



## "Yellow Pages" Contact Information for Competitive Retailers

PRIMARY Point of Contact with CenterPoint Energy is Electric Market Relations (CR Account Management Group)

Classification	Contact Name	E.Mail Address	Telephone
<b>650_02 Disconnect Response Not Received</b>	650_02 Disconnect Response Not Received	<a href="mailto:BPM-serviceorders@CenterPointEnergy.com">BPM-serviceorders@CenterPointEnergy.com</a>	
<b>Business Development</b>	John Cook, Economic Development Manager	<a href="mailto:john.cook@CenterPointEnergy.com">john.cook@CenterPointEnergy.com</a>	713.207.3425
	Bob Turnbull, Director	<a href="mailto:bob.turnbull@CenterPointEnergy.com">bob.turnbull@CenterPointEnergy.com</a>	713.207.3402
<b>Business Risk Analyst Group</b>	Alva Jones, Business Risk Analyst	<a href="mailto:alva.jones@CenterPointEnergy.com">alva.jones@CenterPointEnergy.com</a>	713.207.5112
	Lisa Harris, Business Risk Analyst	<a href="mailto:lisa.harris@CenterPointEnergy.com">lisa.harris@CenterPointEnergy.com</a>	713.207.5217
	Sandra Matthews, Business Risk Analyst	<a href="mailto:sandra.matthews@CenterPointEnergy.com">sandra.matthews@CenterPointEnergy.com</a>	713.207.8515
	Steve Ross, Business Risk Analyst	<a href="mailto:steve.ross@CenterPointEnergy.com">steve.ross@CenterPointEnergy.com</a>	713.207.7554
	Earline Green, Business Risk Manager	<a href="mailto:earline.green@CenterPointEnergy.com">earline.green@CenterPointEnergy.com</a>	713.207.1511
	Business Risk Analysis Mailbox	<a href="mailto:cr-retail@CenterPointEnergy.com">cr-retail@CenterPointEnergy.com</a>	
	Business Risk Analysis Document Fax Station		713.207.9923
<b>Call Center (Customer Care Services)</b>	Competitive Retailer - Safety Nets (8 to 5PM)	<a href="mailto:customercare-cr@CenterPointEnergy.com">customercare-cr@CenterPointEnergy.com</a>	
	Competitive Retailer - Safety Nets (After-Hours)	<a href="mailto:cnp.priority@CenterPointEnergy.com">cnp.priority@CenterPointEnergy.com</a>	
	Competitive Retailer Direct Hotline		888.572.4399
	Customer Service (Houston Metro)		713.207.2222
	Customer Service (Toll Free)		800.332.7143
	Lee Doehring, Call Center Manager	<a href="mailto:lee.doehring@CenterPointEnergy.com">lee.doehring@CenterPointEnergy.com</a>	713.207.7780
	Shonda Royston-Johnson, Call Center Manager	<a href="mailto:shonda.johnson@CenterPointEnergy.com">shonda.johnson@CenterPointEnergy.com</a>	713.207.8929
	Geneva Roton, Call Center Manager	<a href="mailto:geneva.roton@centerpointenergy.com">geneva.roton@centerpointenergy.com</a>	713.207.4374
	Melinda Sutherland, Director	<a href="mailto:melinda.sutherland@CenterPointEnergy.com">melinda.sutherland@CenterPointEnergy.com</a>	713.207.4311
<b>Competitive Metering</b>	Kevin Kulhanek, Account Manager	<a href="mailto:kevin.kulhanek@CenterPointEnergy.com">kevin.kulhanek@CenterPointEnergy.com</a>	713.207.3444
	Competitive Metering Mailbox	<a href="mailto:competitive.metering@CenterPointEnergy.com">competitive.metering@CenterPointEnergy.com</a>	
	Competitive Metering Document Fax Station		713.393.0400
<b>Disconnect for Non-Payment</b>	(Forecasts, exceptions, arrangements - master meter premise, non-metered services, critical load, large industrial locations)		
	Disconnect Forecast Mailbox	<a href="mailto:hou-cso.operations@CenterPointEnergy.com">hou-cso.operations@CenterPointEnergy.com</a>	
<b>Distributed Generation</b>	Glynn (Bruce) Raborn, Lead Engineer	<a href="mailto:bruce.raborn@centerpointenergy.com">bruce.raborn@centerpointenergy.com</a>	713.945.4155
<b>Electric Market Operations (Transaction Management Issues Resolution)</b>	Transaction Issues Resolution Mailbox	<a href="mailto:dereg.trans.mangt@CenterPointEnergy.com">dereg.trans.mangt@CenterPointEnergy.com</a>	
	Sonja Collins, 727 Data Extract Variances	<a href="mailto:sonja.collins@CenterPointEnergy.com">sonja.collins@CenterPointEnergy.com</a>	713.207.5653
	Karen Davis, CIS / Mass Market Issue Resolution	<a href="mailto:karen.davis@CenterPointEnergy.com">karen.davis@CenterPointEnergy.com</a>	713.207.8603
	Earline Green, Business Risk Manager	<a href="mailto:earline.green@CenterPointEnergy.com">earline.green@CenterPointEnergy.com</a>	713.207.1511
	Esther Kent, Transaction Management	<a href="mailto:esther.kent@CenterPointEnergy.com">esther.kent@CenterPointEnergy.com</a>	713.207.3683
	Terri Smith, Transaction Activity Group	<a href="mailto:terri.smith@CenterPointEnergy.com">terri.smith@CenterPointEnergy.com</a>	713.207.8534
	Susan Neel, Director	<a href="mailto:susan.neel@CenterPointEnergy.com">susan.neel@CenterPointEnergy.com</a>	713.207.5106



