



Keeping community leaders informed

CommunityLink is a newsletter for community leaders. Its purpose is to provide community leaders – like you – with timely, helpful and useful information about CenterPoint Energy and our role in the community that you can also share with your associates, clients and constituencies. To view an online version of the newsletter, go to CenterPointEnergy.com/community.

News you can use



Welcome to the inaugural issue of Community Link!

Community Link is a newsletter for community leaders like you, to keep you informed about CenterPoint Energy and our role in the communities in which we live and work. Respect for our communities is a core value upon which CenterPoint Energy has operated for many years. In fact, our history in Arkansas dates back to the 1930s when several smaller gas companies merged and formed Arkansas Louisiana Gas.

Today, we are the largest natural gas distribution company in Arkansas serving more than 443,000 customers. We pride ourselves on being a good corporate citizen and work closely with the communities we serve to enhance quality of life in the areas of community development, health and human services and education. Our involvement in these focus areas consists of strategic charitable contributions, volunteer projects, and safety and education.

In this issue you'll learn about new Conservation Improvement Programs (CIP) to help customers conserve natural gas and save money, meet one of our employees who works closely with our CIP programs, learn important natural gas safety information, find out about all the volunteer events our employees pride themselves in participating in, and much, much more! We hope you enjoy Community Link and that you find it interesting and informative.

Sincerely,
Walter Bryant
Regional Vice President, Gas Operations



Seal in the savings

Sealing a home's air leaks and improving its indoor air quality can help stretch energy costs and increase comfort. Add these simple efficiency measures to spring home improvement plans.

Look for air leaks

Air leaks can be found around door and window frames, between cracks in brick or foundation, inside HVAC duct systems and around the chimney stack, room air conditioner and attic plumbing vent.

Caulking

Caulking helps eliminate air leaks by repairing cracks and openings in walls. These cracks occur when wood and plaster expand and contract with changes in temperature and moisture. Remember to replace current caulking if it has hardened. Seal HVAC air leaks with mastic sealant and insulate all ducts.

Weatherstripping

Weatherstripping provides an airtight seal around doors and windows. Tests show that tubular weatherstripping provides the best seal. However, if doors and windows will be used by children, disabled individuals or the elderly, use silicone, neoprene, urethane or rubber strips. They require less pressure when closing doors and windows.

Discover more energy savings tips at CenterPointEnergy.com.

Low prices make natural gas a popular energy choice



Natural gas prices are forecasted to remain relatively low and stable throughout the year as supplies remain abundant and the nation slowly recovers from the economic downturn.

“Natural gas prices are very attractive right now,” said Terri Pruitt, senior account manager at CenterPoint

Energy. “The market has stabilized since 2008 and prices have recently dropped further. In fact, the NYMEX is currently predicting gas prices to be under \$5.00 per MCF (or MMBTU) through November.”

An abundant and domestic commodity

According to NewNaturalGas.org, there is more than a 100-year supply of natural gas. Last year, the Potential Gas Committee noted that the resource base was at its highest level ever. Ninety seven percent of the natural gas used in the United States comes from North America and domestic production is predicted to continue to increase because of large gains in shale formations. Shale, a fine-grained rock, is a growing source of natural gas in America. Its abundance is expected to help “unconventional” onshore natural gas production grow 43 percent between 2007 and 2030. In particular, the Fayetteville Shale continues to play an important part in powering our nation as well as providing stability to the Arkansas economy.

Current demand and growing interest

This winter through early March, the current level of natural gas in storage was slightly above the five-year average. Overall storage inventories remain in good shape, helping moderate current prices.

From a demand perspective, the Energy Information Administration expects total natural gas consumption to decrease by 0.4 percent this year. However, the long-term demand outlook for natural gas remains strong. As the cleanest of all fossil fuels, natural gas is expected to play an integral role in the green movement as climate change legislation is discussed and the desire for low-carbon fuels increases. Many consumers are choosing natural gas because it is a cleaner burning fuel that leaves about half the carbon footprint and has less impact on the environment.

