

## Natural Gas Distribution

Our natural gas distribution business operates in Arkansas, Louisiana, Minnesota, Mississippi, Oklahoma and Texas. The major cities we serve are Houston, Texas; Minneapolis, Minn.; Little Rock, Ark.; Biloxi/Gulfport, Miss.; Shreveport, La.; and Lawton, Okla.

Total number of customers	3,263,224
Total gas sold/delivered	426 billion cubic feet (Bcf)
Main and service lines	111,753 miles

### Number of customers and gas delivered by classification

Residential	3,016,333	177 Bcf
Commercial and Industrial	246,891	249 Bcf

## Competitive Natural Gas Sales and Services

CenterPoint Energy Services (CES), our competitive natural gas sales and services business, complements our gas distribution business. With offices in Arkansas, Illinois, Indiana, Louisiana, Minnesota, Missouri, Pennsylvania, Texas and Wisconsin, CES serves approximately 12,200 customers in the eastern half of the United States, providing competitive gas services for commercial, industrial and wholesale customers. CES had a total throughput of 548 billion cubic feet of gas in 2010.

## Interstate Pipelines

Our two interstate natural gas pipelines, CenterPoint Energy Gas Transmission Company and CenterPoint Energy – Mississippi River Transmission Corporation, operate pipelines in Arkansas, Illinois, Louisiana, Missouri, Oklahoma and Texas.

Pipelines	8,000 miles
Storage fields	Six
Working gas capacity	.59 billion cubic feet (Bcf)
Gas transported in 2009	1,693 Bcf

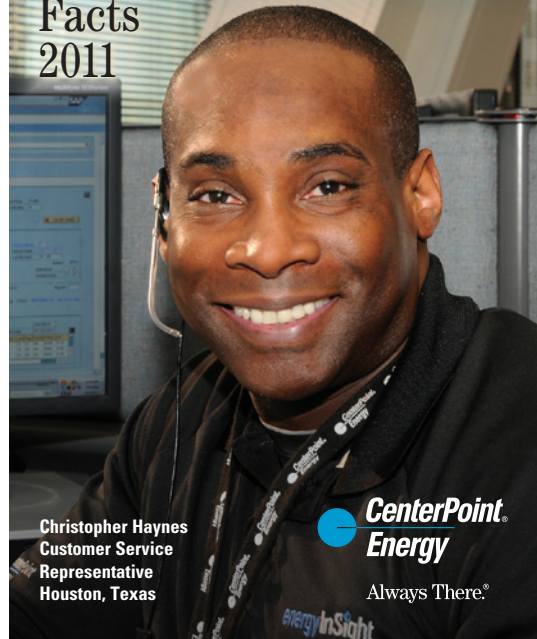
## Field Services

Field Services gathers and processes natural gas from approximately 150 separate systems located in major producing fields in Arkansas, Louisiana, Oklahoma and Texas. The ServiceStar division installs and operates remote data monitoring and communications services in Alabama, Arkansas, Colorado, Illinois, Kansas, Louisiana, Mississippi, Missouri, New Mexico, Oklahoma, Texas and Wyoming.

Gathering pipelines	3,800 miles
Gas gathered in 2009	650 Bcf
ServiceStar installations	11,000 sites

**All statistics as of December 31, 2010**

# Fingertip Facts 2011



**Christopher Haynes**  
Customer Service  
Representative  
Houston, Texas

**CenterPoint**  
**Energy**

Always There.®

energy inSight

## CenterPoint Energy, Inc.

CenterPoint Energy, Inc., headquartered in Houston, Texas, is a domestic energy delivery company that includes electric transmission and distribution, natural gas distribution, competitive natural gas sales and services, interstate pipelines and field services operations. The company serves more than five million metered customers in six states, Arkansas, Louisiana, Minnesota, Mississippi, Oklahoma and Texas.

Total assets	\$20.1 billion
Revenue	\$8.7 billion
Operating income	\$1.249 billion
Number of employees	8,843
Community volunteerism	180,000+ hours
Strategy	One Company, Get it Right, Grow
Brand promise	Always There
Company website	<a href="http://www.CenterPointEnergy.com">www.CenterPointEnergy.com</a>
Company mailing address	P.O. Box 4567 Houston, TX 77210-4567
Company physical address	1111 Louisiana St. Houston, TX 77002

*Our vision is to be recognized as  
America's leading energy delivery company ... and more.*

## Electric Transmission and Distribution

Our electric transmission and distribution business serves a 5,000-square-mile area that includes Houston, the fourth largest city. We deliver electricity on behalf of 100 retail electric providers.

**Metered Delivery Customers** ..... 2+ million

### Average Delivery Customers by Classification

Residential	1,864,611	87.37 percent
Commercial	265,044	12.49 percent
Industrial	2,043	0.10 percent
Municipal/Public Utilities	782	0.04 percent

**Megawatt hours delivered** ..... 76.97 million

Residential	26,554,308	34.49 percent
Commercial	22,254,205	28.91 percent
Industrial	27,999,494	36.37 percent
Municipal/Public Utilities	165,108	0.21 percent

### Transmission and Distribution

Overhead distribution lines	27,842 miles
Overhead transmission lines	3,728 miles
Underground distribution lines	20,390 miles
Underground transmission lines	.26 miles
Substations	.233
Service centers	.14

## Handy Contact Information

CenterPoint Energy (corporate headquarters) ..... 713-207-1111

### Customer Service - electric operations

Power outages	713-207-2222 or 1-800-332-7143
Streetlight outages	<a href="http://CenterPointEnergy.com/outage">CenterPointEnergy.com/outage</a>
Retailer options	1-866-PWR-4-TEX or <a href="http://powertochoose.org">powertochoose.org</a>

### Customer Service - natural gas operations

Arkansas	1-800-992-7552
Beaumont, Texas	1-800-376-9663
East Texas	1-800-259-5544
South Texas	1-800-427-7142
Houston, Texas	713-659-2111 or 1-800-752-8036
North Louisiana	1-866-275-5252
South Louisiana	1-800-477-0177
Minnesota	1-800-245-2377
Minnesota commercial	612-321-4939
Minnesota Home Service Plus	612-333-6466 or 1-800-247-0638
Mississippi	1-800-371-5417
Oklahoma	1-866-275-5265

### Natural gas leak emergency

Ark., La, Miss., Okla., Texas (outside Houston)	1-888-876-5786
Houston	713-659-2111 or 1-800-752-8036
Minnesota	612-372-5050 or 1-800-722-9326

### Call Before You Dig:

National	.811
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