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PRIMARY Point of Contact with CenterPoint Energy is Electric Market Relations (CR Account Management Group)

Classification	Contact Name	E.Mail Address	Telephone
<b>Electric Market Relations (CR Account Management &amp; ERCOT Market Advocacy Group)</b>			
	Richard Beasley, Account Manager	<a href="mailto:richard.beasley@CenterPointEnergy.com">richard.beasley@CenterPointEnergy.com</a>	713.207.3439
	George Bilnoski, Account Manager	<a href="mailto:george.bilnoski@CenterPointEnergy.com">george.bilnoski@CenterPointEnergy.com</a>	713.207.6687
	Kevin Kulhanek, Account Manager	<a href="mailto:kevin.kulhanek@CenterPointEnergy.com">kevin.kulhanek@CenterPointEnergy.com</a>	713.207.3444
	Kathy Scott, Retail Market Specialist / Texas SET	<a href="mailto:kathy.scott@CenterPointEnergy.com">kathy.scott@CenterPointEnergy.com</a>	713.207.7830
	Phil Suter, Account Manager	<a href="mailto:phil.suter@CenterPointEnergy.com">phil.suter@CenterPointEnergy.com</a>	713.207.3852
	Cevera White, Account Manager	<a href="mailto:cevera.white@CenterPointEnergy.com">cevera.white@CenterPointEnergy.com</a>	713.207.3436
	Doug Laughlin, Manager	<a href="mailto:d.e.laughlin@CenterPointEnergy.com">d.e.laughlin@CenterPointEnergy.com</a>	713.207.3673
	Competitive Retailer Relations Mailbox	<a href="mailto:cr.support@CenterPointEnergy.com">cr.support@CenterPointEnergy.com</a>	
	Competitive Retailer Relations Document Fax Station		713.393.0400
<b>Electronic Data Interchange (EDI) Information</b>			
	Transaction Hub, Technical Contact	<a href="mailto:it.sd.tmh.recon-team@centerpointenergy.com">it.sd.tmh.recon-team@centerpointenergy.com</a>	713.207.7472
	Zach Collard, Lead, Transaction Hub	<a href="mailto:zachary.collard@CenterPointEnergy.com">zachary.collard@CenterPointEnergy.com</a>	713.207.5271
<b>Electronic Funds Transfer (EFT)</b>			
	Martin Ramirez, Supervisor, Remittance Processing	<a href="mailto:martin.ramirez@CenterPointEnergy.com">martin.ramirez@CenterPointEnergy.com</a>	713.207.6770
	Document Fax Station		713.207.5491
<b>Electronic Transaction Market Testing</b>			
	Becky Taylor, Retail Transaction Analyst	<a href="mailto:becky.taylor@CenterPointEnergy.com">becky.taylor@CenterPointEnergy.com</a>	713.207.3651
	Electric Market Operations Testing Group	<a href="mailto:BPM-RetailTestingGroup@CenterPointEnergy.com">BPM-RetailTestingGroup@CenterPointEnergy.com</a>	713.207.6691
