

Hurricane Ike results in estimated meter readings

Customers may receive "Inaccessible Meter" letters

Oct. 29 - In response to Hurricane Ike, CenterPoint Energy's meter readers fulfilled their roles in the company's emergency plan to restore electricity, so electricity delivery and natural gas customers who were scheduled to have their meter read during the restoration process have received bills based on an estimated reading.

As a result, some natural gas customers have received a letter indicating that their meter has been inaccessible and asking them to take measures to ensure that CenterPoint Energy has access to their meter in order to read it or face possible disconnection of service. If the meter is in fact accessible and has not been read due to Hurricane Ike, the letter has been sent in error and may be disregarded.

The Texas Railroad Commission requires CenterPoint Energy to obtain actual natural gas meter readings at least every six months. Therefore, customers are required to provide access to their meters in order to receive natural gas service.

We apologize for any misunderstanding or inconvenience this letter has caused.