



Welcome to
**CENTERPOINT ENERGY'S 2026
COMPETITIVE RETAILER
WORKSHOP**

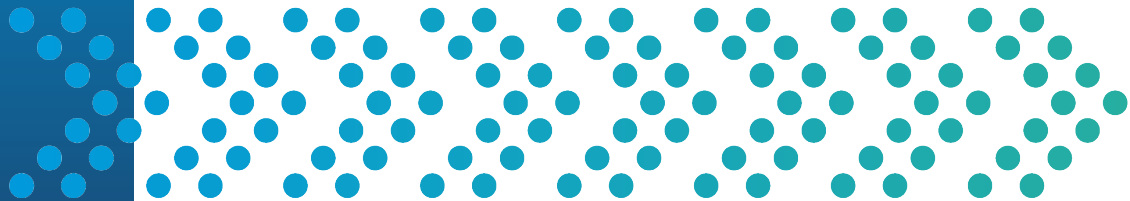
Competitive Retailer Relations

April 23, 2026



Opening Remarks & Introductions

2026 Competitive Retailer Workshop



Meet the Team



Agenda

Executive Welcome

Electric Market Operations Update

Market & Weather Overview

Competitive Retailer Information Portal (CRIP) Update

Regulatory & ERCOT Market Updates

AMS 2.0 – Pilot Update

Resiliency & Capital Delivery

From Resiliency to Readiness

Economic Development – Data Center Growth

How to Avoid Turndowns / Complete Unexecutables on Your Electric Service Request

Construction Services Team

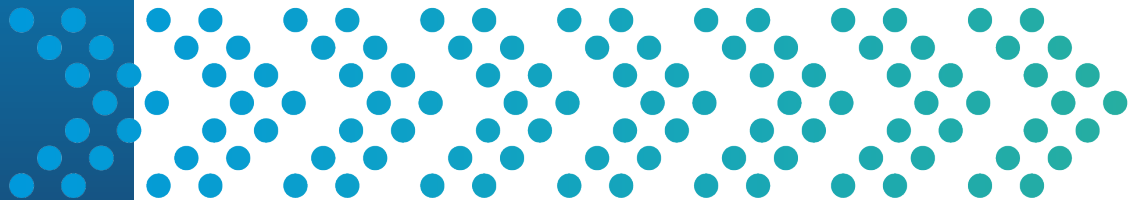
Closing Remarks

Executive Welcome

2026 Competitive Retailer Workshop

Robert Goodge

Vice President – Meter to Cash

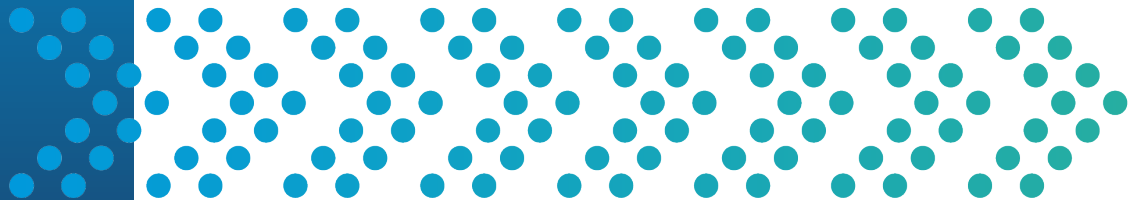


Electric Market Operations Update

2026 Competitive Retailer Workshop

Toni Bean

Director – Electric Market Operations

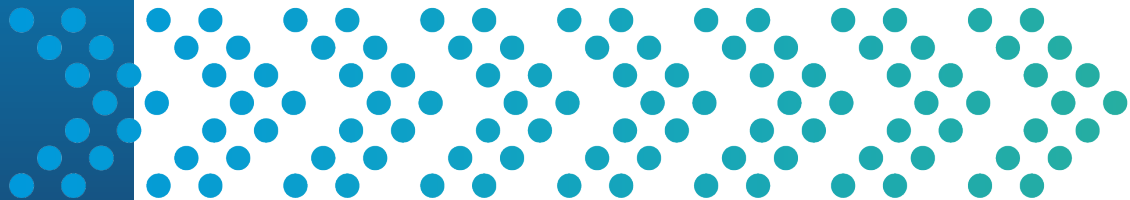


Market & Weather Overview

2026 Competitive Retailer Workshop

Lena Dziechowski, Manager, Meteorology

Brandon Tomerlin, Lead Specialist, Meteorology



Meteorology at CenterPoint Energy

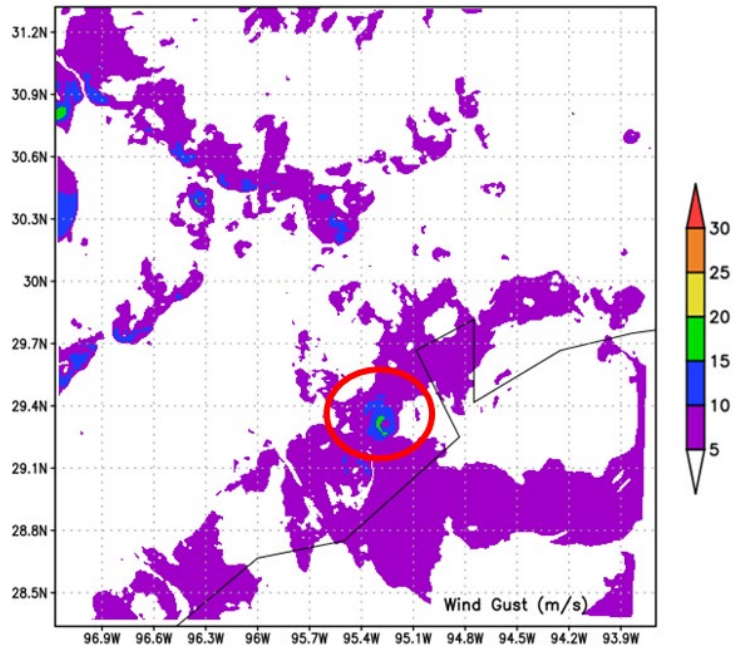
- CNP Weather Team continues to grow, newly hired Wildfire Meteorologist.
- Internal weather forecast toolkit pretty set in stone but continue to build proficiencies with tools and connections amongst existing partnerships.
- Meteorology remains firmly embedded within Emergency Preparedness and Response but interfaces with many groups across the company.
- Newly constructed state of the art Emergency Operations Center in CNP Tower.

Climavision

August 21, 2025 **Houston Thunderstorms**

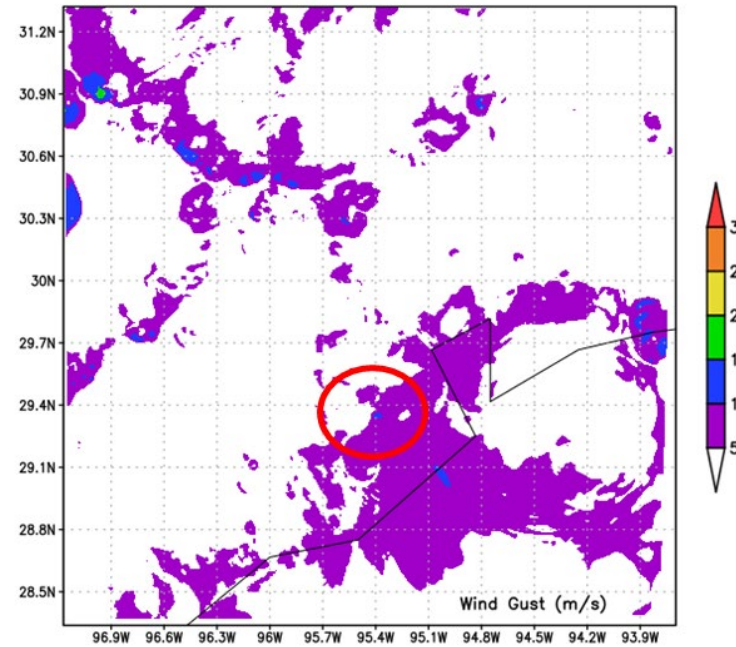
HI-RES Model Wind Gusts

Run Time: 1800 UTC 21 August 2025
Valid Time: 2200 UTC 21 August 2025 fcst 4 hr



HI-RES with Sensors

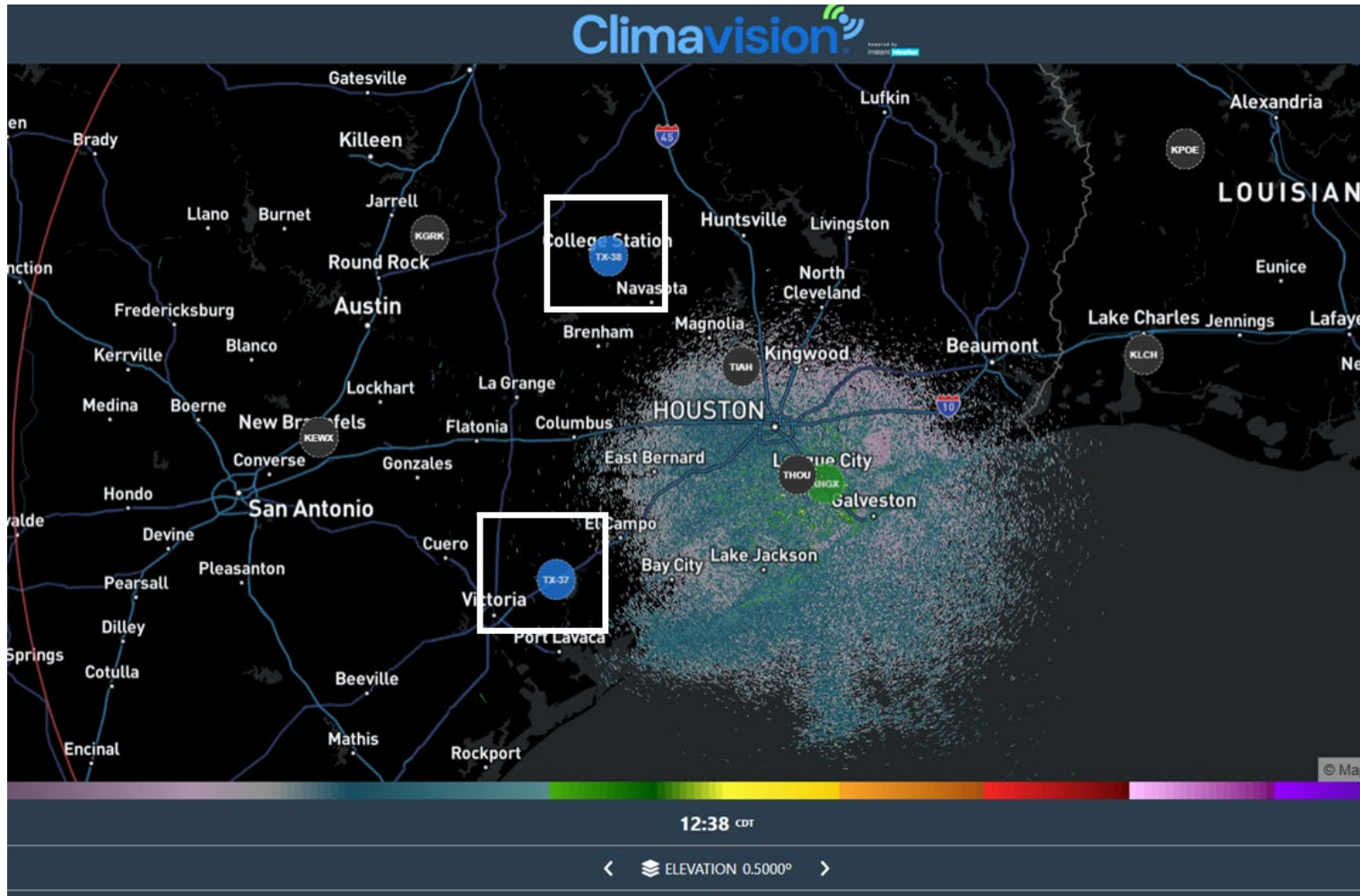
Run Time: 1800 UTC 21 August 2025
Valid Time: 2200 UTC 21 August 2025 fcst 4 hr



HI-RES without Sensors

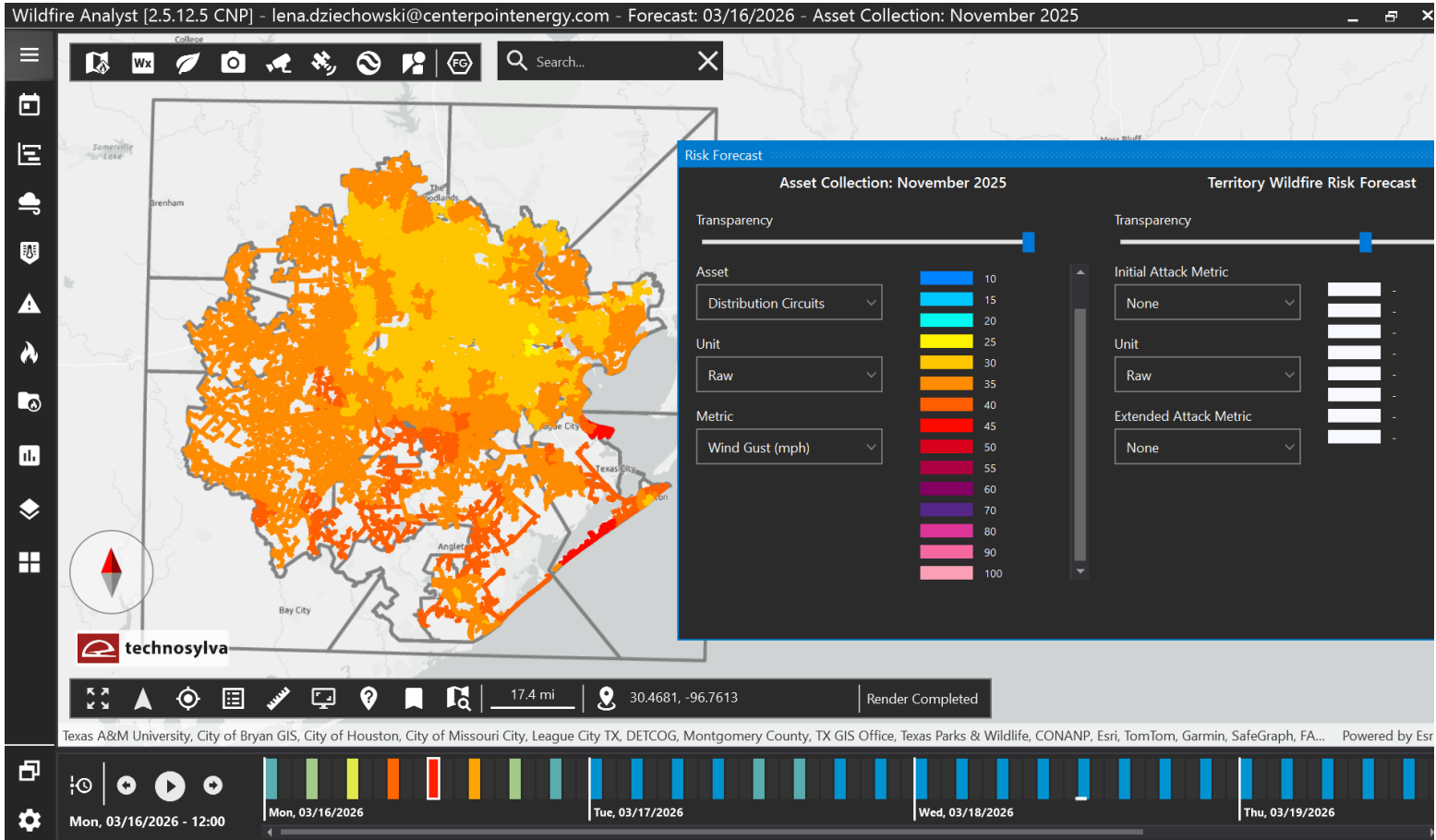
- Climavision continues providing CenterPoint access to their 2 km high-resolution model platform.
- Additionally, we have a 670-meter resolution model custom-tailored over our Houston Electric footprint.
- Most high-resolution models available are 1-3 km resolution, so this gives us a tremendous tool.
- Weather station data from our now 150 sensors has been ingested into the model and has shown promising improvements.
- Potential future enhancements possibly include drones and buoys as additional data sources.
- We also hope to expand to Indiana Electric in 2027.