<b>Emergency Reconnects 24/7</b>			
	Customer Service (Houston Metro)		713.207.2222
	Customer Service (Toll Free)		800.332.7143
	Competitive Retailer - Safety Nets (After-Hours)	<a href="mailto:cnp.priority@CenterPointEnergy.com">cnp.priority@CenterPointEnergy.com</a>	
	Competitive Retailer - Safety Nets (8 to 5PM)	<a href="mailto:customercare-cr@CenterPointEnergy.com">customercare-cr@CenterPointEnergy.com</a>	
<b>Energy Efficiency Programs</b>			
	Alan Ahrens, Director	<a href="mailto:alan.ahrens@CenterPointEnergy.com">alan.ahrens@CenterPointEnergy.com</a>	713.207.3453
	Jarrett Simon, Manager of Program Implementation	<a href="mailto:jarrett.simon@CenterPointEnergy.com">jarrett.simon@CenterPointEnergy.com</a>	713.207.3842
<b>Exception Processing - CIS / Mass Market</b>			
	Competitive Retailer - Safety Nets (8 to 5PM)	<a href="mailto:customercare-cr@CenterPointEnergy.com">customercare-cr@CenterPointEnergy.com</a>	
	Competitive Retailer - Safety Nets (After-Hours)	<a href="mailto:cnp.priority@CenterPointEnergy.com">cnp.priority@CenterPointEnergy.com</a>	
	Rafael Cruz, Research Analyst Senior	<a href="mailto:rafael.cruz@CenterPointEnergy.com">rafael.cruz@CenterPointEnergy.com</a>	713.207.7878
	Karla Franco, Research Analyst Senior	<a href="mailto:karla.franco@CenterPointEnergy.com">karla.franco@CenterPointEnergy.com</a>	713.207.7970
	Kenya West, Research Analyst Senior	<a href="mailto:kenya.west@CenterPointEnergy.com">kenya.west@CenterPointEnergy.com</a>	713.207.4211
	Doug Laughlin, Manager	<a href="mailto:d.e.laughlin@CenterPointEnergy.com">d.e.laughlin@CenterPointEnergy.com</a>	713.207.3673
<b>Field Operations</b>			
	Braylon Johnson, Leader Field Operations	<a href="mailto:braylon.johnson@CenterPointEnergy.com">braylon.johnson@CenterPointEnergy.com</a>	713.945.4686
	Eric Weary, Leader Field Operations	<a href="mailto:eric.weary@CenterPointEnergy.com">eric.weary@CenterPointEnergy.com</a>	713.945.4949
	Chris Tomme, Supervisor Revenue Protection	<a href="mailto:chris.tomme@CenterPointEnergy.com">chris.tomme@CenterPointEnergy.com</a>	281.561.3239
	Curtis Turner, Supervisor Revenue Protection	<a href="mailto:curtis.turner@centerpointenergy.com">curtis.turner@centerpointenergy.com</a>	713.945.4645
	Kelly Fry, Manager	<a href="mailto:kelly.fry@CenterPointEnergy.com">kelly.fry@CenterPointEnergy.com</a>	713.207.2628
<b>Inadvertent Switch Resolution</b>			



