

# Important Customer Update

*Make sure we can reach you for important service updates*



On Feb. 3, the Indiana Utility Regulatory Commission approved CenterPoint Energy Indiana South's request for a waiver of 170 IAC 4-1-16(f). Starting June 4, 2025, CenterPoint is implementing remote disconnection procedures. This means CenterPoint, with a few exceptions, is no longer required to visit customers' premises before disconnecting electric utility service.

If a customer will be disconnected for non-payment, in addition to disconnection notices on customer bills and automated phone call reminders, we will notify customers by text and email prior to performing a remote disconnection. Therefore, it is important for us to have your current contact information.

Please update your contact information as soon as possible by following these simple steps:

- 1 Sign up or log into [CenterPointEnergy.com/MyAccount](https://CenterPointEnergy.com/MyAccount) or click the button below.
- 2 From the account dashboard, select "Profile."
- 3 From the Profile page select "Contact Information."
- 4 Click "Add Email" and/or "Add Mobile" to add a new contact or click "Edit" to change an existing contact.

These steps should be completed as soon as possible to ensure you do not miss important notifications. If you do not have internet access or need assistance, please call us at **800-227-1376**.

**Please note:** If we do not have your phone number or email address this will require a technician to visit your property. If this is necessary, there will be a higher reconnect charge to cover a part of the cost of discontinuance and reestablishment of electric service.