

SUBJECT: CNP-M-A082517-03 CNP Activates Emergency Operations Plan (EOP) for Hurricane Harvey

NOTICE DATE: August 27, 2017

NOTICE TYPE: Update

DAYS AFFECTED: August 25, 2017 forward until further notice

SHORT DESCRIPTION: CenterPoint Energy continues to operate under its Emergency Operations Plan (EOP) due to the effects of Hurricane Harvey.

INTENDED AUDIENCE: All Market Participants

LONG DESCRIPTION: CenterPoint Energy continues to operate under its Emergency Operations Plan (EOP) due to the effects of Hurricane Harvey. It is expected that Hurricane Harvey will continue to impact the Houston area throughout the weekend and into the next week.

The safety of the public and of our employees is our highest priority. Approximately 66,000 CNP customers are currently without power. Restoration crews are having challenges navigating around the service territory due to widespread flooding. While we are doing all we can to safely restore service as soon as possible, many roads in the area are impassable. We appreciate your patience as we work to restore power.

Activation of the EOP will result in impacts and/or changes to several field, market and transactional processes.

Please note the following operational changes remain in effect during this EOP event:

Market Transactions:

Disconnect for Non-Pay

- We will suspend the execution of ALL DNP transactions throughout the CenterPoint Energy Service Territory effective immediately.
- DNP orders that were previously submitted and are currently in our system will be voided / turned down with a Weather Advisory code of “**V001**” – Complete Un-executable on the specific “Date Wanted” that is within the Weather Moratorium window
- New “Same Day” DNP orders that are submitted during the existing Weather Moratorium will be rejected with a Weather Advisory code of “**WTM**” – Weather Advisory
- New DNP orders may be submitted for requested future “Date Wanted” dates and will be accepted by our system. However, these orders may be subsequently voided / turned down if the “Date Wanted” falls within a Weather Moratorium window.
- CNP will assess conditions throughout the weekend to determine when we can resume working DNP orders.

Non-AMS Service Orders:

- We will suspend the execution of all non-AMS transactions with the exception of Switches throughout the CenterPoint Energy Service Territory effective **5:00 PM on August 25, 2017** so that all field resources can be re-directed to restoration activities. Each day that the EOP event progresses, non-AMS orders which have been scheduled for that day (**except Switches**) will be turned-down as unexecutable and all new non-AMS transactions **except Switches** will be rejected due to Force Majeure. Non-AMS Switches will be completed using estimated meter reads during the EOP event.

AMS Service Orders:

- AMS MVI (Including Safety Nets), MVO, Switch, Reconnect, and Re-Read orders will be accepted and attempted during the EOP event. **However, if the orders (including Safety Nets) cannot be successfully executed via the AMS systems, they will be turned down to the market immediately rather than being re-routed to the field, with the exception of Switches which will be estimated if an actual reading cannot be obtained from our AMS system.** All other AMS transaction types will be rejected.
- For AMS orders that are turned down to the market, CRs should resubmit the orders daily until the order is completed. Each request should have the current date as the date wanted and the CR should only submit 1 new request per day.
- CNP will evaluate the AMS system performance and notify the market when AMS DNP's will be resumed once there is confidence that subsequent AMS reconnects will be able to be automatically processed by the AMS system.

Billing/Usage transactions, 15-minute AMS interval data (LSE) files, and Smart Meter Texas (SMT) files:

- Billing/Usage transactions, 15-minute AMS interval data (LSE) files, and Smart Meter Texas (SMT) files will continue to be generated assuming that CNP's systems are not affected. During the EOP event, CNP will attempt to generate LSE files for all AMS ESI IDs. If actual usage data is not available, the LSE intervals and register reads will be estimated. Delivery of LSE files may be delayed during the EOP event. CNP will attempt to obtain actual interval usage data and send replacement LSE files as data becomes available.

Suspension of Service:

- Any suspensions of service performed during the EOP event will be communicated to the REP of Record via the Suspension of Service 650_04 transaction.

SMT HAN and ODR Operations:

- Home Area Network (HAN) and On Demand Read (ODR) communications via Smart Meter Texas (SMT) will continue assuming that CNP's systems are not affected. However, if CNP's systems are affected, this functionality could be unavailable for some users. If unavailable, users will be notified via a broadcast message on the SMT website. If requests are received during the time the systems are not available, these requests could either be rejected or time out at SMT. If rejected or timed out, these requests will have to be resubmit once the systems are back up and operating as normal

ADDITIONAL INFORMATION: CenterPoint Energy will provide updated information to the Market throughout the duration of the Hurricane Harvey Emergency Operations Plan event.

Outage information will be made available via CenterPoint Energy's outage tracking system available on our website at www.centerpointelectric.com

Information will also be available via our Facebook and Twitter pages:

www.facebook.com/centerpointenergy

www.twitter.com/cnpalerts

CONTACT: If you have any questions regarding this notification, please send an email to

cr.support@centerpointenergy.com

Competitive Retailer Relations

CenterPoint Energy Houston Electric, LLC