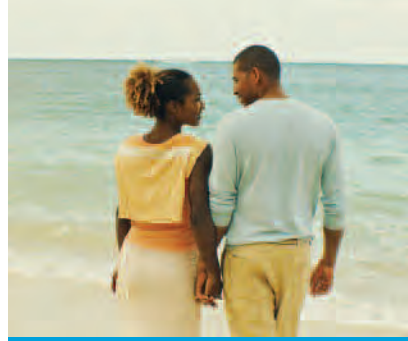


Natural gas prices stay level

Natural gas prices are forecasted to remain stable throughout 2010 as supplies remain abundant and the nation slowly recovers from economic downturn. Ninety seven percent of the natural gas used in the United States comes from North America. Domestic production is predicted to increase because producers have found a way to extract natural gas deposits from shale (a type of rock) formations. The cost for natural gas makes up 70 to 80 percent of a typical CenterPoint Energy typical bill, which we pass on to customers with no price mark-up.

To learn more about the benefits of natural gas and ways to reduce monthly bills or manage them with our convenient account services, visit CenterPointEnergy.com.



Pay natural gas bills anywhere, any time

Take a vacation from bill payment to-do lists. CenterPoint Energy customers can have their monthly natural gas payment automatically deducted from a checking or savings account with Automatic Bank Draft. This free and secure service is available for customers who receive their bill via mail or Online Billing. Avoid the hassle of checks and stamps – embrace bill payment convenience today!

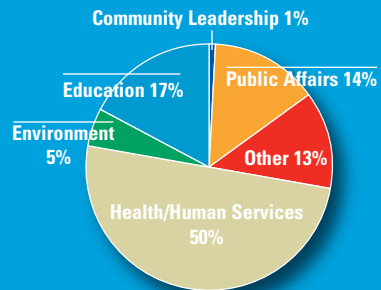
Learn more at CenterPointEnergy.com/autodraft.

Count on natural gas

Affordable prices continue to make natural gas a smart choice for the home, the budget and the environment.

- **Better for the home:** Natural gas water heaters heat water two to three times faster than electric models, so there is less risk of running out of hot water.
- **Better for the budget.** Natural gas costs less to use than electricity, propane and heating oil.
- **Better for the environment.** Natural gas is the cleanest-burning fossil fuel and produces the least amount of greenhouse gases.

Learn more about the benefits of natural gas at CenterPointEnergy.com/gasisbetter.



In 2009, CenterPoint Energy contributed \$3.2 million to community-service initiatives across America.

Helping neighbors

For more than 135 years, CenterPoint Energy has served communities across the United States while building relationships between employees and customers. When the families and businesses CenterPoint Energy serves are strong, the communities where CenterPoint Energy operates are strong.

In fact, each day, company employees provide solutions to enhance the quality of life in neighboring communities. They accomplish this by:

- Supporting education and electric and natural gas safety programs
- Promoting economic development, revitalization, affordable housing and environmental awareness
- Supporting health and human services

Join CenterPoint Energy this year as it continues to make a difference in neighborhoods across America. Visit CenterPointEnergy.com/community.

Planning a home improvement job? Call 811 before you dig



Know what's below. Call before you dig.

811 is the go-to source for safe digging projects. A simple call to 811 helps homeowners avoid hitting an underground utility line while digging. Hitting an underground utility line while digging, even for a small home improvement job, can cause service interruption, tremendous repair costs, property damage and severe personal injury. In fact, more than 200,000 underground utility lines are struck each year in the United States, the Common Ground Alliance reports.

For safety, state law requires homeowners and contractors to call 811 at least 48 hours before digging or excavating. At no cost to the caller, utility companies will visit the property and mark locations of underground utility lines. Homeowners and contractors are responsible for marking private lines such as invisible pet fences, sprinkler systems, yard lights, sewer lines and private sewer systems and gas grill lines. When digging, be sure to respect the markers and dig carefully.

For more information about natural gas safety, visit CenterPointEnergy.com/safety.

Moving? Building? Remodeling?

From finding a new home to touching up an existing residence, living transitions can often be a stressful time. That's why CenterPoint Energy has a host of online resources for customers that offer easy account services tools and energy efficiency tips.

Moving: CenterPoint Energy can help make moving easier. Complete requests for new service, service relocation or disconnects online at CenterPointEnergy.com/selfservice. Then, from the left-hand menu, choose *Save Energy & Money*, then *Building, Moving and Remodeling*.

Building: When building a new home, customers often discover that natural gas appliances are the efficient, economical choice for comfort and savings all year long. Visit CenterPointEnergy.com/gasisbetter to find a list of home builders that recognize the value of natural gas water heaters and furnaces.

Remodeling: Energy efficiency should be at the top of any home remodeling list. CenterPoint Energy offers expanded rebates on heating systems and water heaters. These purchases may also qualify for up to \$1,500 in tax credits. Learn more at CenterPointEnergy.com/rebates.

Access account information anytime

My Account Online is a free, 24-hour customer portal to natural gas account information.

- View a chart that displays up to 15 months of natural gas usage history.
- View recent account billing and payment transaction history.
- Update CenterPoint Energy account information.
- Sign up for Online Billing and other convenient account services.

Register now at CenterPointEnergy.com/myaccountonline.

CenterPointEnergy.com



Cash in on energy savings with Home Energy Audits

Our Home Energy Audits are an excellent addition to spring home improvement plans. Customers can improve their home's energy efficiency and tap into money-saving rebates when they implement their certified auditor's recommendations.

CenterPoint Energy offers a Basic Energy Audit, which includes a general overview and visual inspection of a home, or a more comprehensive Standard Energy Audit that includes a blower-door test and an infrared scan to identify air leaks, or possible moisture problems.

Once an audit is conducted, qualifying homeowners can improve their home's energy efficiency with CenterPoint Energy rebates that help defray the cost of adding insulation and sealing air leaks. Our air sealing and insulation rebate reimburses 50 percent of the cost of improvements, up to a maximum of \$400. Please note that a home energy audit by a certified auditor must be completed before an insulation contractor is hired.

For more details and complete rebate rules, visit CenterPointEnergy.com/rebates.



Prepare for severe weather with natural gas safety tips

Spring can bring storms, heavy wind and tornadoes to the Minnesota region. These severe weather events sometimes create natural gas emergencies. CenterPoint Energy customers should follow these tips to stay safe when disaster strikes:

- If a customer smells or hears natural gas inside a residence or building, he or she should leave immediately on foot.
- If a customer is outside and suspects a gas leak, he or she should leave immediately on foot in a crosswind direction away from the leak and maintain a safe distance.
- When a customer suspects a gas leak, he or she should not flip a light switch, strike a match, smoke, use a car, cell phone, generator, flashlight or anything that might cause a spark.
- Once a customer is safely away from the area, he or she should call 911 and the CenterPoint Energy gas leak hotline 1-800-722-9326.
- A customer should never operate gas valves or try to repair a natural gas leak. He or she should leave all repairs to a trained technician.

For more information about natural gas safety, visit CenterPointEnergy.com/safety.



Always There.®