Climavision



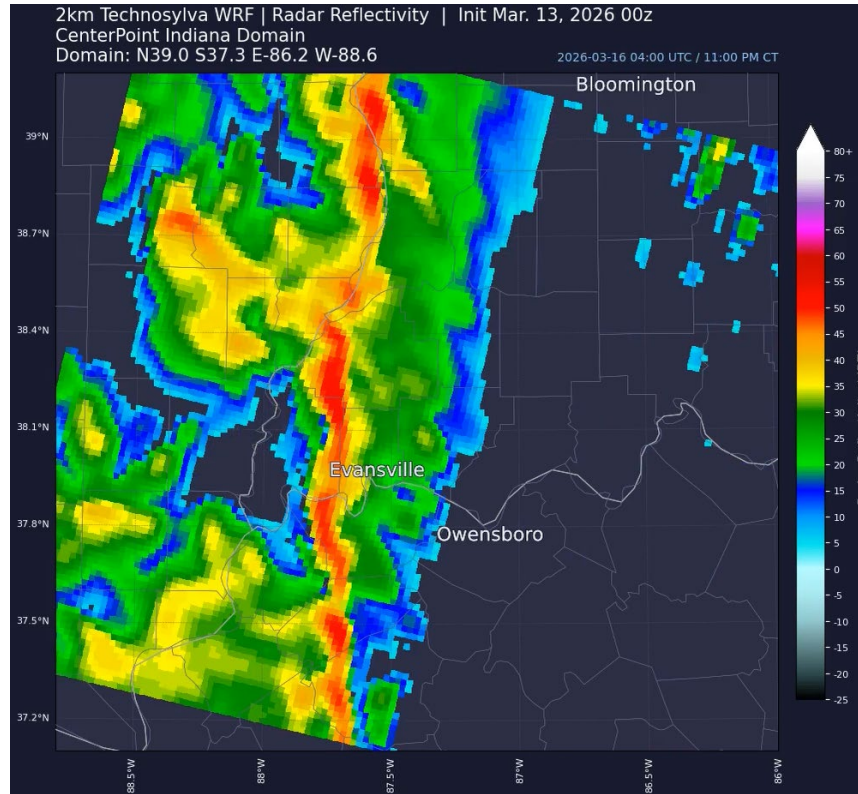
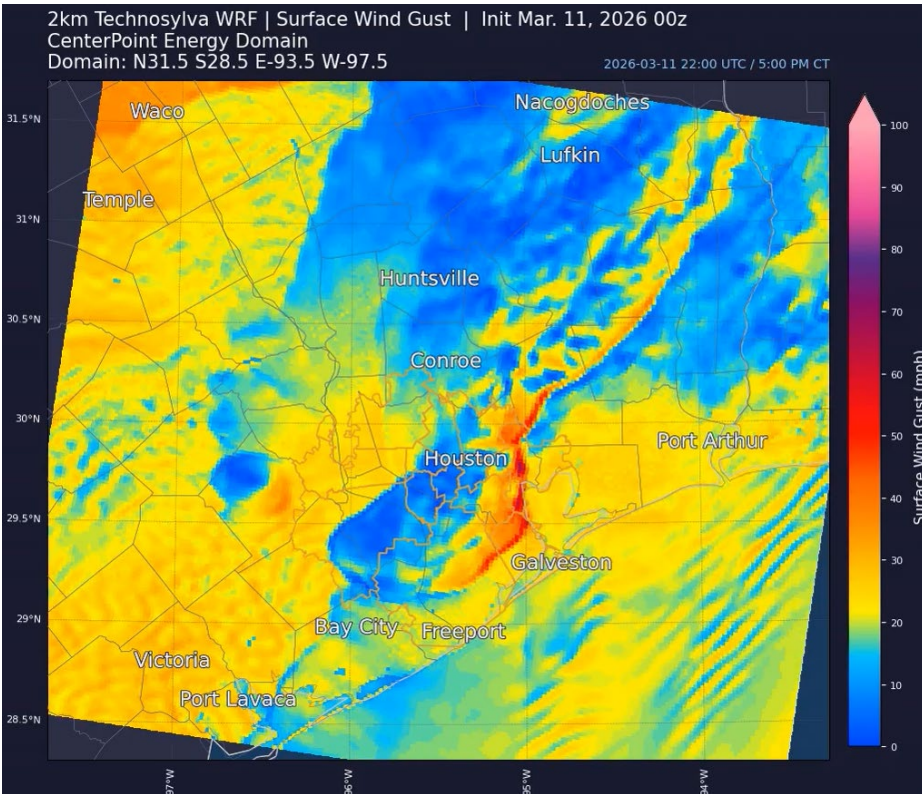
- Climavision also providing access to their radar platform for situational awareness.
- This platform has undergone several operational enhancements over the past year that make it easier to track and monitor severe weather.
- We also have access to their proprietary radars located near El Campo and College Station to beef up radar coverage on the west and north side of our territory.

Technosylva



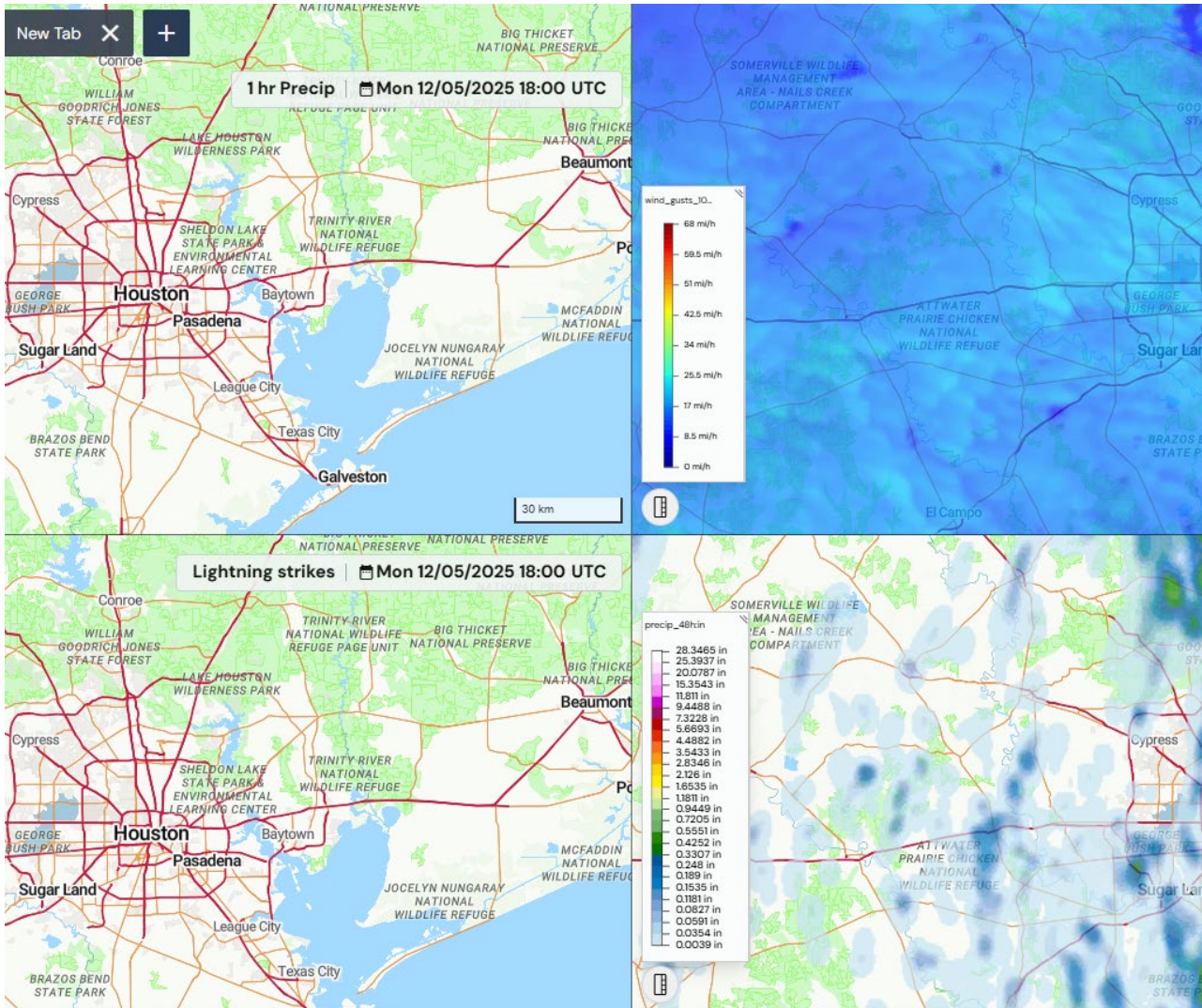
- Technosylva got a 'face lift' – TS 2.0 includes new features and enhanced parameters.
- FireRisk and FireSim continue being used by the company to help understand daily wildfire risk and potential impacts.
- Tool is based on a high-resolution weather model with high resolution analysis of fuels and infrastructure to determine areas at highest risk on a daily basis.
- Technosylva tools and analysis helped us build our first Wildfire Mitigation Plan for filing with the PUCT this year.
- Tool has been expanded beyond wildfire with 'all hazards' modeling now including extreme heat, wind, and flooding with more to come.

Technosylva New Weather Model



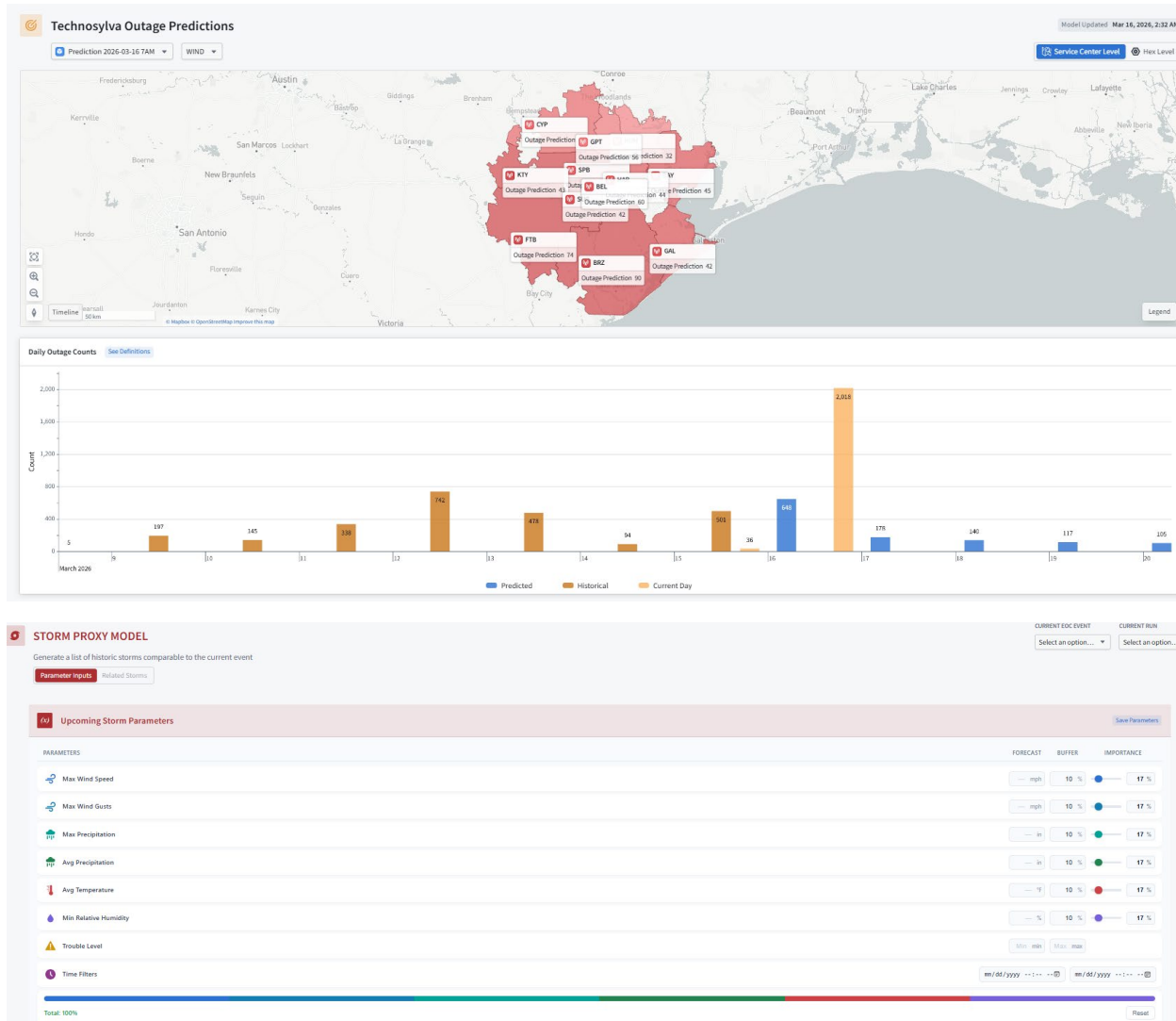
- **2km Weather Forecasting Research Model (WRF)**
- **Has an extensive list of additional weather parameters versus the original.**
- **Should lead to overall improvements in outage and damage modeling, in addition to wildfire as we move towards an ‘all hazards’ approach.**
- **Available for Indiana Electric, and eventually all territories as well.**

Meteomatics



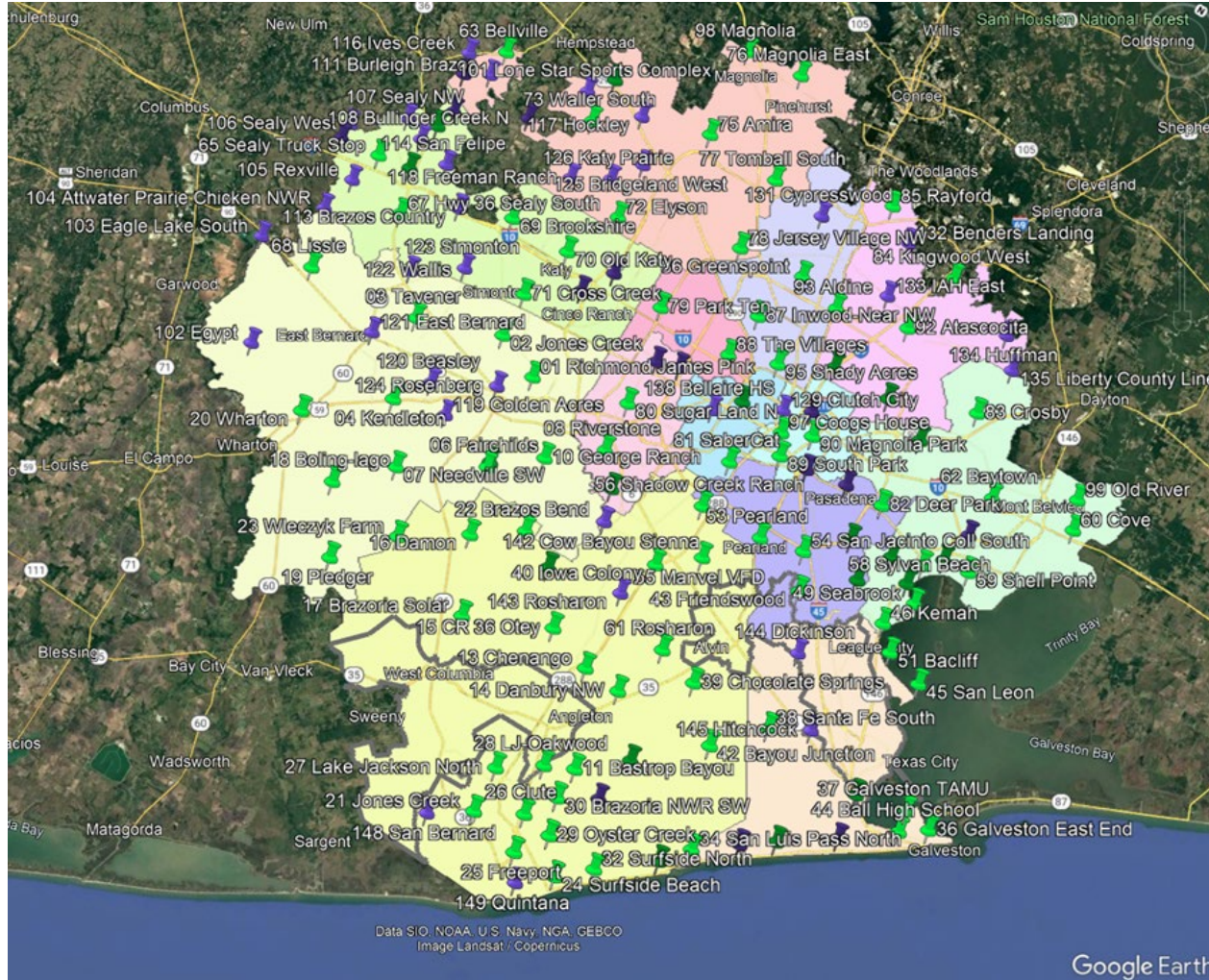
- A 1km resolution weather model meant as a “sanity” check on other modeling.
- Will be utilized to compliment other tools in the arsenal.
- Will likely be utilized as part of an “ensemble” of high-resolution weather modeling tools.

Predictive Modeling



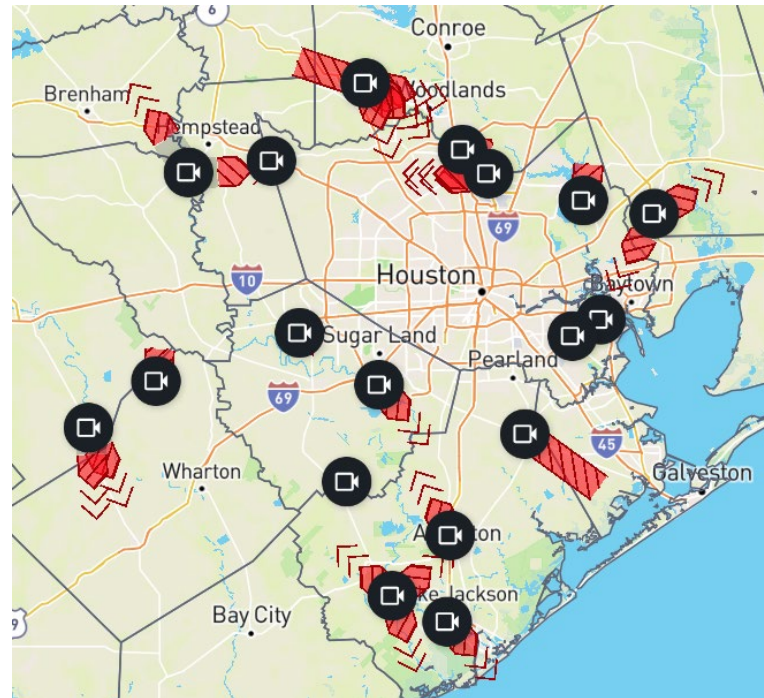
- Once it becomes apparent that weather could impact operations using the previously mentioned tools, Meteorology escalates the event to EP&R.
- EP&R then uses predictive modeling to forecast outages and initiate resource planning framework.
- These models include a ‘Probabilistic Outage Model’ (Forward-Looking Forecast) generated by Technosylva.
- And a ‘Historical Storm Backcast Tool’ generated by Palantir in Foundry to benchmark based on past analog events.