## "Yellow Pages" Contact Information for Competitive Retailers

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Classification	Contact Name	E.Mail Address	Telephone
	Inadvertent Switch Group	<a href="mailto:inadvertentswitch@CenterPointEnergy.com">inadvertentswitch@CenterPointEnergy.com</a>	
<b>Information Services (Consumption and Usage Data Requests)</b>			
	Fax Number to Submit Required Letter of Authorization (LOA)		713.207.9054
	E-Mail to Submit Required Letter of Authorization (LOA)	<a href="mailto:usage.reg@CenterPointEnergy.com">usage.reg@CenterPointEnergy.com</a>	
	Pam Morrow, Sr. Data Specialist	<a href="mailto:pam.morrow@CenterPointEnergy.com">pam.morrow@CenterPointEnergy.com</a>	713.207.3496
	Sue Pierce, Sr. Data Specialist	<a href="mailto:sue.pierce@CenterPointEnergy.com">sue.pierce@CenterPointEnergy.com</a>	713.207.3403
	Olize Singleton, Sr. Data Specialist	<a href="mailto:olize.singleton@CenterPointEnergy.com">olize.singleton@CenterPointEnergy.com</a>	713.207.3525
	Sonja Collins, Supervisor	<a href="mailto:sonja.collins@CenterPointEnergy.com">sonja.collins@CenterPointEnergy.com</a>	713.207.5653
<b>Information Technology (IT)</b>			
	Steve Pratt, Director, Systems Development	<a href="mailto:steve.pratt@CenterPointEnergy.com">steve.pratt@CenterPointEnergy.com</a>	713.207.2294
<b>Key Accounts</b>			
	Cynthia Hargrave	<a href="mailto:cynthia.hargrave@CenterPointEnergy.com">cynthia.hargrave@CenterPointEnergy.com</a>	713.207.6227
	Ben DeLaRosa, Manager, Commercial Operations	<a href="mailto:ben.delarosa@CenterPointEnergy.com">ben.delarosa@CenterPointEnergy.com</a>	713.207.3611
	Key Accounts Document Fax Station		713.207.9980
<b>Media Relations</b>			
	Alicia Dixon, Manager	<a href="mailto:alicia.dixon@CenterPointEnergy.com">alicia.dixon@CenterPointEnergy.com</a>	713.207.5885
	Leticia Lowe, Director	<a href="mailto:leticia.lowe@CenterPointEnergy.com">leticia.lowe@CenterPointEnergy.com</a>	713.207.7702
	Floyd LeBlanc, Vice President	<a href="mailto:floyd.leblanc@CenterPointEnergy.com">floyd.leblanc@CenterPointEnergy.com</a>	713.207.7125
<b>Meter Reading Operations</b>			
	Ray Hall, Supervisor Field Activities	<a href="mailto:raymond.hall@CenterPointEnergy.com">raymond.hall@CenterPointEnergy.com</a>	713.207.4406
	Ron Pope, Supervisor Field Activities	<a href="mailto:ronald.pope@CenterPointEnergy.com">ronald.pope@CenterPointEnergy.com</a>	713.207.4414
	Walter Hunter, Manager	<a href="mailto:walter.hunter@CenterPointEnergy.com">walter.hunter@CenterPointEnergy.com</a>	713.207.4411
<b>Metering</b>			
	Meter Upgrades and IDR Installation Requests	<a href="mailto:CR.Support@CenterPointEnergy.com">CR.Support@CenterPointEnergy.com</a>	
	Kevin Kulhanek, Account Manager	<a href="mailto:kevin.kulhanek@CenterPointEnergy.com">kevin.kulhanek@CenterPointEnergy.com</a>	713.207.3444
	Freddie Whitlock, Crew Leader, Central Metering	<a href="mailto:freddie.whitlock@CenterPointEnergy.com">freddie.whitlock@CenterPointEnergy.com</a>	713.945-6689
<b>Natural Gas Services (Greater Houston TX Metro Area)</b>			
	Service or Billing Questions and Report Gas Leaks		713.659.2111
	Toll Free		800.752.8036
<b>Outage Management Systems / Distribution Operations Service Restoration</b>			
	Mike Dodd, Project Supervisor	<a href="mailto:mike.dodd@CenterPointEnergy.com">mike.dodd@CenterPointEnergy.com</a>	713.207.4610
<b>Permit Information</b>			
	Customer Service (Houston Metro)		713.207.2222
	Customer Service (Toll Free)		800.332.7143
<b>Regulatory</b>			



## "Yellow Pages" Contact Information for Competitive Retailers

PRIMARY Point of Contact with CenterPoint Energy is Electric Market Relations (CR Account Management Group)

