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Changes are coming to your account in July 2024.

On July 2, we are preparing to transition to a new customer billing system that will bring new account features. Please be aware that all customers will receive a **new account number** and a **redesigned bill** as part of this system change.



CenterPointEnergy.com/AccountChanges

Changes are coming to your account in July 2024.

Here's what you need to know:

- You will receive a **new account number** on July 2. You cannot access this new number until on or after July 2.
- Your bill will have a **new look** and format in July.
- If you have an online account, you will need to reset your **online account password** on or after July 2.



CenterPointEnergy.com/AccountChanges



Energy for what matters most.

With these changes, please note some action may be required:

- If you are currently enrolled in AutoPay through CenterPoint Energy, you do not need to take action. Your AutoPay enrollment and billing details will transfer over to the new system.
- If you currently pay your CenterPoint bill directly through a bank or other financial institution's bill pay service, you will need to update your account number on or after July 2, 2024, for your payment(s) to be applied to your account.
- Online self-service options will be temporarily unavailable from June 27 – July 1. **Please schedule or make payments before June 26.**
- On July 2, you can find your new account number on your CenterPoint bill, on your online account, through the automated phone system and by contacting Customer Service.

To learn more about your account changes, see your new bill design and frequently asked questions, please visit CenterPointEnergy.com/AccountChanges or call **800-227-1376**.