150 Weather Stations



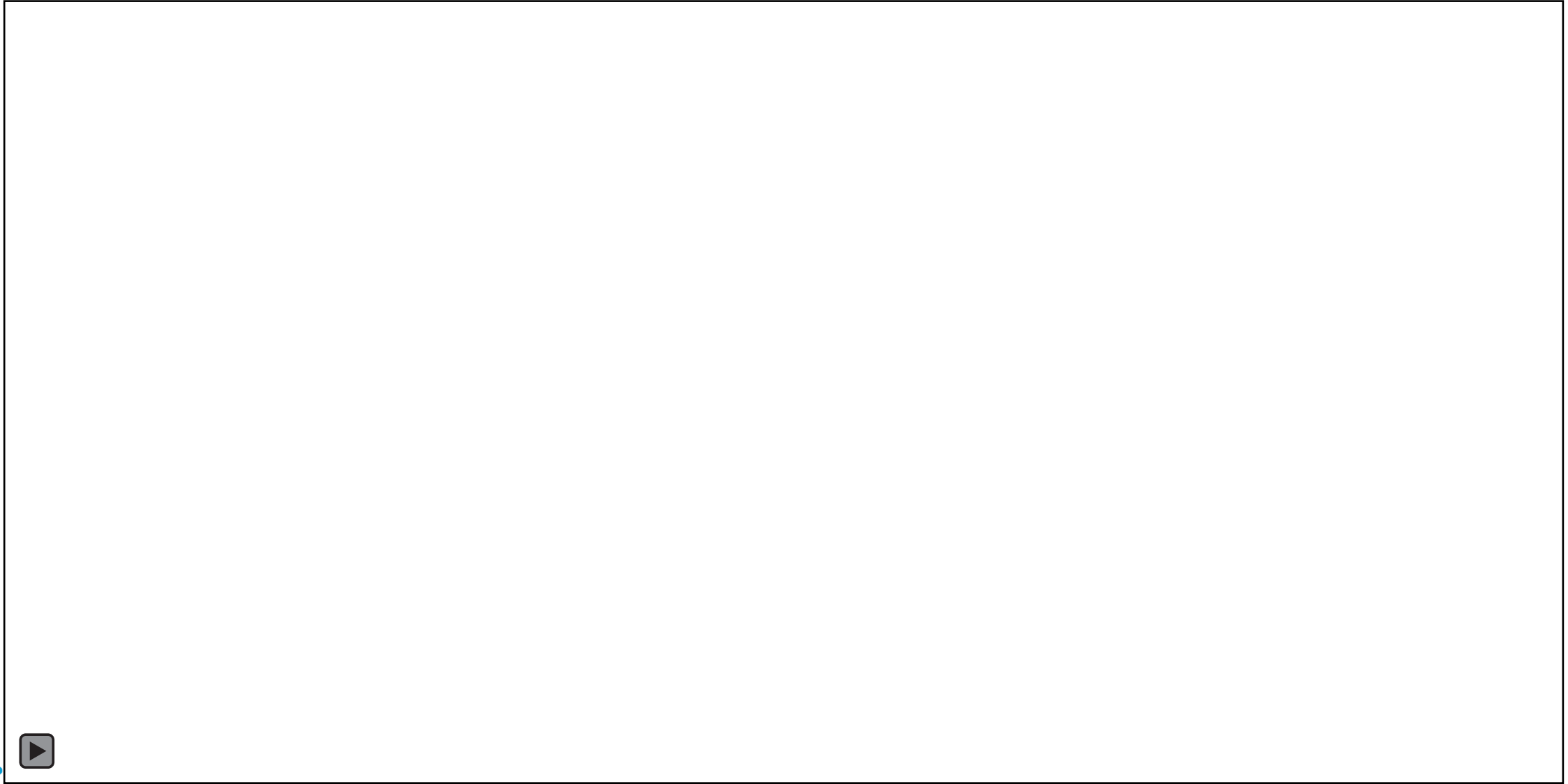
- We now have 150 weather stations successfully installed and deployed across our Houston Electric footprint.
- Weather stations are used to help us monitor weather in real-time across the whole service territory.
- Stations are now also being used as inputs to improve modeling and forecasting.
- Station weather data publicly available via Synoptic data or NOAA observation sites.
- Additional weather stations likely to be installed in 2027 including across other territories.

PANO AI Wildfire Cameras

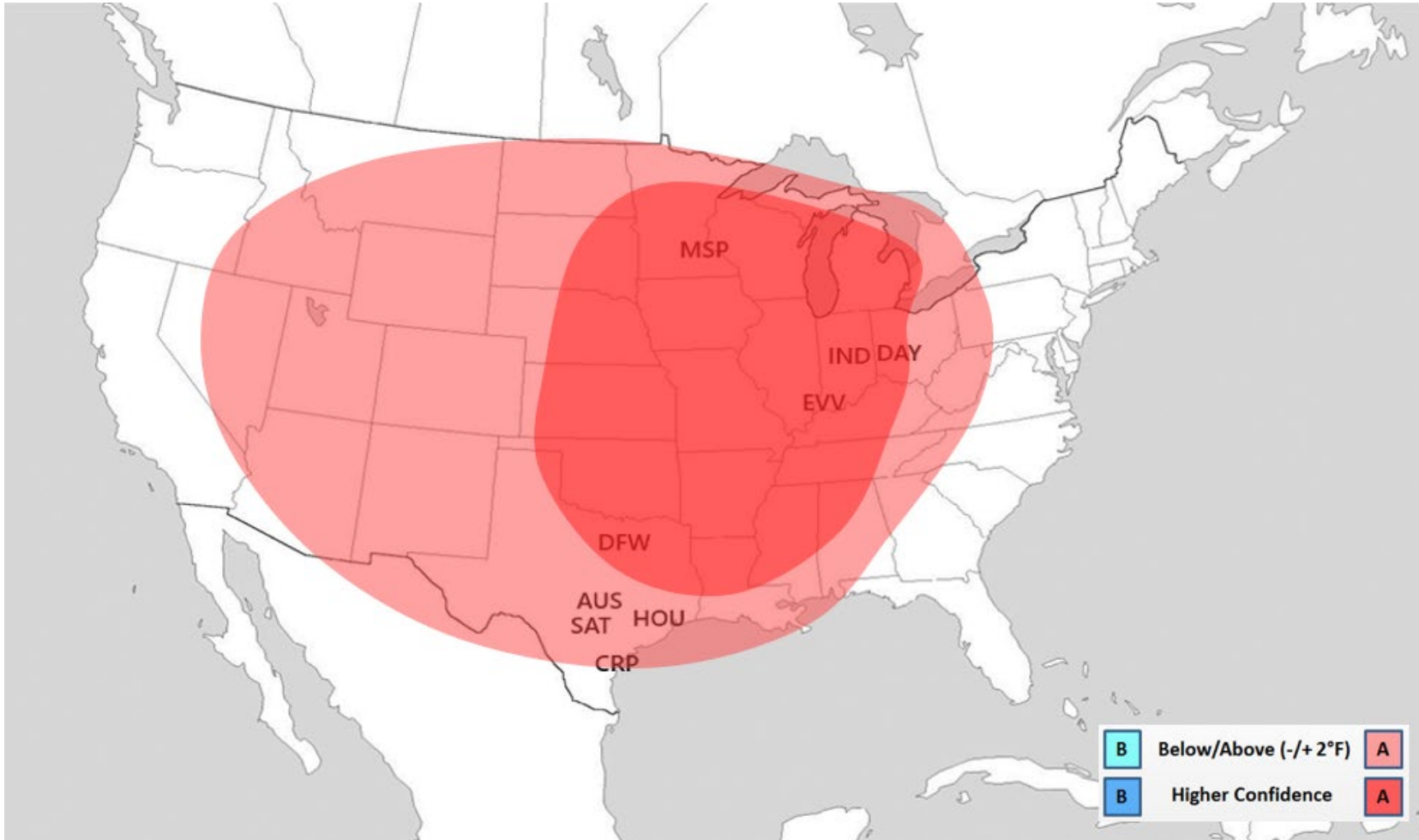


- **29 of 37 Camera's currently online.**
- **Able to detect wildfire smoke within a ~30-mile radius.**
- **Strategically deployed across our high wildfire risk areas.**
- **Serve multiple purposes, with weather monitoring as an additional use case.**
- **Western Weather stations have been integrated with the PANO AI cameras.**

Severe Weather Caught on PANO Cameras



Summer Outlook (June-August)



- Looking at analog years for a moderate El Niño, warmth is favored pretty much everywhere.
- Climate models in the long-range favor warming particularly over our Minnesota, Indiana and Ohio territories versus significantly above normal temps for southeast TX.

Hurricane Season Outlook

- Overall:** The 2026 Atlantic Hurricane season is expected to be slightly less active than usual. We currently expect about 12-13 named storms, 6 hurricanes, and 2 major hurricanes. The underlying data supporting the forecast is due to the expectation of El Niño this summer, which would favor a below normal forecast more realistically than a normal one. ENSO-neutral conditions are favored through May-July 2026 (55% chance). In June-August 2026, El Niño is likely to emerge (62% chance) and persist through at least the end of 2026.

2026 Hurricane Season Outlook	Named Storms	Hurricanes	Major Hurricanes	Accumulated Cyclone Energy (ACE)
CNP Internal Forecast	Coming soon			
Colorado State University	13	6	2	90
The Weather Company	12	6	2	--
NOAA	Coming soon			
Last Year	13	5	4	130.8
15-Year Normal	17.2	7.9	3.4	129.9

Q&A

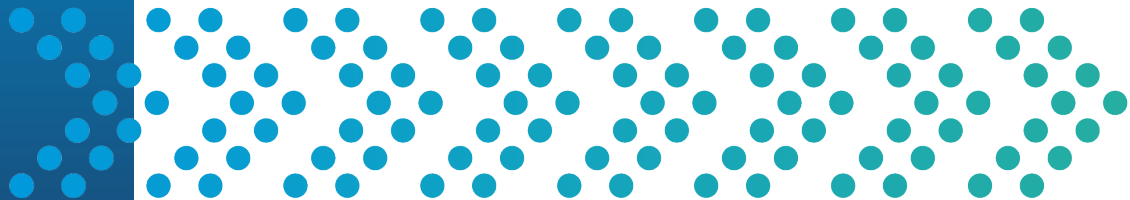


Competitive Retailer Information Portal (CRIP) Update 2026

2026 Competitive Retailer Workshop

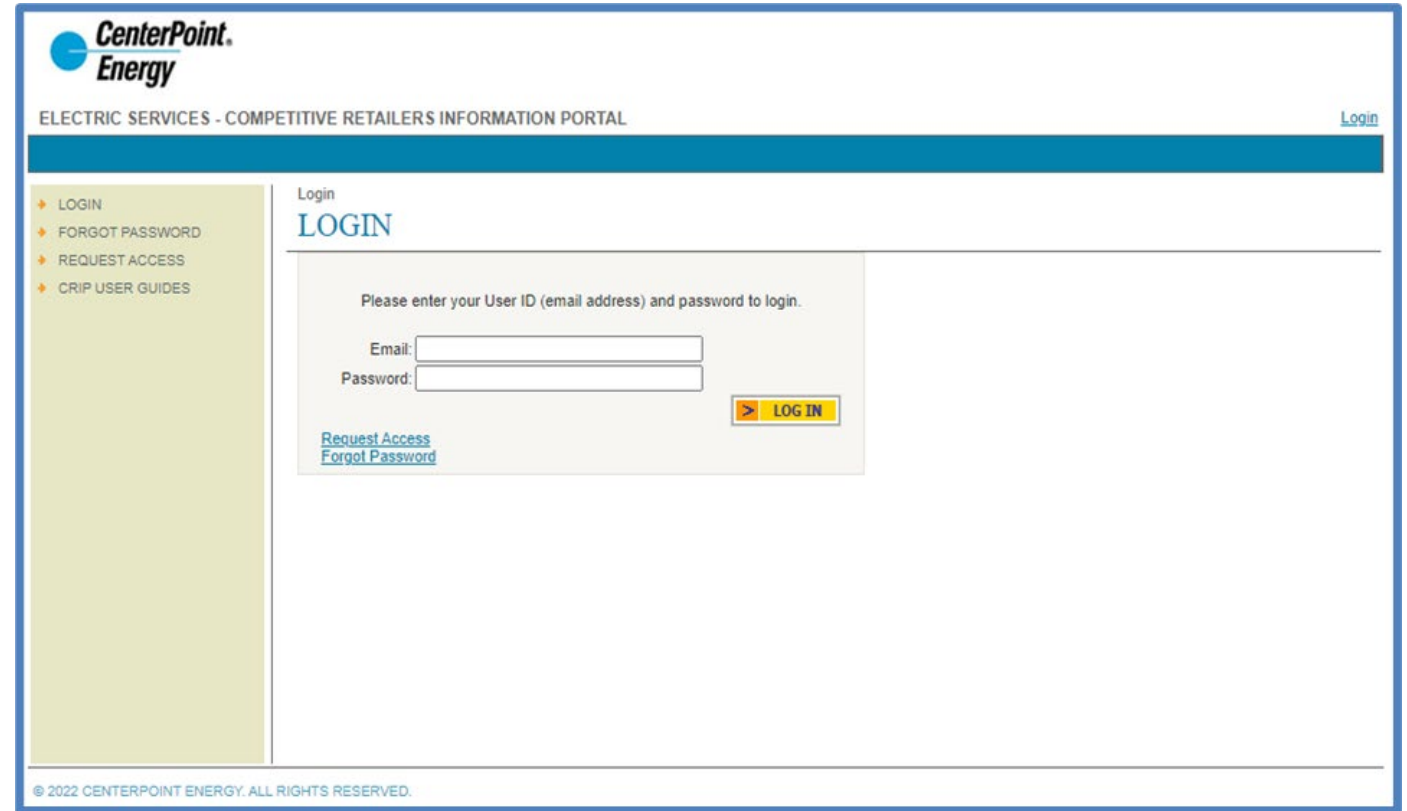
Richard R. Beasley – Lead Account Manager

Cyleste Briggs – Lead Research & Data Support Tech



CRIP History

- Access account information 24/7
- CRIP rolls out in 2008 (Halloween)
- Letter of Authorization (LOA) functionality rolls out in 2016
- Development of the new CRIP begins in 2022
- New and improved CRIP in March 2023
- Continued added enhancements to current.



The screenshot shows the CenterPoint Energy website's login page for the Competitive Retailers Information Portal. The page features the CenterPoint Energy logo at the top left, the text "ELECTRIC SERVICES - COMPETITIVE RETAILERS INFORMATION PORTAL" at the top center, and a "Login" link at the top right. A navigation menu on the left includes links for LOGIN, FORGOT PASSWORD, REQUEST ACCESS, and CRIP USER GUIDES. The main content area is titled "Login LOGIN" and contains a form with the instruction "Please enter your User ID (email address) and password to login." The form includes fields for "Email:" and "Password:", a "LOG IN" button, and links for "Request Access" and "Forgot Password". A copyright notice at the bottom reads "© 2022 CENTERPOINT ENERGY. ALL RIGHTS RESERVED."

Added Enhancements

- Premise Details
 - County Name
 - Meter Read Cycle

The screenshot displays the CenterPoint Energy web application interface. At the top, the user is identified as Richard Beasley. The navigation menu includes options like Premise Search, Safety-Net, Dashboard, Historical Usage (LOA), Report Download, Administration, and Resources. Below the navigation, there are links for Back to Search Results, Modify Search, and New Search. The main content area shows search results for a premise with the following details:

ESI ID	STREET ADDRESS	COUNTY NAME	CUSTOMER NAME	CUSTOMER BEGIN DATE
1008901	AVENUE M	GALVESTON		04/15/2025

Below this table is a section titled "PREMISE INFORMATION" which contains several key-value pairs:

- ESI ID Start Date: 01/01/1971
- Status: ACTIVE
- Rep. of Record: [Redacted]
- Rate Class: RESIDENTIAL SERVICE
- Meter Read Cycle: 15
- Premise Type: Residential
- Profile: RESHIWR_COAST_IDR_WS_NOTOU
- 4CP / KVA:
- Service Voltage: 120 / 240
- Critical Care / Load: NO
- Permit Jurisdiction: GALVESTON
- Permit Requirements: MOVE IN = N, SERVICE ORDER = Y, NEW METER = Y
- Permit Available:
- Permit Expiration Date:
- Permit Type Code: PREMISE

Added Enhancements

- Premise Details
 - Meter Status - On Demand Read with Power Indicator

PREMISE INFORMATION

ESI ID Start Date: 04/14/2015 Status: ACTIVE Rep. of Record: ██████████ Rate Class: SECONDARY SERV GREATER 10 KVA Meter Read Cycle: 4	Premise Type: Small Non Residential Profile: BUSLOLF_COAST_IDR_WS_NOT OU 4CP / KVA: Service Voltage: 240 Critical Care / Load: NO	Permit Jurisdiction: SURFSIDE BEACH Permit Requirements: MOVE IN = N SERVICE ORDER = N NEW METER = N Permit Available: Permit Expiration Date: Permit Type Code: PREMISE
--	--	---

Meter Number: ██████████ MFG Code: I Type: Small Commercial Non-IDR Installations Install Date: 08/09/2022 Owner: NOT AVAILABLE	<p>Current Meter Reading: 05/27/2025 08:00:00 AM</p> <div style="display: flex; align-items: center; justify-content: center;"> <div style="border: 1px solid red; border-radius: 10px; background-color: red; color: white; padding: 2px 10px; display: inline-block;">14.582</div> </div> <div style="background-color: yellow; padding: 5px; margin-top: 5px; display: inline-block;"> No Power to the Meter. Click Here to view the outage details. </div>
--	---

Outage Information

Outage Id #:	55 ██████████
Customers Out:	8
Start of Outage:	05/27/2025 03:53:15 PM
Est. Restoration:	05/27/2025 05:04:00 PM

OK

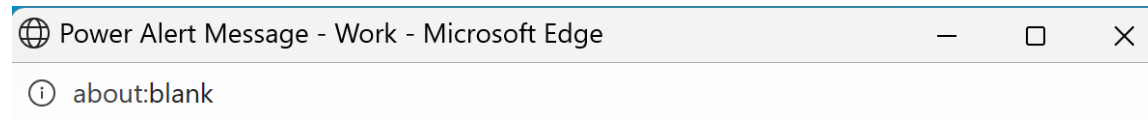
Added Enhancements

- Premise Details
- Power Alert Service
 - Email
 - Mobile (SMS)
 - Phone (Landline)

MARKET ORDER DETAILS

Service Orders Enrollment Orders Usage Data 867 Transactions 810 Transactions **Power Alert Service** ▼

Message Type	Delivery Method	Date/Time
RESTORATION	SMS	3/2/2026 13:27:20
RESTORATION	SMS	3/2/2026 13:27:20
RESTORATION	EMAIL	3/2/2026 13:27:14
EOT_EXPIRATION	EMAIL	3/2/2026 13:26:43
EOT_EXPIRATION	SMS	3/2/2026 13:26:22
EOT_EXPIRATION	SMS	3/2/2026 13:26:22
OUTAGE_NULL_EOT	SMS	3/2/2026 13:21:33
OUTAGE_NULL_EOT	SMS	3/2/2026 13:21:33
OUTAGE_NULL_EOT	EMAIL	3/2/2026 13:21:31



Message Details

FROM: CenterPoint Energy

Outage repairs at or near [REDACTED] AVENUE M are complete. The problem was caused by equipment damage. If power is still out, visit centerpointenergy.com/powerout to report. Text STOP to unsubscribe.