“Natural gas is both a cost-effective and environmentally friendly energy choice,” Pruitt said. “We expect that consumers will look to natural gas to meet their energy needs not just this year, but also in the years ahead.”



Natural gas: today's choice for a greener tomorrow

Homes and businesses across the country are continuing to choose natural gas because of the fuel's positive impact on the planet and their bottom line. Natural gas is the most cost-effective, reliable and convenient energy source and it costs about half as much as other fuels. For residential, commercial, and industrial applications, it's simply a better value – particularly when considering the efficiency of equipment and its use for a wide range of home and business needs.

Environmentally speaking, natural gas is a clean burning abundant fuel that has less impact on the planet and leaves about half the carbon footprint. Because Natural Gas is abundant, domestic, and environmentally friendly, it can and will play an important role in our community's energy portfolio to ensure that we continue to live a comfortable life while simultaneously keeping Arkansas clean and healthy. The efficient use of natural gas for water heating, space heating, cooking, and clothes drying continue to be a smart choice for homeowners and businesses.

In fact, natural gas water heaters offer customers advantages such as quick recovery times, lower operating cost and superior reliability. Additionally, the installation of natural gas tankless water heaters can save you even more money by only using natural gas when you need hot water. In fact, not only will the installation of a natural gas tankless water heater save you money and help preserve the environment; when sized correctly, you will enjoy an endless supply of hot water. Bottom line, natural gas remains to be the most comfortable and environmentally friendly fuel of choice and will save you money.



Always There.®

Someone you should know



Richard Leger Sales and Conservation Improvement Program manager

Richard Leger may be new to Arkansas but he's been a part of the CenterPoint Energy family since 2001. He recently transferred to Little Rock from Shreveport. Richard will oversee the implementation and success of the newly created energy efficiency programs in our Arkansas service area.

According to Richard, "What I like about my job is that each work day is unique. My activities can range from speaking with customers about natural gas end use technology, securing marketing materials and gathering market intelligence, and working with staff to help drive participation in energy efficiency programs." Richard has a longstanding tradition of community involvement. In Shreveport he served on the United Way's board of directors and as the Basic Needs Impact Council chair person. He was also on the board for the Girl Scouts of America and for First Tee of Northwest La., an organization that provides golf lessons and educational programs for inner city youth.

A graduate of McNeese State University, Richard is married and enjoys wood working, golfing, hunting and cooking.

SAFETY FIRST!



Planning a home improvement job?

Call 811 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.



**Know what's below.
Call before you dig.**

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.

What to do if you smell natural gas

Step 1: Leave immediately! Do not use electric switches, telephones (including cell phones) or anything that could cause a spark.

Step 2: Go to a safe location and then call our natural gas leak hotline. Do not use e-mail or the Internet to contact the company about a leak, and never assume someone else has reported the leak.

CenterPoint Energy's gas leak toll-free phone number is 888-876-5786.

Step 3: Alert your neighbors. CenterPoint Energy checks suspected natural gas leaks at no cost to you.

Step 4: Never try to repair a natural gas leak yourself. Leave all repairs to a trained technician.

In the community

CenterPoint Energy honored by state of Arkansas

CenterPoint Energy was honored by the Arkansas Department of Human Services Division of Volunteerism in March for outstanding service to the community. The Arkansas Community Service Awards recognize individuals and corporations for their dedication, commitment; and determination in promoting and supporting volunteerism in the state. CenterPoint Energy was nominated for this award by Camp Aldersgate.

Arkansas Governor Mike Beebe sent a personal letter of congratulations, calling our community service efforts “noble but also necessary.” In addition, Tara Austin, awards coordinator, said, “This is a huge honor and we want to applaud you on being nominated.”

