting standard and priority safety-net requests as well as emergency reconnect requests to CenterPoint Energy.

Please make use of the current afterhours email address [CNP.Priority@CenterPointEnergy.com](mailto:CNP.Priority@CenterPointEnergy.com) inbox as the single mailbox used for submitting standard and priority safety-net requests as well as emergency reconnect requests to CenterPoint Energy. The CNP.Priority inbox will become our main inbox for safety-nets.

Permanent updates to the Retail Market Guide can be found in Chapter 7 Market Processes effective with the February 1, 2012 version.

CenterPoint Energy will continue to process requests received from the current mailbox ([CustomerCare-CR@CenterPointEnergy.com](mailto:CustomerCare-CR@CenterPointEnergy.com)) which will remain effective until 11:59PM CPT Thursday March 1, 2012.

**ADDITIONAL INFORMATION:** A final Market Notice reminder concerning elimination of the current mailbox process will be submitted during the week of elimination.

**Competitive Retailer Relations**  
**CenterPoint Energy Houston Electric, LLC**