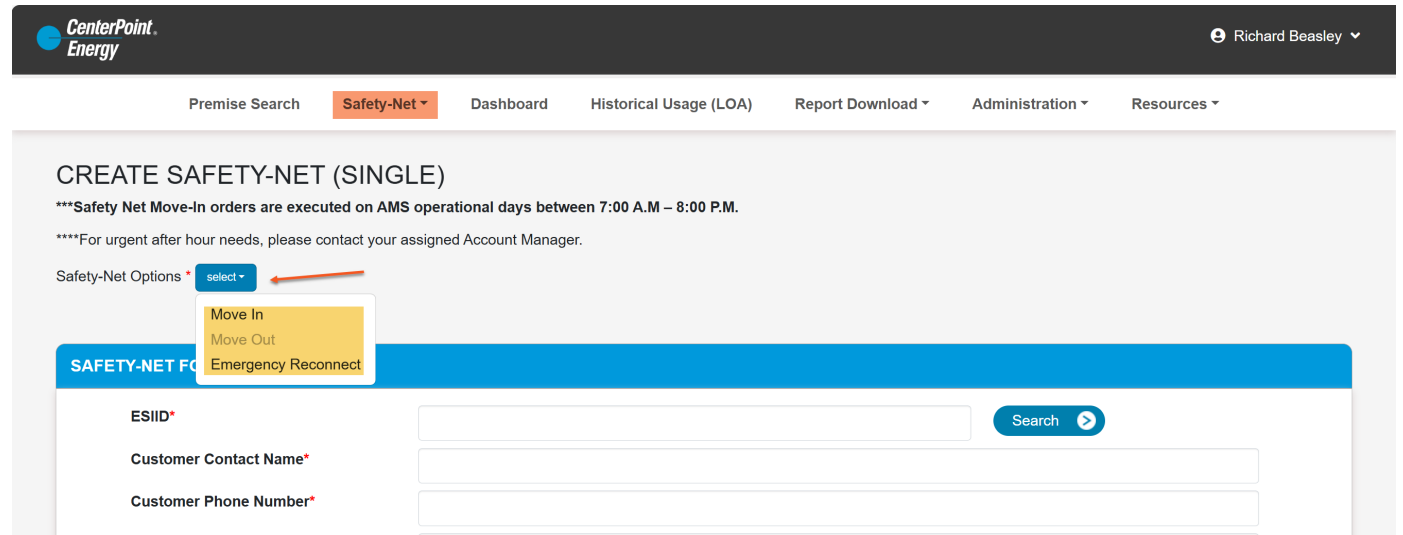
Added Enhancements

- Safety-Net
 - Create Safety-Net (Multiple)
 - Upload Safety-Net Spreadsheet

The screenshot displays the CenterPoint Energy web application interface. At the top, the navigation bar includes the CenterPoint Energy logo, a user profile for Richard Beasley, and several menu items: Premise Search, Safety-Net (highlighted), Dashboard, Historical Usage (LOA), Report Download, Administration, and Resources. A dropdown menu is open under the Safety-Net menu, listing four options: Create Safety-Net, Create Safety-Net (Multiple) (highlighted in yellow), Upload Safety-Net Spreadsheet (highlighted in yellow), and View Safety-Net. Below the navigation, the main content area is titled 'Premise Search'. It features a message: 'Please select one of the following options:'. There are three radio button options for searching: 'Search by ESI ID: Please enter the exact ESI ID.' with an input field 'Enter ESIID.', 'Search by Meter Number: Please enter the exact meter number.' with an input field 'Enter meter number.', and 'Search by Address: Please enter the exact address or at least the first 3 digits of the street number and the first 2 characters of the street name followed by the "%" wild card character. The street number and name allow for the "%" wild card to be used only at the right-hand side of these fields. (i.e. 100% and MA% for 1008 MAIN ST). You can further narrow your results by specifying a street prefix.' Below these options are four input fields: 'Street#' (with placeholder 'Enter street'), 'Street Prefix' (a dropdown menu), 'Street Name' (with placeholder 'Enter Street Name'), and 'Apt / Unit' (with placeholder 'Enter Apt / Unit'). At the bottom right of the search area are 'Submit' and 'Reset' buttons. The footer contains the text: 'Copyright © 2025 - CENTERPOINT ENERGY. ALL RIGHTS RESERVED.'

Added Enhancements

- Safety-Net
 - Emergency Reconnect
 - Create Safety-Net (Multiple)
 - Upload Safety-Net Spreadsheet



Added Enhancements

The screenshot shows the CenterPoint Energy dashboard interface. At the top left is the CenterPoint Energy logo. Below it is a navigation bar with the following items: Premise Search, Safety-Net (with a dropdown arrow), Dashboard (highlighted in orange), Historical Usage (LOA), and Report Downlo. The main content area is divided into two columns. The left column is titled "Company Name & Total ESI ID" and contains the following information: Duns Number: [redacted] (with a dropdown arrow), Organization Name: [redacted] Energy, Acronym: [redacted], and ESI ID Total: 43411. Below the ESI ID Total is a yellow button labeled "View Ad Hoc Report" with a red arrow pointing to it. The right column is titled "Total Servi" and contains the following information: Residential: 43090, Non Residential: 286, and Unmetered: 35.

Key Takeaways:

- Dashboard

Ad Hoc Report Additions
Billing Cycles, Load Profiles,
Critical Care Expiration
Dates, County Name, PAS
Enrollment, Real-Time
Outage Information

Added Enhancements

CenterPoint Energy

Richard Beasley

Premise Search Safety-Net Dashboard **Historical Usage (LOA)** Report Download Administration Resources

Historical Usage Request / LOA

Authorization for the request of Historical Usage Information:1/27/2025

REQUESTER INFORMATION

Company Name: NRG

Requester Name* Richard Beasley Email* rrbeasley1@gmail.com

Requester Title* Account Management Lead Phone Number* 7135024718

Requester Street Address* City* State* Zip Code*

CUSTOMER INFORMATION

Customer Name* Date Of Customer Authorization* mm/dd/yyyy Expiration Date* mm/dd/yyyy Or Unlimited

Data Type* Note: Interval Data may only be requested for IDR accounts

Number of Months* Or From* mm/dd/yyyy To* mm/dd/yyyy Clear

Key Takeaways:

- Historical Usage (LOA)

Date Range Option
with Summary
Screen View Option

Added Enhancements

- Report Download
- Switch Hold List
- Global Streetlight File

The screenshot shows the CenterPoint Energy web application interface. At the top, there is a navigation bar with the CenterPoint Energy logo on the left and the user name 'Richard Beasley' on the right. Below the navigation bar, there are several menu items: 'Premise Search', 'Safety-Net', 'Dashboard', 'Historical Usage (LOA)', 'Report Download', 'Administration', and 'Resources'. The 'Report Download' menu is currently open, showing three options: '814xx867xx', 'Switch Hold List', and 'Global Streetlight File'. The 'Switch Hold List' option is highlighted in yellow. Below the navigation bar, the main content area is titled 'Premise Search'. It contains a section with the heading 'Please select one of the following premise information search options:'. There are three radio button options: 'Search by ESI ID: Please enter the exact ESI ID.', 'Search by Meter Number: Please enter the exact meter number.', and 'Search by Address: Please enter the exact address or at least the first 3 digits of the street number and the first 2 characters of the street name followed by the "%" wild card character. The street number and name allow for the "%" wild card to be used only at the right-hand side of these fields. (i.e. 100% and MA% for 1008 MAIN ST). You can further narrow your results by specifying a street prefix.' Below these options are four input fields: 'Street#' (with placeholder 'Enter street'), 'Street Prefix' (a dropdown menu), 'Street Name' (with placeholder 'Enter Street Name'), and 'Apt / Unit' (with placeholder 'Enter Apt / Unit'). At the bottom right of the search area, there are two buttons: 'Submit' and 'Reset'.

Copyright © 2025 - CENTERPOINT ENERGY. ALL RIGHTS RESERVED.

Added Enhancements

Key Takeaways:

- Administration
 Single Sign-On (SSO)
 Pending User Requests

The screenshot shows the CenterPoint Energy Administration page. The user is logged in as Richard Beasley. The navigation menu includes: Premise Search, Safety-Net, Dashboard, Historical Usage (LOA), Report Download, Administration (highlighted), and Resources. A dropdown menu for 'Administration' is open, showing options: Pending User Requests (highlighted), View Users, View Organization Details, and Manage Organization. Below the menu is an information box: "Use this page to approve or reject new user profiles. Please expand this section for more details." Below that is a table of pending user requests.

Name	Email Address	Created	Last Login	Approve	Reject
[Redacted]	[Redacted]	1/24/2025	1/24/2025	✓	✗
[Redacted]	[Redacted]	1/10/2025	1/9/2025	✓	✗

Copyright © 2025 - CENTERPOINT ENERGY. ALL RIGHTS RESERVED.

Added Enhancements

- Resources

The screenshot displays the CenterPoint Energy website interface. At the top, the logo and user name 'Richard Beasley' are visible. A navigation bar includes links for 'Premise Search', 'Safety-Net', 'Dashboard', 'Historical Usage (LOA)', 'Report Download', 'Administration', and 'Resources'. The 'Resources' dropdown menu is open, listing various documents and guides such as 'Competitive Retailers (Main Landing Page)', 'Critical Load Eligibility Form', 'Electric Transmission and Distribution', 'Electric Service Standards', 'ESI ID Request Form', 'Houston Electric Residential Rates', 'Metering', 'Online Agreement', 'Process Overview: Weather Moratoriums', 'Retail Market Guide', 'Tariff for Retail Delivery Services', 'TxSET Guides', and 'User Guides'. The main content area is titled 'Premise Search' and contains a form with three search options: 'Search by ESI ID', 'Search by Meter Number', and 'Search by Address'. Below these are input fields for 'Street#', 'Street Prefix', 'Street Name', and 'Apt / Unit', along with 'Submit' and 'Reset' buttons. A footer at the bottom reads 'Copyright © 2025 - CENTERPOINT ENERGY. ALL RIGHTS RESERVED.'

Added Enhancements

- Ability to submit Emergency Reconnect and MVO Safety-Net Upload Spreadsheet
- View 90-Day Enrollment and Service Order History
- Adding the SAC04 Codes to the 810 Breakdown of Charges View
- Adding the Billing Period to the 810 Breakdown of Charges View



CRIP Training Opportunities

- On-site visit
- Teams meeting
- One on One or Team development sessions
- Contact your assigned account manager or email cr.support@centerpointenergy.com to schedule.

The screenshot shows the 'Competitive Retailer Information Portal (CRIP)' sign-in page. At the top, there is a navigation bar with 'My Account', 'Residential', 'Business', and 'Our Company'. The CenterPoint Energy logo is on the left. The main heading is 'Competitive Retailer Information Portal (CRIP)' with a sub-heading 'Sign in now for access to CRIP.' Below this is a 'Sign In' form with fields for 'User ID*' and 'Password*', a 'Remember me' checkbox, and a 'Sign In' button. A 'Forgot your password?' link is next to the password field. To the right of the form, there is a section for users without online access: 'Don't have an online access? Simply create your user profile and get access to our online services.' with a 'Register Today' button.

Q&A

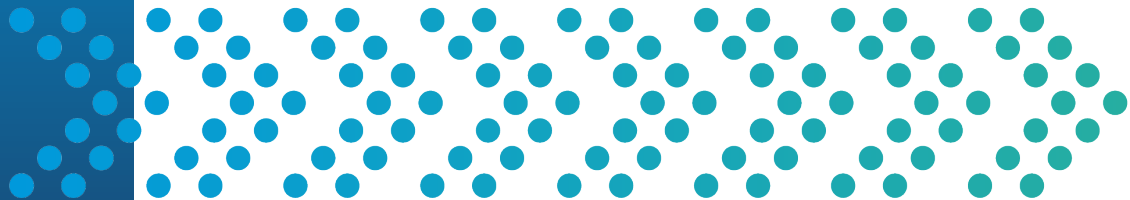
Regulatory & ERCOT Market Updates

2026 Competitive Retailer Workshop

Joymesha Jones, Sr. Analyst, Regulatory & Rates

Rich Lain Manager, Regulatory & Rates

Kathy Scott, Lead Retail Market Specialist



Topics

1. PUCT Rulemaking Calendar
2. Key Regulatory Proceedings
3. CEHE Residential Rates
4. ERCOT Market Updates

1H 2026 PUCT Rulemaking Calendar

Project No.	Description	2026 OM Actions						
		2 - Apr	17 - Apr	7 - May	29 - May	18 - June	9 - July	30 - July
59523	Implementation of PURA 35.153 - TDU and PGC Contracts for Electric Energy Storage Facility Capacity	PFP					PFA	
59288	Review of §25.107	PFP						
59528	Implementation of HB 3092 (89R) - Minimum Transmission Line Length for CCN Amendments	PFP						PFA
59557	Streamlined Complaint Process		PFP					
57883	Commission Directives to ERCOT		PFA					
58391	Implementation of SB 740 and HB 2712 (89R) - System Improvement Charge		PFA					
58482	Large Load Demand Management Service			PFP				
59042	Texas Energy Fund - Texas Backup Power Package Program			PFA				
54233	Technical Requirements and Interconnection Processes for Distributed Energy Resources (DERS)				PFP			
59332	Review of §§ 24.245 and 24.259				PFA			
59432	Transmission and Distribution Pole Structural Integrity and Service Quality Standards					PFP		
58484	Evaluation of Transmission Cost Recovery					PFP		
59431	Distribution Pole Management and Inspection Plans						PFA	

PFP Proposal for Publication

PFA Proposal for Adoption

Note *Rules calendar is created by Commission Staff for discussion purposes only. Listed dates are projections subject to change.*

Project No. 58484 – Evaluation of Transmission Cost Recovery

➤ Background

- Opened 8/1/25 to implement SB 6, Section 6
 - Evaluates whether current:
 - Wholesale transmission cost allocation under PURA §35.004(d) appropriately assigns transmission investment costs to TDSPs
 - Retail transmission cost recovery and ratemaking practices appropriately charge system costs to customer classes (flow from CEHE to REPs)
- ## ➤ Process to Date – CEHE’s positions
- ## ➤ Staff Recommendations in draft Report to the PUCT with comments filed 4/13.

Project No. 58923 – Staff’s Petition to Require Annual Updates to Class Allocation Factors Under § 25.193(c)

Staff opened 11/3/25 to address inequitable cost shifting and rate volatility

- Objective - to eliminate inequitable cost-shifting between customer classes and reduce rate volatility, considering disproportionate load growth within certain customer classes.
- Requests PUCT approval requiring IOU DSPs to update TCRF class allocation factors annually.
- Aligns transmission cost recovery with cost-causative load growth.
- Reduces abrupt rate swings at the time of base rate proceedings.
- Promotes more equitable and transparent allocation of transmission costs across customer classes while broader transmission cost recovery issues under Senate Bill 6 are being evaluated.

Dockets 57559 & 58252 - 2025 System Restoration Costs (“SRC”) Securitizations

CEHE Filed Docket No. 57559: January 16, 2025;
PUCT Final Order: June 5, 2025

- Tariff and new rates are effective - September 17, 2025
- Rate change of **\$0.92** per average residential customer using 1,000kWh per month
 - Includes ADFIT II Rider
- SRC II and ADFIT II Charges are adjusted annually on September 1st beginning 9/1/26

CEHE Filed Docket No. 58252: June 20, 2025;
PUCT Final Order: October 23, 2025

- Tariff and new rates are effective - February 26, 2026
- Rate change of **\$2.43** per average residential customer using 1,000kWh per month
 - Includes ADFIT III Rider
- SRC III and ADFIT III Charges are adjusted annually on March 1st beginning 3/1/27

Class	Charges	Unit	Current Charge
Residential	Customer Charge	per Customer per Month	\$ 2.11
	Metering Charge	per Meter per Month	\$ 2.79
	Volumetric Charge	per kWh	\$ 0.049993
Average Residential Customer Bill (500 kWh)		Per Month	\$ 29.90
Average Residential Customer Bill (1,000 kWh)		Per Month	\$ 54.89
Average Residential Customer Bill (2,000 kWh)		Per Month	\$ 104.89

Completed:

- System Restoration Charge II and ADFIT III – effective 9/17/2025 **\$0.92***
- System Restoration Charge III and ADFIT III – effective 2/26/2026 **\$2.43***
- Transmission Cost Recovery Factor (TCRF) – effective 3/1/26 **(\$13.09)***
- Energy Efficiency Cost Recovery Factor (EECRF) – effective 3/1/26 **\$0.65***
- Transition Charge 5 Refund – effective 5/18/2026 **(\$0.28)***
- Docket 58107 – authorizes the lease approximately 20 MW of 36 small TEEEF units for 36 months, subject to operational, reporting, and coordination conditions under PURA § 39.918 and 16 TAC § 25.56.