Classification	Contact Name	E.Mail Address	Telephone
	Sheri Moore, Manager	<a href="mailto:sheri.moore@CenterPointEnergy.com">sheri.moore@CenterPointEnergy.com</a>	512.397.3047
	Andrew Machtemes, Manager	<a href="mailto:andrew.machtemes@CenterPointEnergy.com">andrew.machtemes@CenterPointEnergy.com</a>	713.207.5372
	John Hudson, Manager	<a href="mailto:john.hudson@CenterPointEnergy.com">john.hudson@CenterPointEnergy.com</a>	713.207.5285
<b>Remittance Processing / Wire Transfers</b>			
	Janice Blocker, Accounting	<a href="mailto:janice.blocker@CenterPointEnergy.com">janice.blocker@CenterPointEnergy.com</a>	713.207.7854
	Martin Ramirez, Supervisor	<a href="mailto:martin.ramirez@CenterPointEnergy.com">martin.ramirez@CenterPointEnergy.com</a>	713.207.6770
	Cynthia Paige, Accounting	<a href="mailto:cynthia.paige@CenterPointEnergy.com">cynthia.paige@CenterPointEnergy.com</a>	713 207 5147
<b>Revenue Reporting &amp; Analysis (Billing)</b>			
	Mass Billing Team Mailbox	<a href="mailto:revenue.billing@CenterPointEnergy.com">revenue.billing@CenterPointEnergy.com</a>	
	[Billing Issues for Residential, Small Commercial and Unmetered Accounts (Guardlights and Security Lights)]		
	Street Light Billing Mailbox	<a href="mailto:streetlight.billing@CenterPointEnergy.com">streetlight.billing@CenterPointEnergy.com</a>	
	Polly Morgan, IDR / Billing Usage Issue Resolution	<a href="mailto:polly.morgan@CenterPointEnergy.com">polly.morgan@CenterPointEnergy.com</a>	713.207.8580
	A J Kubecka, Manager CNP Electric Revenue Billing	<a href="mailto:aj.kubecka@CenterPointEnergy.com">aj.kubecka@CenterPointEnergy.com</a>	713.207.7436
<b>Storm Hotline (when activated)</b>			
	Storm Hotline (when activated)		713.207.7772
	Storm Hotline (when activated)		800.862.4538
<b>Streetlight Outage Reporting</b>			
	Report Street Light Outages	<a href="http://www.CenterPointEnergy.com/outage">http://www.CenterPointEnergy.com/outage</a>	
<b>Substation Operations</b>			
	Don Sevcik, Engineer	<a href="mailto:don.sevcik@CenterPointEnergy.com">don.sevcik@CenterPointEnergy.com</a>	713.207.6638
<b>Tampering and Diversion</b>			
	Tampering & Diversion Team Mailbox	<a href="mailto:ManagingEffortsTowardEnergyRecovery@CenterPointEnergy.com">ManagingEffortsTowardEnergyRecovery@CenterPointEnergy.com</a>	
<b>Tariff for Retail Electric Delivery</b>			
	Ben Carranza, Rates Manager	<a href="mailto:ben.carranza@CenterPointEnergy.com">ben.carranza@CenterPointEnergy.com</a>	713.207.7949
<b>TexasSET</b>			
	Kathy Scott, Retail Market Specialist	<a href="mailto:kathy.scott@CenterPointEnergy.com">kathy.scott@CenterPointEnergy.com</a>	713.207.7830
<b>Transmission Accounts</b>			
	Cheri Donnell	<a href="mailto:cheri.donnell@CenterPointEnergy.com">cheri.donnell@CenterPointEnergy.com</a>	713.207.7865
	Don Chandler, Manager	<a href="mailto:don.chandler@CenterPointEnergy.com">don.chandler@CenterPointEnergy.com</a>	713.207.2785
	Transmission Accounts Document Fax Station		713.207.2281

### Web Sites



## "Yellow Pages" Contact Information for Competitive Retailers

PRIMARY Point of Contact with CenterPoint Energy is Electric Market Relations (CR Account Management Group)

Classification	Contact Name	E.Mail Address	Telephone
	CenterPoint Energy Competitive Retailers Support Website	<a href="http://www.CenterPointEnergy.com/cr">http://www.CenterPointEnergy.com/cr</a>	
	CenterPoint Energy, Inc.	<a href="http://www.CenterPointEnergy.com">http://www.CenterPointEnergy.com</a>	
	Association of Electric Companies of Texas, Inc.	<a href="http://www.aect.net">http://www.aect.net</a>	
	EDI Standards (Texas SET Guides)	<a href="http://www.ercot.com/mktrules/guides/txset/index.html">http://www.ercot.com/mktrules/guides/txset/index.html</a>	
	ERCOT / MarkeTrak	<a href="http://www.ercot.com/services/client_svcs/mktrk_info/index.html">http://www.ercot.com/services/client_svcs/mktrk_info/index.html</a>	
		Note: Access requires ERCOT Digital Certificate	
	ERCOT Protocols	<a href="http://www.ercot.com/mktrules/protocols/current.html">http://www.ercot.com/mktrules/protocols/current.html</a>	
	ERCOT / Texas Retail Testing Website	<a href="http://etod.ercot.com">http://etod.ercot.com</a>	
	ERCOT Home Page	<a href="http://www.ercot.com">http://www.ercot.com</a>	
	Power To Choose	<a href="http://www.PowerToChoose.org">http://www.PowerToChoose.org</a>	
	Public Utility Commission of Texas (PUCT)	<a href="http://www.puc.state.tx.us">http://www.puc.state.tx.us</a>	