



Energy for what matters most.™

Changes are coming to your account in July.

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

Here's what you need to know:

- You will receive a new account number on July 2.
- Your bill will have a new look and format.
- If you have an online account, you will need to reset your online account password on or after July 2.

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

- If you currently pay your CenterPoint Energy 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.

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