Pending:

- Docket 57980 – In abatement; pending settlement discussions (addresses Large TEEEF – LifeCycle/ERCOT leases and Medium TEEEF)
- Docket 59424 (DCRF) – ongoing; PURA § 36.210(i) 60-day deadline is April 28th
- Transmission Cost of Service (TCOS) – Docket 59372 - [non-residential]

**Bill impacts are for the average residential customer using 1,000 kWh*

PUCT Project 56736, Review of 25.88 Retail Market Performance Measures Reporting

- **PUCT's Goal:** Modernize and Streamline reporting requirements, the final approved publication was posted on April 2, 2026.
 - **Schedule A: Reporting Requirements for REPs**
 - Schedule A, Part 1: Retail Sales (Competitive Market Indicator)
 - Schedule A, Part 2: Retail Electric Provider Affiliations (Competitive Market Indicator)
 - Schedule A, Part 3: Disconnection for Non-pay (Technical Market Indicator)
 - **Schedule B: Reporting Requirements for ERCOT**
 - Schedule B, Part 1: Technical Market Transactions (Technical Market Mechanics)
 - Schedule B, Part 2: Unauthorized Change of REP (Competitive Market Indicator)
 - Schedule B, Part 3: Retail Load (Competitive Market Indicator)
 - **Schedule C: Reporting Requirements for TDUs**
 - Schedule C: Reporting Requirements for TDUs (Field Performance Statistics)
 - Schedule C, Part 2: Customer Count (Competitive Market Indicator)
- **PUCT §25.88 Effective Date: Beginning with the second quarter of 2026.** The report must be filed no later than the 45th day following the end of the preceding quarterly reporting period.

ADER Details of the Aggregation (DOTA) Enhancements

- **Aggregated Distributed Energy Resource (ADER) Pilot Project Governing Document changes listed below are effective into production on April 15, 2026:**
 1. Added new "Premise-Level Header" tab
 2. Removed Premise Level Header table from the "Premise & Device Info" Tab and moved it to the "Premise-Level Header" Tab
 3. Deleted the LSE, DUNs, DSP and ERCOT Load Zone columns from the "Premise & Device Info" Tab and placed the information in the "Premise-Level Header" Tab
 4. Replaced the column headings in the "Premise & Device Info" Tab with database-friendly headings and moved the descriptive information to a comment attached to each column header
 5. Relocated the hidden validation columns from the "Premise & Device Info" Tab to a new "Validation Table" Tab
 6. Added new Requested Qualification for ECRS in MW column in the "ADER Summary" Tab
 7. Included a new Decision reason of In Review (possible future addn) in the "Validation Table" Tab; however, this reason was not added to the drop-down list in the "Premise & Device Info" Tab pending further discussion
 8. Added a new reject reason of Distribution System Constraints Still Under Review to the "Validation Table" Tab
 9. Added a new "Definition Library" Tab to provide more in-depth information about each of the database-friendly column headings from the "Premise & Device Info" Tab

- **Growth has accelerated.**
 - Recent ADER growth is larger than what was originally envisioned in the Pilot and is driving new design questions by ERCOT.
 - **ERCOT is using the Pilot before locking in Protocol design language. [14. ADER Pilot Program Update 04012026](#)**

NPRR1266, Opt-Out Status Held by a Transmission-Voltage Customer Cannot be Transferred

- This NPRR ensured that the PUCT's Docket 56125 determined that Opt-Out Transmission-Voltage Customers under Public Utility Regulatory Act (PURA) § 39.653(d) are **not transferable to other entities**, which necessitating a process by which ERCOT can be informed that the Opt-Out Customer is no longer associated with the ESI ID and the 2021 Storm Uri Securitization Uplift Charges should be reinstated.
- **Market Facing Impacts:**
 - **TDSP/TSP shall adopt at least a monthly process that enables each TSP to compare current Customer records to those Customer records as they existed as a November 29, 2021**, and inform ERCOT within 30 days of any Customer name changes associated with a Securitization Uplift Charge Opt-Out Entity's ESI ID, as well as the effective date of those name changes.
 - ERCOT will subsequently notify **PUCT Staff and the REP of Record** associated with the ESI IDs ERCOT has reason to believe reflect a changes of transmission-voltage Customer and will remove the ESI ID's status as an Opt-Out Customer and **notify the REP of record associated with the ESI ID upon a finding by the PUCT that the original Customer is no longer associated with the Securitization Uplift Charge Opt-Out Entity's ESI ID.**
- **NPRR1266 Effective Date: March 1, 2026**

MP Service Portal	Status	Details
<i>NPRR1302, Addition of a Market Participant Service Portal within the MIS Certified Area and Revision of Forms</i>	<i>PRS Impact Analysis (IA) Review</i> 4/15/26	<ul style="list-style-type: none"> • Introduces a new portal for MPs designed to automate interactions between ERCOT and MPs, currently managed via email communications and manual processes • Future form submissions will go through the Portal (MPSP) rather than through email • Establishes the need for a secondary email address that will feed into the new B2B tooling
<i>NPRR1306, Removal of Digital Certificate References for Market Participants with ERCOT MIS Access</i>	<i>PRS Impact Analysis (IA) Review</i> 4/15/26	<ul style="list-style-type: none"> • Replaces the term “Digital Certificates” throughout the Protocols with better streamlined modern technology for both the individual Market Participant and the User Security Administrator (USA) • Adoption will allow ERCOT to implement modern Multi-Factor Authentication (MFA) methods for logon and authentication to ERCOT’s systems by B2B users.

Market Participants’ Service Portal and Removal of Digital Certificate References for MPs and ERCOT Access

Market Participant Service Portal (MPSP) Objectives

NPRR1302 and NPRR1306

- Reduce manual processes
- Reduce work management through emails/phone calls
- Centralize submission, access, and tracking for requests and forms
- Automate data population and data validation
- Adopt future ready modern B2B tooling for user logon with Multi-Factor Authentication (MFA)

- **MPSP Calendar Y2026**

- **Q1:** Deloitte was selected as Implementation Partner and onboarded - completed
- **Q1:** Identity Access Management (IAM) Modernization new B2B tooling vendor selection in progress
- **Q2:** ERCOT testing Market Participant Service Portal (MPSP) with B2B tooling, confirm release targets
- **Q2:** Target Revision Requests NPRR1302 and NPRR1306 approvals during ERCOT's June 1-2, 2026, Board meetings.
- **Q3:** Align new data with MPSP and NPRRs, stakeholder training
- **Q4:** Target Release in October with ongoing stabilization support & additional education.
- **Q4:** Apply lessons into planning for additional forms (MPSP) & B2B tooling applications.



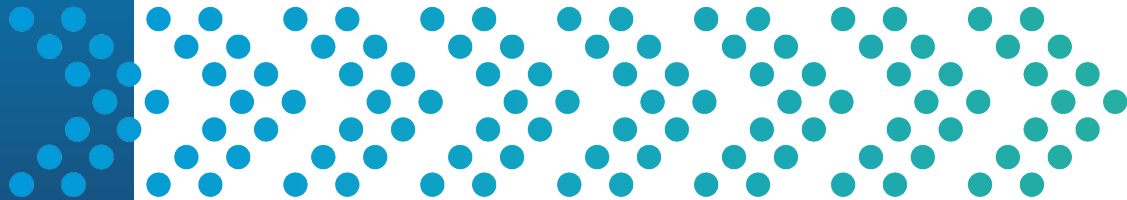
At the End of an extremely long Digital Certificate tunnel!!!

Q&A

AMS 2.0 – Pilot Update

2026 Competitive Retailer Workshop

Albert Lopez, Manager, AMS Technologies

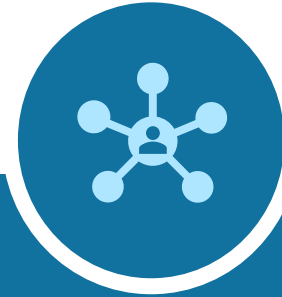


Key Drivers for AMS 2.0



Address Meter Obsolescence

- Current meters are nearing the end of their useful life
- Increasing failure rate
- Inability to update firmware/patch existing meters



Enable Advanced AMS 2.0 Capabilities

- Multi-use network
- Platform to future proof AMS systems
- Opportunities to implement advanced capabilities (e.g., outage awareness)



Improve Customer Service

- More accurate outage communications
- Reduce unplanned outages
- Safety improvements

Strategy for AMS 2.0

Transition

- ✓ Seamless switchover from 1.0 to 2.0
- ✓ Existing meter to market processes
- ✓ Billing
- ✓ Settlement Data Delivery
- ✓ Service Orders (MVO, MVI, CDC)
- ✓ Existing outage restoration processes
- ✓ Existing AMS analytics processes

Transition
Seamless 2.0 transition

Strengthen Core

- ✓ Data Recovery following extended outages
- ✓ Enhance current processes through incremental 2.0 capabilities
- ✓ *“What can we do with the strengthened network?”*
 - Increased outage awareness
 - Increased transformer insights through collection of more granular power quality data (every meter/phase)

Strengthen Core
Enhance current processes through incremental 2.0 capabilities

Transition
Seamless 2.0 transition

Innovate

- ✓ Foundation to build the future
- ✓ Expand with advanced capabilities
 - Proactive Asset Management
 - Grid Modernization
 - Advanced Outage Awareness
 - Customer Insights
 - Enhanced Safety

Innovate
Foundation to build the future

Strengthen Core
Enhance current processes through incremental 2.0 capabilities

Transition
Seamless 2.0 transition

Key Items - Pilot Overview

Itron Galveston – AMS 2.0 Summary

In March of 2026, CNP began a pilot program to deploy AMS 2.0 meters in Galveston, TX. This phase is designed to gather additional information about the technology, finalize the full deployment plan, and prepare for regulatory approval for a broader mass meter deployment.

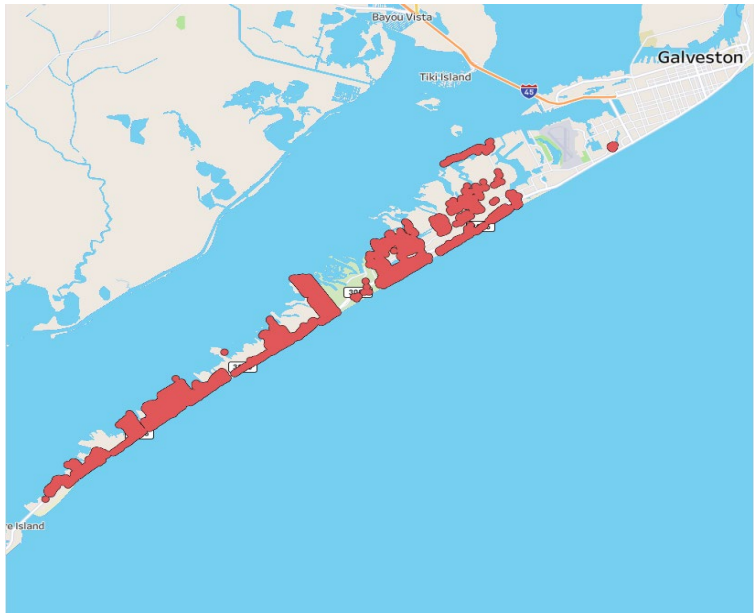
Why Galveston?

- Contained & Isolated
- Strategic Overlap
- Multi-Family Housing
- Hard-to-Reach Meters

What are the goals of the pilot?

- Provide advance customer notifications for brief outages during meter exchanges
- Track meter exchange process timings, including exception handling
- Ensure accurate delivery of interval data to ERCOT and Smart Meter Texas
- Monitor new meter read success separately from legacy AMS meters
- Evaluate reliability of meter readings and billing
- Analyze outage and restoration timings

Pilot Service Area



What technology are we deploying?

- 10,000 Itron Gen5 Riva AMS 2.0 Meters
- Itron UIQ Head-End System
- Itron Gen 5 Mesh network installed in PMRs

Current Deployment Updates

- ✓ User Acceptance Testing
- ✓ Business Go Live
- ✓ Production Validations completed
- ✓ Start Deployment (Week of 3/2)
- ✓ Continuous Monitoring (In Progress)

← **How does the pilot enable the transition to AMS 2.0?:** Low-risk, high-value pilot delivering insights for future large-scale rollouts. →

AMS 2.0 Pilot Operational KPIs

Objective

Ensure a smooth transition to AMS 2.0 by validating and strengthening **market operations, AMS operations, and outage-to-restoration processes** before scaling deployment.

(AMS Operations) Meter Deployment Progress

- Real-time dashboards tracking installation progress across Residential, Commercial, IDR, DG premises.
- Visibility into assigned → in-progress → installed, including late completions & repeat meter exchange attempts.
- PAS meter exchange communication timing.

(AMS Operations) Network & Device Health

- Detection of non-communicating, provisioning status/timing of new meters
- Mesh analytics: Communication success rates, Interval data collection success rates, meter logs reviews

Market Operations and Billing Data Quality

- Market Service Order and Billing (MBL): Success/failure monitoring and actual billing determinates
- Market Settlement Data Delivery: quality checks for actual vs. estimated reads, missing reads, timeliness.

Outage Management Performance

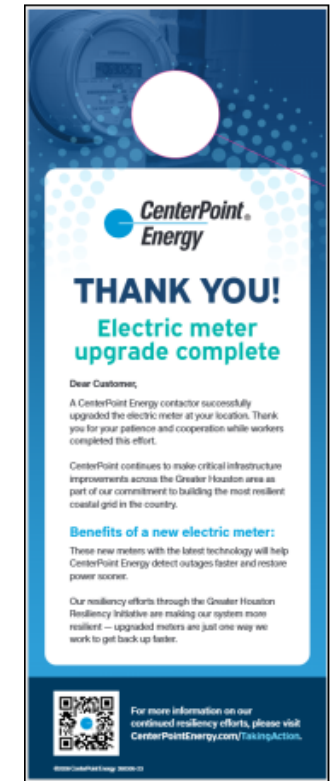
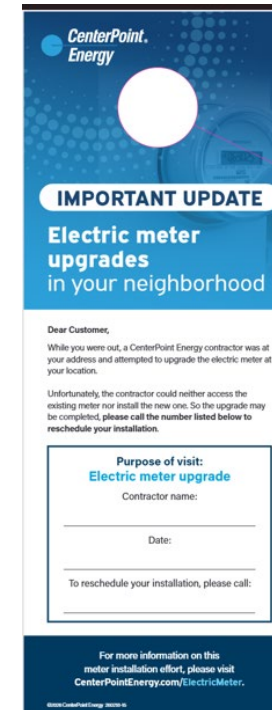
- Verification of momentary outage filtering
- Timing analysis for outage signals and post-energization restoration signals from the meters.
- Target: Faster outage detection; more accurate and timely restoration verification

AMS 2.0 Pilot Customer Outreach

Objective

Ensure customers are informed

- ✓ Post card mailers informing customer of upcoming exchanges, PAS registration reminders
- ✓ Weekly PAS Notifications for scheduled exchanges
- ✓ Weekly file to Rep of Record for non-PAS registered customers
- ✓ Missed Installation – Access Issue Door Hanger
- ✓ Thank You - Electric meter upgrade complete Door Hanger



Q&A



Resiliency & Capital Delivery

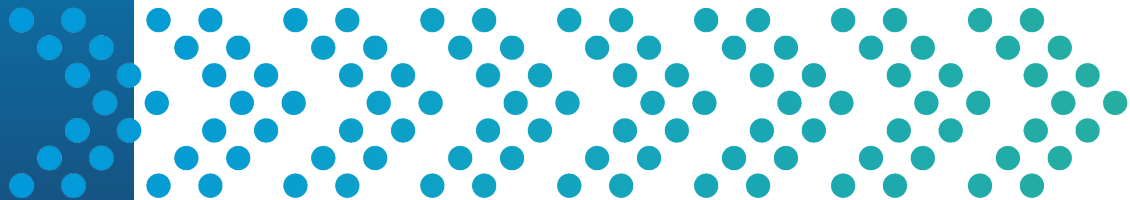
System Resiliency Plan (SRP)

2026 Competitive Retailer Workshop

Caroline Geiger | Director, Distribution Programs

Brad Diehl | Director, High Voltage Resilience Engineering

Jason Fabre Jr. | Vice President, Response Team



CenterPoint Energy Houston Electric Service Territory



Greater Houston area currently has the **4th largest population in the U.S.**



Texas Medical Center is the **world's largest medical center**



The Port of Houston is one of the **busiest container ports in the U.S.**



CEHE serves both **George Bush Intercontinental Airport** and **William P. Hobby Airport**



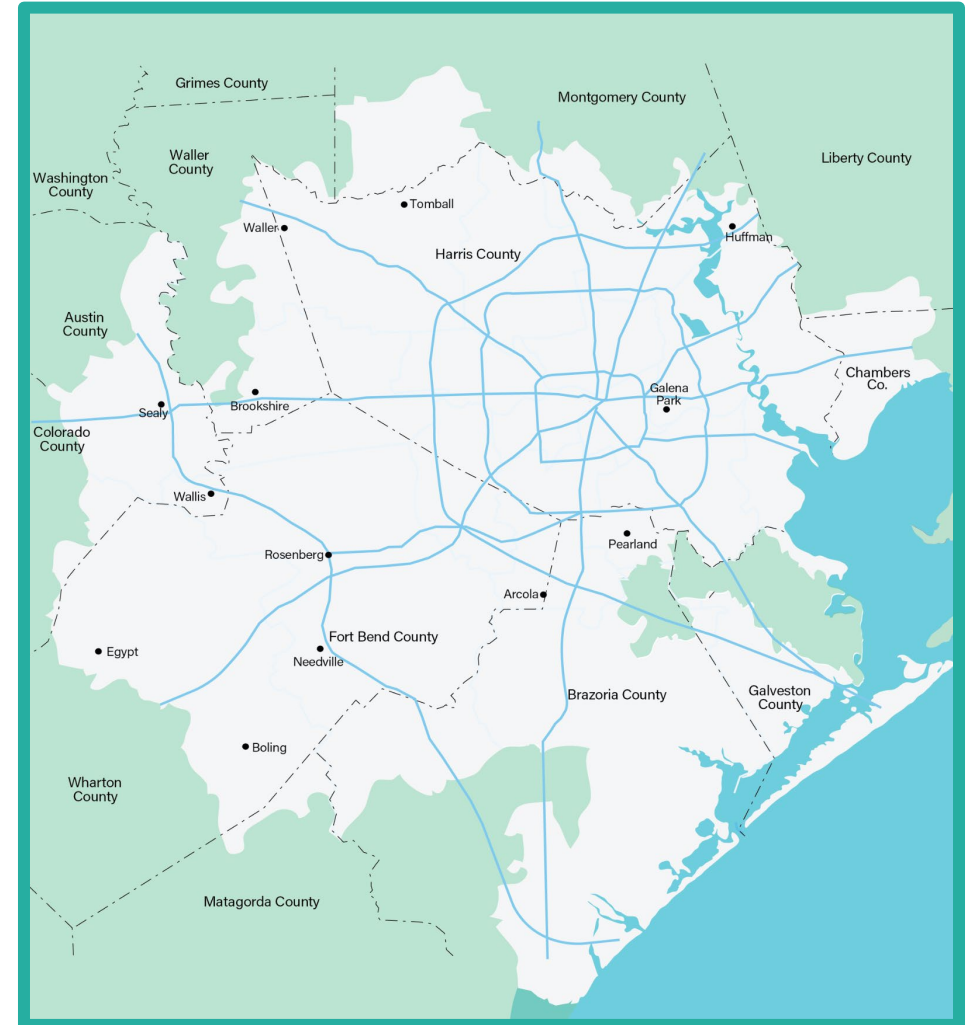
Houston accounts for **~1/3 of the nation's base petrochemical manufacturing capacity**