Camp Aldersgate is a nonprofit organization designed to help enrich the lives of children and youth who have medical or physical conditions or developmental delays and their families, as well as senior adults through educational and recreational opportunities in an outdoors camp environment. Founded in 1947, the original purpose of the camp was to serve as a place for interracial fellowship, meetings and Christian training. By the early 1970s the first summer medical camps were organized. Today the camp continues its dedication to providing year-round social service programs for persons of all ages and backgrounds.

Each year CenterPoint Energy volunteers help with the Spina Bifida fishing tournament at the camp, allowing children the opportunity to enjoy themselves through being actively engaged in outdoor fun.

Award winners will be selected from among all nominees in May and will be announced on July 16 at a ceremony in Conway, Ark.



Johnson recognized as CenterPoint Energy’s outstanding volunteer in 2009



As a 32 year veteran of the company, Doris Johnson, customer account support representative, has been involved in CenterPoint Energy’s volunteer efforts since 1995. Her busy calendar includes: involvement in Relay for Life, the Project PUMP Christmas toy and clothes drive, the Cotton Pickin’ Jubilee, the Terrapin Derby and Project PUMP’s annual basketball tournament.

Doris also volunteers each week at her church creating the Sunday bulletin and driving the church van when needed. “Volunteering is an excellent way to let our customers know we are more than just an energy company,” said Johnson. “CenterPoint Energy does care about the communities we serve.”

Doris’ most rewarding volunteer experience was at the Project PUMP annual basketball tournament, which she helps with each year. The proceeds from the tournament fund scholarships for two seniors from a local school. “The young lady who received our scholarship came by the gym while the tournament was in progress,” noted Johnson. “She was dressed and on her way to her senior prom, but she wanted to show her appreciation for being chosen as one of the recipients. That was rewarding to me and it made our work worthwhile.”



Community calendar

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| May | Area 1 Special Olympics Paragould |
| | Crowley’s Ridge Park Center Clean-Up
Crowley’s Ridge |
| | Toad Suck Daze
Conway |
| | Wild Wines of the World
Little Rock Zoo |
| | Greek Festival
Little Rock |
| | Project Pump Basketball
Marked Tree |
| | State Track & Field Summer Games
Searcy |
| | Riverfest
Little Rock |
| June | Spina Bifida Fishing Derby
Camp Aldersgate, Little Rock |
| Aug. | National Night Out
Little Rock |
| Sept. | Camp Aldersgate Fish Fry
Little Rock |
| Oct. | Komen Arkansas Race for the Cure
Little Rock |
| | Spina Bifida Fall Family Fest
Little Rock |
| | Festival of Wines
Little Rock |
| | Boo at the Zoo
Little Rock |
| Nov. | Salvation Army Angel Tree Program
Jonesboro |
| | Salvation Army Bell Ringers
Jonesboro |
| Dec. | Winter Wonderland
Jonesboro |



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Energy saving ideas

Helping our customers conserve energy



In the past 17 years, CenterPoint Energy's energy-efficiency programs have grown in scope and size to meet consumer demands and regulations in the states we serve. The company has received approval from the Arkansas Public Service Commission to expand its efficiency efforts.

Richard Leger, Sales and Conservation Improvement Program manager, said, "The company will continue its mission to be on the leading edge of energy efficiency and conservation initiatives, and is proud to announce that a new portfolio of energy efficiency programs including: water heating rebates, furnace

and boiler rebates, foodservice equipment rebates, low-flow showerheads and faucet aerators are being introduced to Arkansas customers."

Although natural gas is the cleanest-burning fossil fuel, CenterPoint Energy believes that the direct use of natural gas and using it efficiently is the best way to help the environment and our customers.

Visit CenterPointEnergy.com/gasisbetter and select Arkansas for more information about upcoming programs.



Important phone numbers

Customer Service:	800-992-7552
Report a Gas Leak Emergency:	888-876-5786
Call Before You Dig:	811
Payment Address:	
	CenterPoint Energy, Inc.
	P.O. Box 4583
	Houston, Texas
	77210-4583