

**SUBJECT:** CNP-M-A011812-01 CNP Meter Data Management (MDM) System

**NOTICE DATE:** January 18, 2012

**NOTICE TYPE:** Initial

**SHORT DESCRIPTION:** CenterPoint Energy has discovered an issue in our Meter Data Management (MDM) system that has resulted in incorrect high usage estimates being reported in some individual intervals.

**INTENDED AUDIENCE:** All Market Participants utilizing AMS-Metered 15-minute interval data (LSE files).

**DAYS AFFECTED:** Mid-December 2011 - Current

**LONG DESCRIPTION:** CenterPoint Energy has discovered an issue in our Meter Data Management (MDM) system that has resulted in incorrect high usage estimates being reported in some individual intervals. The incorrect interval data was delivered in LSE files to SMT and ERCOT, and may have been used by Competitive Retailers to bill customers on particular products such as prepaid services. The issue appears to have affected a small population of ESI-IDs beginning with the implementation of upgraded MDM software in mid-December 2011.

CEHE is currently working to identify all instances of the error, correct the interval data sent to SMT and ERCOT, and prevent the issue from occurring in the future.

**In the meantime, Competitive Retailers who are using the LSE interval data to bill customers or to track prepaid usage should examine the interval data closely for estimated interval values that appear unreasonably high. If such intervals are identified, Competitive Retailers should open a MarkeTrak issue to alert us of the issue.**

**ADDITIONAL INFORMATION:** CEHE will provide an update on this issue tomorrow, January 19, 2012.

**CONTACT:** If you have any questions regarding this notification, please send an email to [cr.support@centerpointenergy.com](mailto:cr.support@centerpointenergy.com)

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