2.8M
Metered
customers

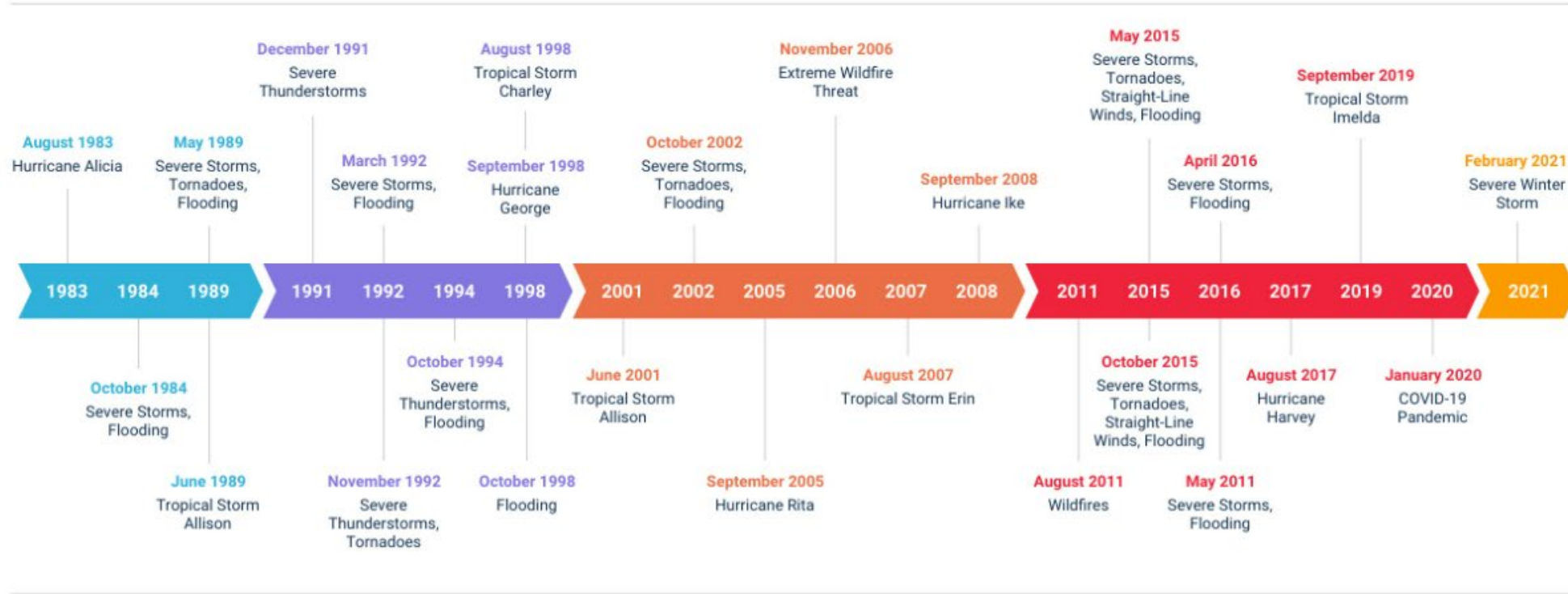
~25%
of ERCOT
peak load

4,000
Miles of
transmission

56,500+
Miles of
distribution



History of Disasters in Greater Houston's Three-County Area (1980-2021)



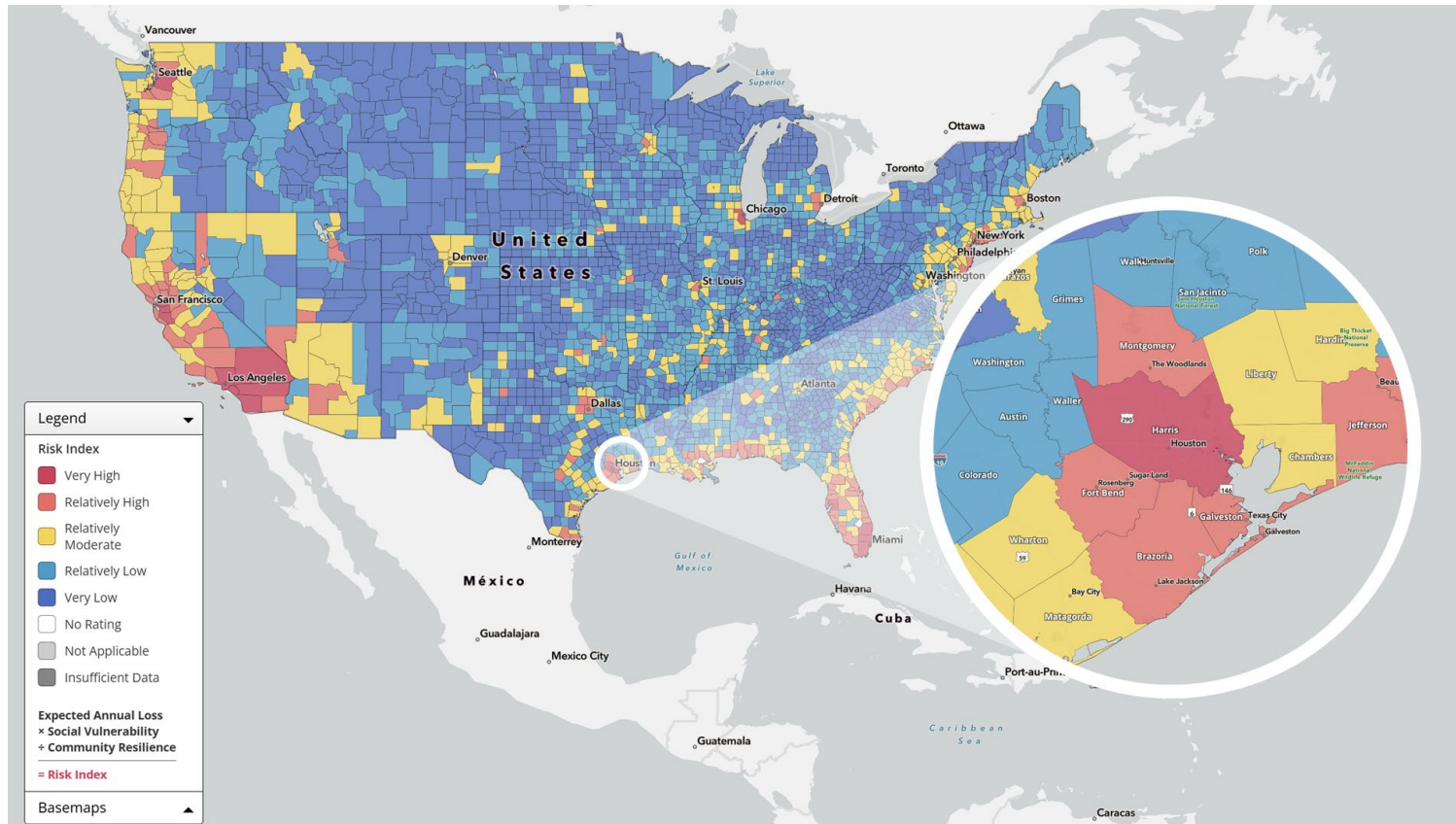
Note: Data for FEMA disaster declarations only.

Source: Federal Emergency Management Agency (FEMA). Retrieved February 19, 2021



40 disasters in 44 years with 11 alone in the last 10 years including the most recent ones in 2024 (Derecho & Beryl)

FEMA National Risk Index Map



Source: <https://hazards.fema.gov/nri/map> (National Risk Index version March 2023)

- ➔ Harris County, Texas has a FEMA Risk Index score of **99.97** (out of 100).
- ➔ Compared to the rest of the United States, Harris County's Risk Index component scores of **Expected Annual Loss** and **Social Vulnerability** are **VERY HIGH**, while **Community Resilience** is **VERY LOW**.

NOAA Weather and Climate Hazard Risk Map

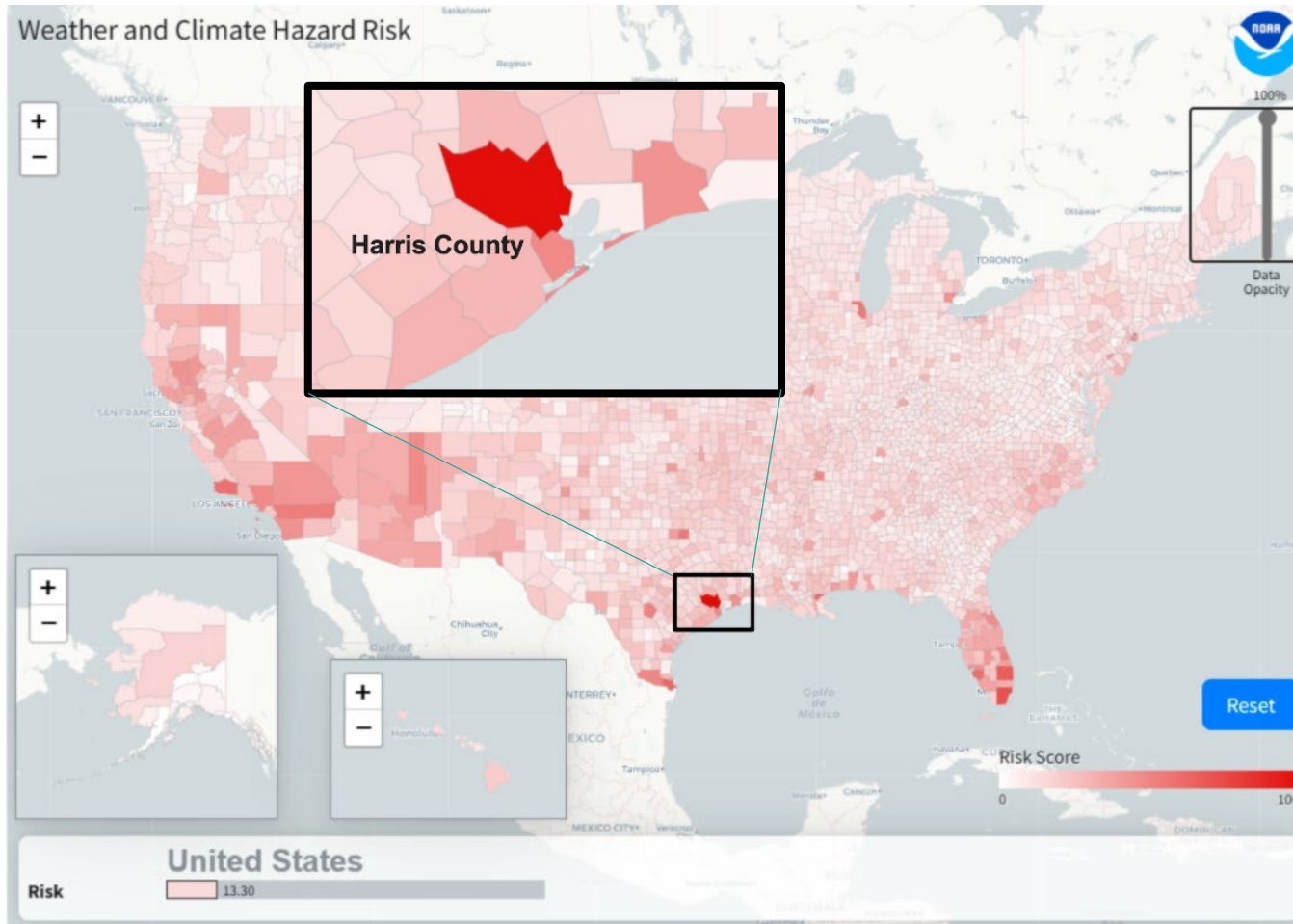
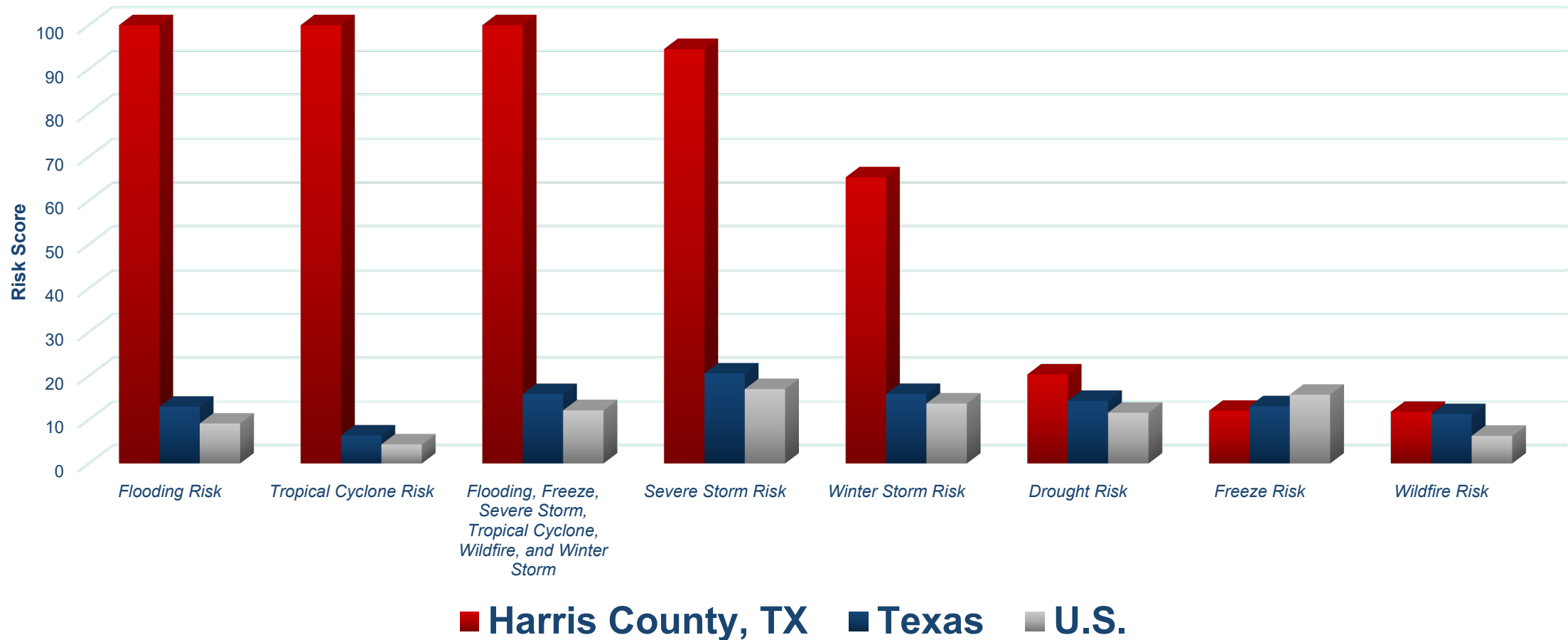


Image courtesy of National Oceanic and Atmospheric Administration

- ➔ **Greater Houston has the highest weather/climate hazard risk in the country**
- ➔ **Harris County has more high-risk zones than any other county (per FEMA)**
- ➔ **Densest customer base coupled with densest urban vegetation along the coast**

NOAA Risk and Vulnerability Summary

Harris County leads in multiple weather-related risk and vulnerability factors



Source: NOAA National Centers for Environmental Information (NCEI) U.S. Billion-Dollar Weather and Climate Disasters (2025). <https://www.ncei.noaa.gov/access/billions/>, DOI: 10.25921/stkw-7w73

Reliability – focuses on preventing failures to ensure consistent performance under normal conditions.



“Avoiding the storm”

Resiliency – emphasizes the ability to withstand, adapt to, and recover quickly from unexpected, high-impact, or extreme disruptions.



“Surviving the storm”



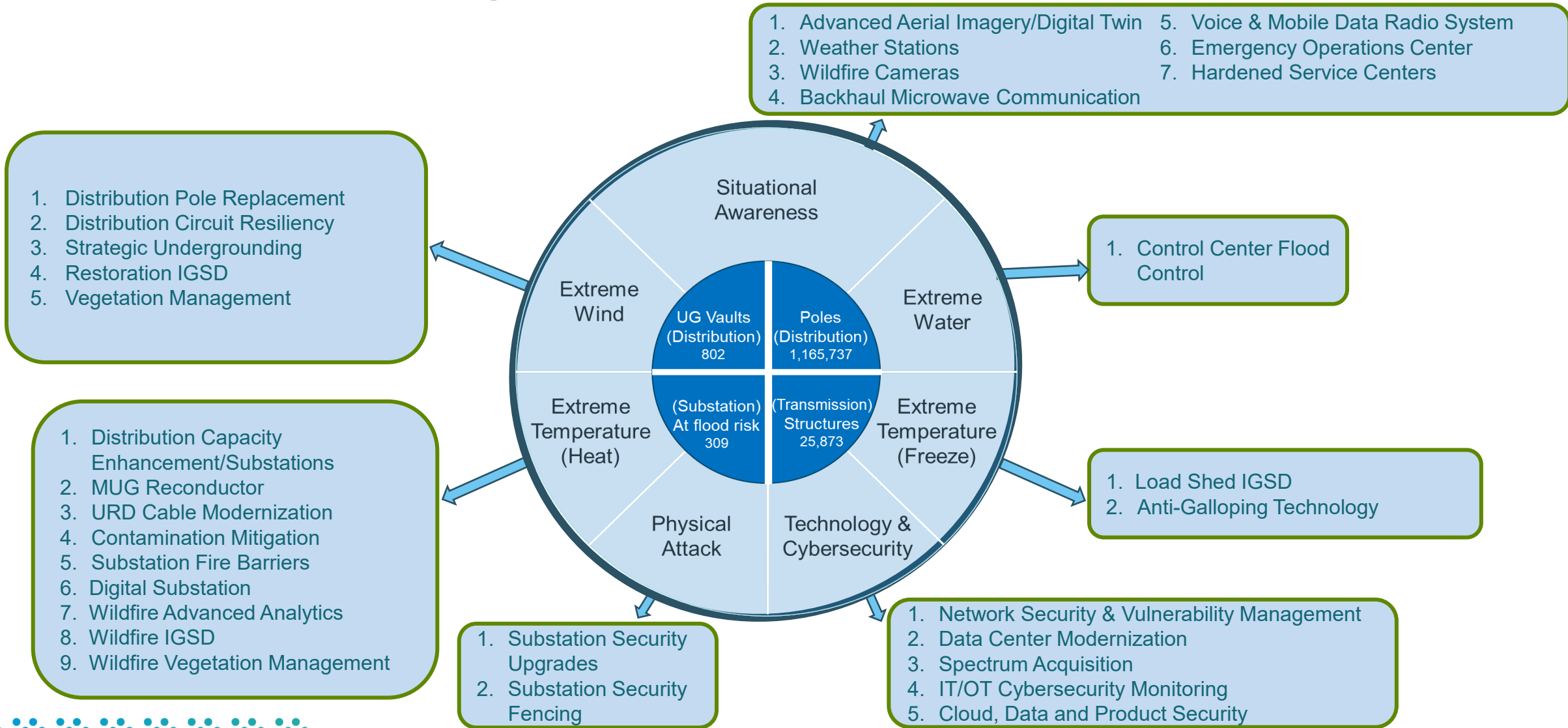
Distribution
Resilience

Substation
Resilience

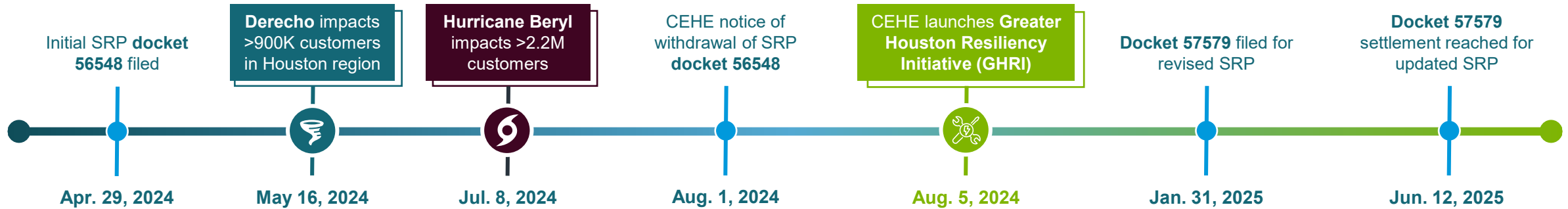
Transmission
Resilience

CenterPoint Energy invested \$539 million in resilience programs since 2020

Extreme Event Mitigation Map



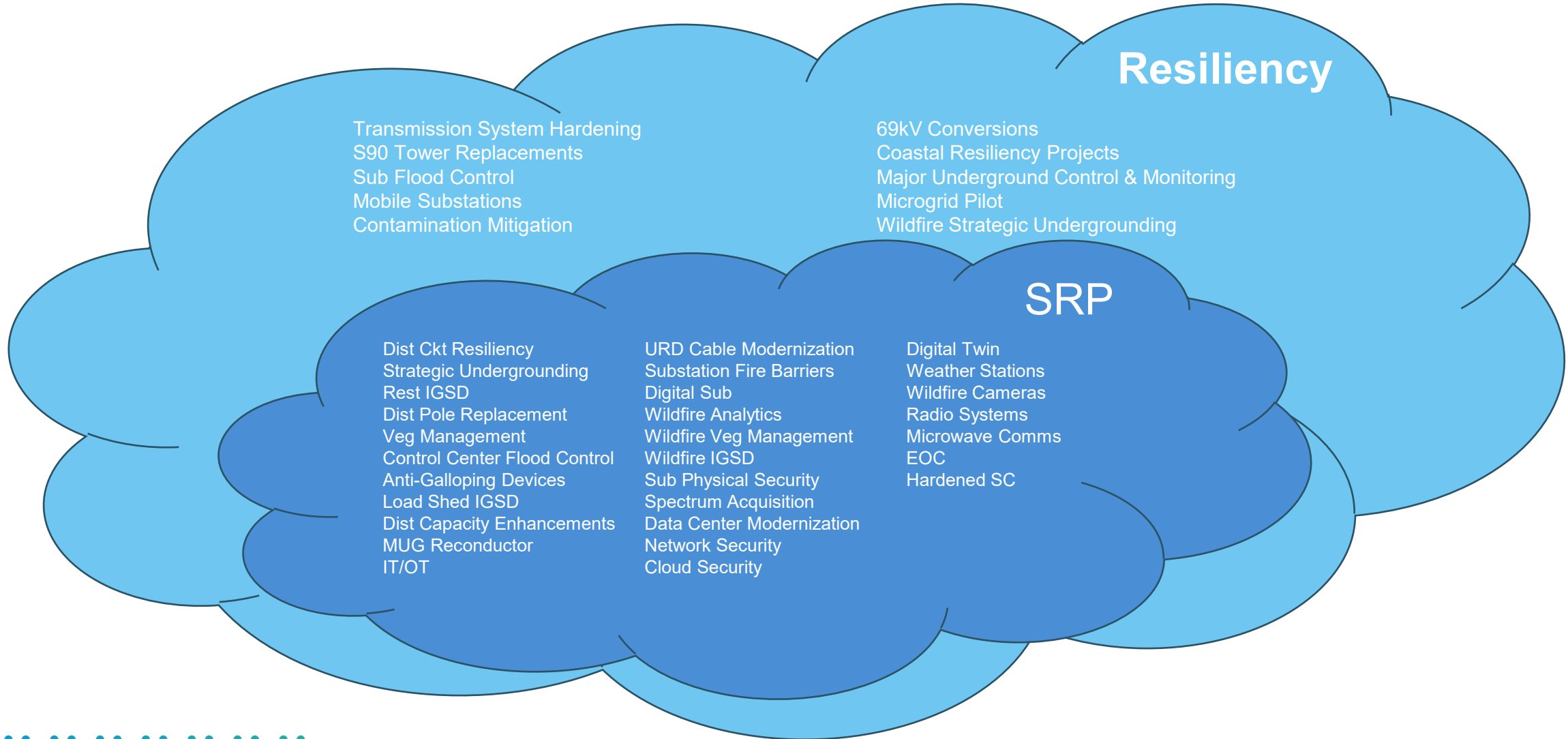
First and Second System Resiliency Plan (SRP) Comparison



	Docket 56548 <i>Filed Apr. 29, 2024</i>	Docket 57579 <i>Filed Jan. 31, 2025</i>	Docket 57579 <i>Jun. 12, 2025 Settlement</i>
Total estimated costs	\$2.28B	\$5.75B	\$3.18B
<i>Transmission</i>	<i>\$1.14B</i>	<i>\$2.16B</i>	<i>\$0.13B*</i>
<i>Distribution</i>	<i>\$1.17B</i>	<i>\$3.59B</i>	<i>\$3.05B</i>
<i>Capital / O&M</i>	<i>\$2.2B / \$85.9M</i>	<i>\$5.55B / \$210M</i>	<i>\$2.98B / \$202.6M</i>
Count of Resiliency Measures	25	39	31
3-Year Customer Minutes of Interruption Savings	940M	1.3B	913M
3-Year Bill Impact	\$2.99/month	\$7.33/month	\$4.78/month after 4 years

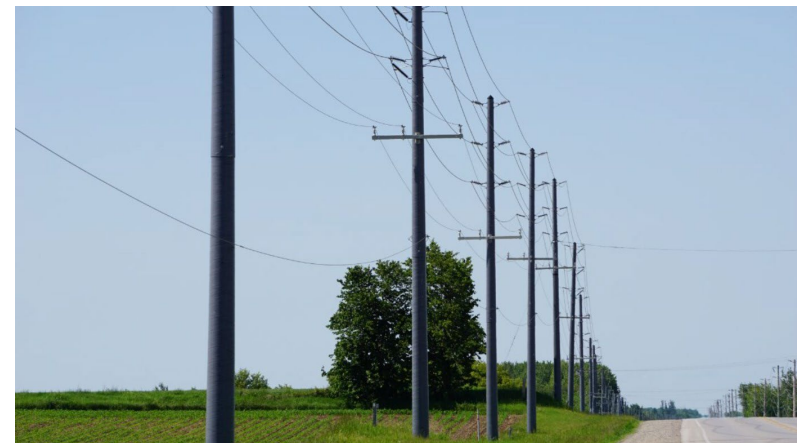
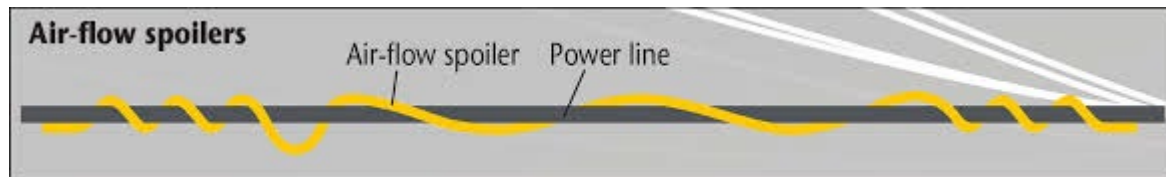
Settlement: SRP vs Resiliency

All System Resiliency Plan (SRP) work is resilient, but not all resiliency work is SRP.



2025 Resilience and Capital Delivery Accomplishments

- Installed over 43,000 resilient distribution poles
- Brought in 6 new Heavy Construction CPE crews to support resiliency work
- Hit goal of 350 IGSD installs by June 1, 2025
- Trimmed 4,575 miles of distribution lines
- Installed ~5 circuit miles of air flow spoilers on transmission lines for galloping mitigation



A Look Ahead: 2026 Work Plan

Unit targets

Distribution



100

Circuits (750 miles)
hardened



300

automation
devices
installed



35k

wind-resistant
poles installed



8k

Proactive VM
miles trimmed



20

Freeway
crossings
under-
grounded



12

Miles of SUG
completed



10k

spans of URD
cable
modernized

Transmission / Substation



10

Substation
firewalls
installed



6

Substations
flood
control
installed



9

Enhanced
substation
fences
installed



50

Substation
security
upgrades
completed



20

Miles with
air flow
spoilers
installed



200

structures
converted
to 138 kV



500

Trans-
mission
structures
hardened



14

S90 towers
replaced

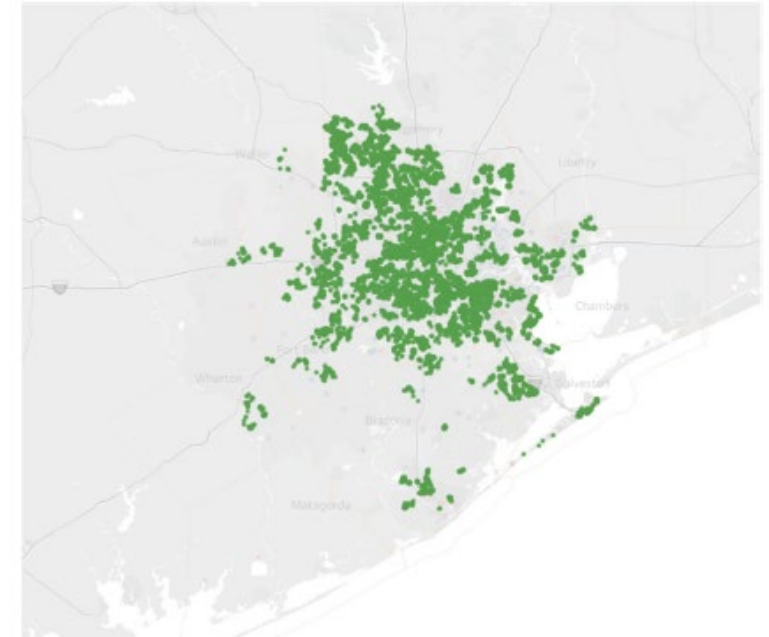


100

Circuits (750 miles)
hardened

Reduce risk of failure from tree fall-in and meet new wind and ice load requirements along with additional ice bridge configuration and/or critical equipment pole upgrade requirements.

Distribution Circuit Projects Map



300

automation
devices
installed

Reduce the number of customers interrupted by faults occurring on main line sections of distribution circuits

IGSD Device





35k

wind-resistant poles installed

Designed to replace poles that have been identified during scheduled inspections as not meeting the Company's minimum remaining strength criteria. Poles will either be replaced or braced with trussing brackets to meet the Company's current extreme wind and ice loading design standard

Potential Distribution Pole Bracing and Pole Replacements



8k

Proactive VM miles trimmed

Mitigates the risk of trees and other vegetation from making contact with electrical facilities and causing power outages.





20

Freeway crossings undergrounded



12

Miles of SUG completed

This measure will address three main concerns: freeway crossings, difficult to reach areas with very high-risk impact from external factors like tree fall-in, and critical customer resiliency.

High Tree Fall Risk



URD Cable Modernization



Designed to proactively locate partial discharge in URD cable and its components (terminations & splices) to identify potential areas of faults resulting in a reduction of URD failures, which tend to increase when the distribution system is stressed during extreme temperatures.



10k

spans of URD cable modernized



10

Substation
firewalls
installed

Install physical fire protection barriers, either concrete or metal, to protect power transformers and other equipment vulnerable to damage caused by the catastrophic failure of adjacent transformers.



6

Substations
flood
control
installed

Protects at-risk substations that are vulnerable to flooding or have previously encountered high water conditions that cause damage and critical equipment to fail or mis-operate, resulting in customer outages

Flooded Substation





9

Enhanced
substation
fences
installed

Replace chain link fences with more resilient and less permeable wire mesh fences (such as shown in the adjacent figure) at substations to better deter unauthorized access and equipment damage caused by third parties



50

Substation
security
upgrades
completed

Upgrade existing security monitoring systems at critical transmission substations to enhance the detection of unauthorized access from individuals committing vandalism or terroristic activities.

Wire Mesh Fencing





20

Miles with
air flow
spoilers
installed

The Air Flow Spoiler is a motion control product used to suppress galloping of cable spans. Severe galloping can cause phase-to-phase and phase-to-overhead ground wire contacts, flashovers, and interruptions of the power flow. It can also result in damage to conductors or insulators resulting in breakage of wires and insulators.



200

structures
converted
to 138 kV

Upgrade the Company's 69kV transmission circuits by rebuilding and reconductoring the transmission circuits to 138kV, thus allowing for greater switching options.





500

Trans-
mission
structures
hardened

Replace remaining wooden transmission structures (single pole and H-frame) with steel or concrete structures in line segments and upgrade any necessary tower structures where the structures do not meet the Company's current wind loading design standard for 138kV or 345 kV structures respectively.

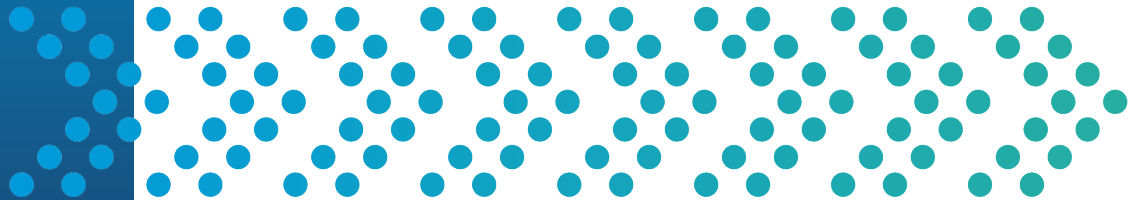


14

S90 towers
replaced

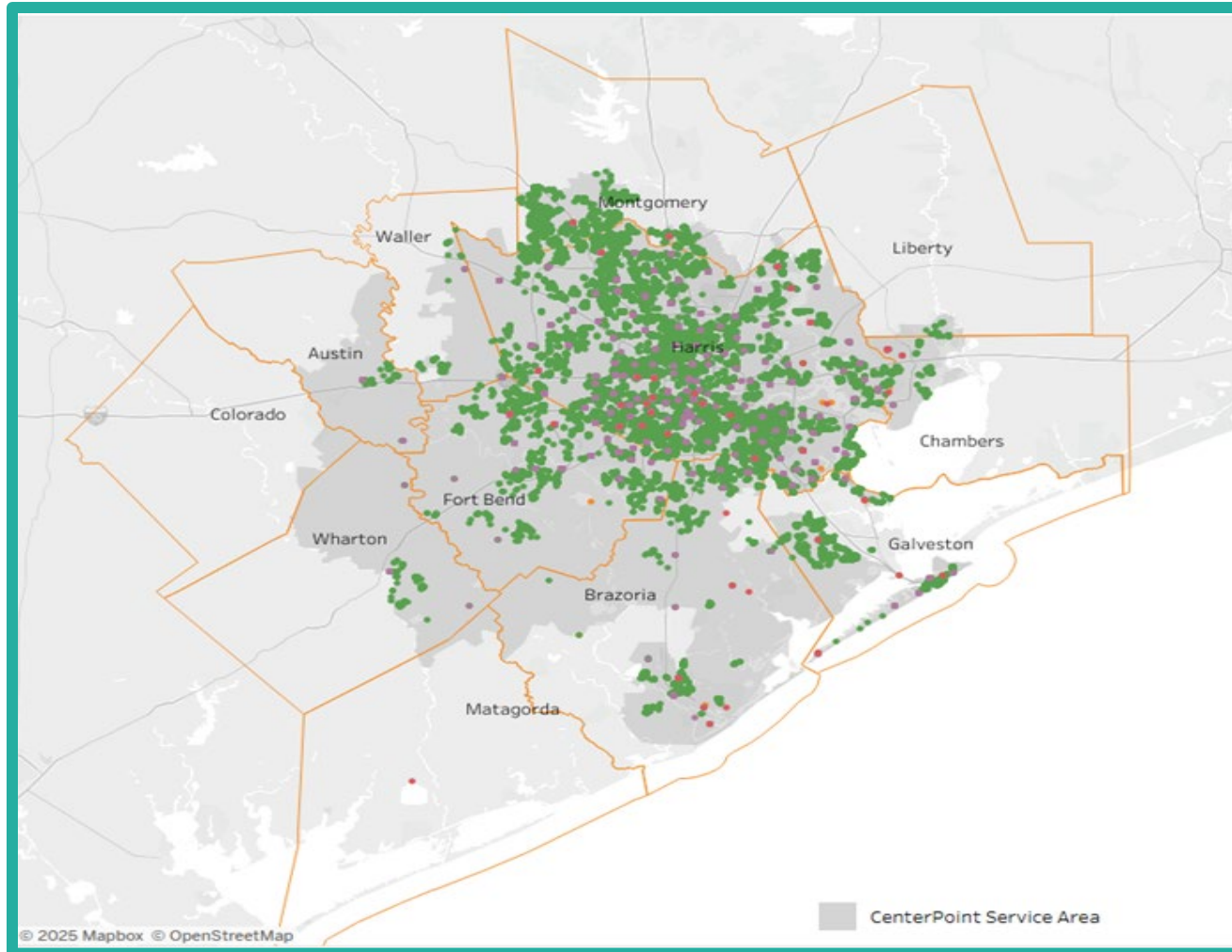
Replace 90-degree single-circuit steel lattice towers (S90 towers) installed between 1968 and 1982 on 345kV transmission circuits. These S90 towers will be replaced with steel poles that are engineered to meet the more stringent NESC C2-2023 Article 250 extreme wind loading conditions.

Resiliency in our community



Proposed Project Map

Benefitting all counties served with key resiliency investments



Substations

- Substation Fire Barriers
- Digital Substation
- Contamination Mitigation – Substation



Undergrounding

- MUG Reconductor
- URD Cable Modernization
- Strategic Undergrounding
- Strategic Undergrounding – Hospitals
- Strategic Undergrounding – Veg



Distribution Hardening

- Distribution Circuit Resiliency
- IGSD Installation
- Wildfire IGSD
- Distribution Capacity Enhancement
- Contamination Mitigation – Distribution

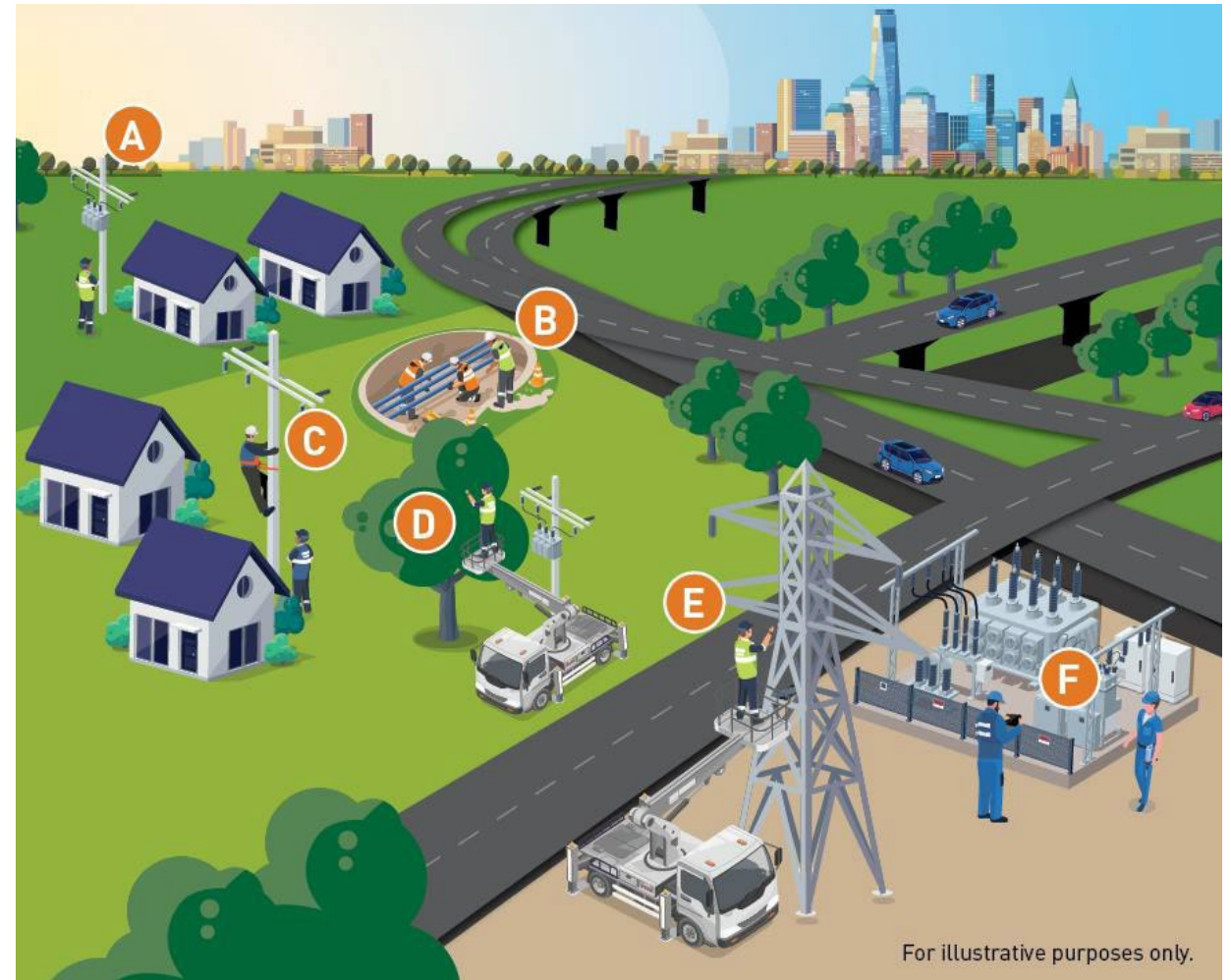


Physical Security

- Physical Security Fencing

Resiliency Improvements by 2029

- A** **Automation Devices** capable of self-healing on 100% of lines serving the most customers
- B** **Undergrounding** over 50% of the system and modernizing 34,500 underground spans
- C** **130,000 Stronger Distribution Poles** to withstand stronger storms and winds
- D** **Clearing Hazardous Vegetation** across 100% of power lines on an industry-leading, three-year cycle
- E** **2,200+ Stronger Transmission Towers** upgraded to withstand extreme weather
- F** **99% of Substations raised** above the 500-year flood plain



FIFA World Cup Preparations

- **Goal:** Proactively address vulnerabilities and ensure rapid restoration capability
- Identified circuits serving event
- Conducted visual and infrared inspections of electrical equipment
- Tested major equipment to ensure operability

FIFA World Cup Preparations

- Executed corrective remediation actions, including localized repairs and vegetation clearing
- Pre-staging crews, materials, and rapid response resources during tournament period

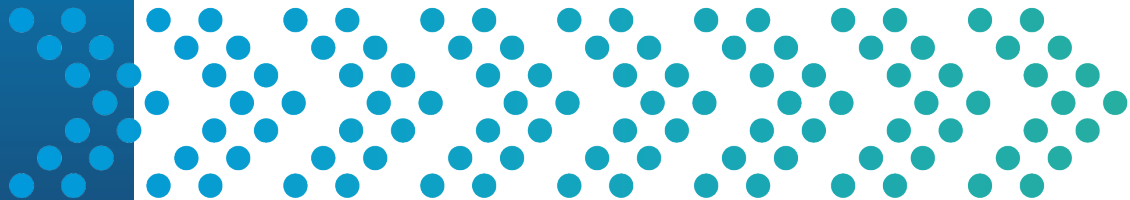
Q&A



Economic Development Data Center Growth

2026 Competitive Retailer Workshop

Cam Yearty, Manager, Economic Development



Accommodating Growth

- Early-Stage Engagement
 - Economic Development
 - Distribution Key Accounts

- Innovative Delivery
 - Large Distribution Loads
 - 345kV Interconnections



Growth Expectations

- Distribution
 - ~2.5 GW project pipeline
 - Data Centers
 - Transportation Electrification
 - Advanced Manufacturing



Apple's new manufacturing facility in Houston. (Apple / Fox News)

- Transmission
 - ~60 GW project pipeline
 - Data Centers
 - Advanced Manufacturing
 - Traditional Industrial



Data Center Updates

- Data centers are a large portion of CNP's growth expectations
- Power requests over wide range
 - 5 MW edge data centers
 - Multi-GW hyperscale campuses



Thank You!

General Inquiries

EcoDevRFI@CenterPointEnergy.com

Cam Yearly

Manager, Economic Development

Cameron.Yearly@CenterPointEnergy.com

832-835-7719

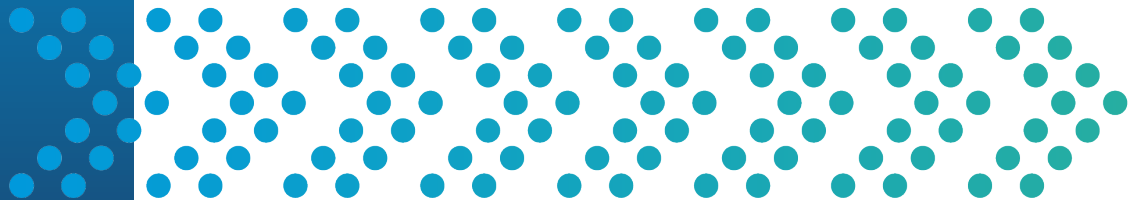
Q&A

Construction Services Team

2026 Competitive Retailer Workshop

Mike Huber, Manager, Construction Services

Christina Botello, Lead Construction Specialist, Construction Services



Construction Services – Team Overview

- Centralized Team in Customer Operations. Began supporting CEHE electric operations in July 2025 to enhance the customer experience. Primary goals of the initiative:
 - Deliver a consistent customer experience intake process across the entire 12 service center CEHE footprint
 - Provide customers with a centralized team dedicated entirely to the order initiation process. Team members office based vs. having field operations responsibilities
 - Increased first call resolution and expedited response/customer contact on all electric service requests
- Primary duties of a Construction Services Specialist
 - Electric Service Request (ESR) processing including gathering all applicable documentation
 - Turndown/EX90 processing
 - Setting expectations/timelines, providing general updates on projects
- Operations
 - Currently supporting 8 of the 12 CEHE service centers. Rollout to remaining 4 service centers still being finalized
 - Operation Hours: 7:30am – 4:30pm, Monday to Friday
 - Contact Information
 - Phone: (800) 925-3997
 - Email: constructionservices@centerpointenergy.com

Turndown/Complete Unexecutable Process

Once the meter order is turndown/complete unexecutable by a field tech, CSS will call the customer and will provide the turndown details. Frequent turndowns

- Need house or apartment numbers permanently identified
- Customer not ready
- Unable to locate (need GPS coordinates)
- TDSP construction required
- No access, high fence or locked gate
- Auto Transfer Switch not approved

If CSS cannot to speak with anyone and a voicemail is left, the customer will be contacted when the new order is received via the Backoffice Case – New Construction Review.

Backoffice Case: New Construction Review Process

- New meter order received after a turndown/complete unexecutable is received via New Construction Review
- CSS will contact the customer and verify the previous corrections are made before releasing the meter order to the field. If a voicemail is left and no callback is received, the customer will be contacted a second time. After the third time if no response is received the order is Turndown/complete unexecutable.
- CSS will not release the meter order without verifying corrections have been completed.

Construction Services Metrics

Currently servicing eight of the twelve centers, CYP, Katy, SUG, FTB, BRZ, GAL, HUM, & GPT. Future centers SPB, BEL, BAY, SOH

Svc Center	YTD - 2026
Cypress	1132
Katy	730
Ft Bend	592
Sugarland	257
Greenspoint	423
Humble	471
Brazoria	363
Galveston	165
All	4,133

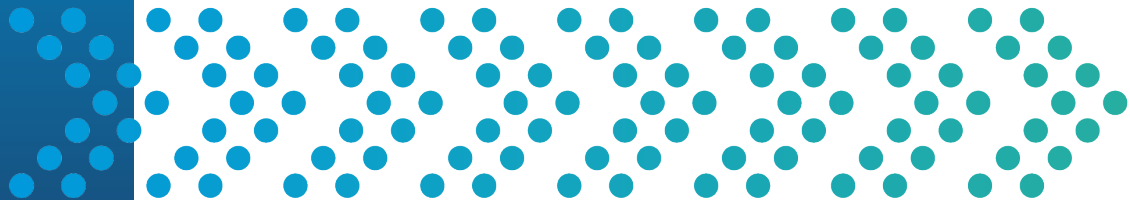
Q&A

How to Avoid Turndowns/Complete Unexecutables on Your Electric Service Request

2026 Competitive Retailer Workshop

Josh McGinty, Service Area Manager – Bellaire

Ryan Sauers, Service Area Manager – Sugar Land



Purpose of the Guide and Customer Value

- **Preventing Service Turndowns/Complete Unexecutables**
- Understanding common issues and prevention steps helps avoid turndowns/complete unexecutables during electric service installations.
- **Shared Responsibility**
- CenterPoint Energy and customers share responsibility to ensure safe, compliant, and efficient service installations.
- **Practical Checklist Approach**
- The guide highlights real-world issues and provides practical steps, not technical manuals, to avoid delays.
- **Enhancing Customer Experience**
- Meeting requirements before service reduces repeat visits, delays, and improves overall customer satisfaction.



Understanding What a Turndown/Complete Unexecutable Is

- **Definition of Turndown/Complete Unexecutable**
- A turndown/complete unexecutable happens when safety or design requirements are not met, preventing service completion.
- **Common Causes of Turndowns/Complete Unexecutable**
- Unfinished construction, blocked access, or mismatched designs often lead to service turndowns.
- **Importance of Standards**
- Standardized procedures ensure safety, reliability, and code compliance in electrical service work.
- **Preventing Service Delays**
- Early coordination and readiness verification help avoid turndowns and project interruptions.

Ensuring the Site Is Fully Ready

- **Clear and Accessible Work Area**
- Ensure all obstructions like fencing, materials, and vehicles are removed for safe technician access.
- **Complete and Code-Compliant Construction**
- Construction must be fully finished and meet local codes to avoid service turndowns/complete unexecutables and ensure safety.
- **Visible and Accurate Address Label**
- A permanent address label matching service order must be clearly displayed for technician identification.
- **Pre-Service Site Walk-Through**
- Conducting a final site review helps resolve readiness issues and prevents delays or rescheduling.

Installing Electrical Equipment to Required Standards

- **Compliance with Standards**
- Electrical equipment must meet energy company standards, local codes, and national regulations for safety and reliability.
- **Common Installation Issues**
- Incorrect weatherhead placement, misalignment, and improper meter racks cause installation rejections and delays.
- **Importance of Pre-Inspection**
- Pre-inspections and photo documentation by electricians help identify and fix installation problems before service visits.
- **Benefits of Proper Installation**
- Correct installations enable faster energization, reduce costs, and ensure safe operation of the electrical system.

Building Exactly to the Approved Service Outlet Location

- **Importance of Following Approved SOL**
- Strict adherence to the approved Service Outlet Location avoids turndowns/complete unexecutables and ensures proper electric service delivery.
- **Impact of Unapproved Changes**
- Unauthorized changes from overhead to underground service affect safety clearances and equipment compatibility, causing delays.
- **Maintaining Clearances and Spacing**
- Proper clearances around electrical equipment are essential for safety, inspection, and maintenance access.
- **Early Communication with Service Consultant**
- Contacting the service consultant before changes ensures design approval and avoids service delays.

Verifying Required Permits Are Completed

- **Importance of Permits**
- Permits ensure installations comply with safety codes and local regulations before energization.
- **Common Permit Types**
- Electrical, building, driveway, and sidewalk permits are often required depending on the project.
- **Early Verification Benefits**
- Verifying permits early prevents delays and turndowns on the service date.
- **Smooth Service Experience**
- Managing permits proactively enables technicians to complete installations safely and timely.

Maintaining Correct Installation Clearances

- **Importance of Installation Clearances**
- Proper clearances protect personnel and property by ensuring safe access to electrical equipment.
- **Impact of Vegetation and Landscaping**
- Vegetation and landscaping must not obstruct access or encroach on required working space around equipment.
- **Ensuring Adequate Working Space**
- Adequate space around meters allows safe operation, maintenance, and emergency response by technicians.
- **Preventing Service Turndowns/Complete Unexecutables**
- Reviewing clearance requirements early helps avoid equipment relocation or obstruction removal later.

Providing Accurate Contact Information

- **Importance of Accurate Information**
- Accurate contact details ensure timely communication and prevent delays or service turndowns/complete unexecutables during installations.
- **Access Authorization Details**
- Providing gate codes and authorized onsite contact names enables smooth access to restricted or complex sites.
- **Regular Updates and Multiple Contacts**
- Reviewing and updating contact info regularly, with multiple contact methods, reduces risks of communication failure.
- **Enhancing Service Efficiency**
- Clear communication helps technicians resolve issues quickly and complete work without unnecessary delays.

Asking for Help Early in the Process

- **Early Consultation Benefits**
- Asking for help early prevents misunderstandings, reduces rework, and lowers the risk of service turndowns.
- **Pre-Installation Support**
- Resources like walk-throughs and standard clarifications prepare customers for smooth electric service installations.
- **Photo Reviews for Feedback**
- Sharing photos before scheduling service allows proactive feedback and coordination between contractors.
- **Improved Project Outcomes**
- Early collaboration enhances safety, reduces delays, and ensures successful timely service connections.

Reviewing the Most Common Turndown/Complete Unexecutable Reasons

- **Frequent Turndown/Complete Unexecutable Causes**
- Common turndown/complete unexecutable reasons include inaccessible sites, incorrect installations, and missing or wrong address labels.
- **Compliance and Documentation**
- Incomplete work, missing permits, and failure to meet codes often lead to service delays and turndowns/complete unexecutables.
- **Preparation and Verification**
- Early planning, site walkthroughs, and verifying against approved designs reduce turndown/complete unexecutable risks significantly.
- **Benefits of Addressing Turndowns/Complete Unexecutable**
- Proactive preparation ensures safer work, fewer delays, lower costs, and smoother service completion.

Q&A



Closing Remarks

2026 Competitive Retailer Workshop

