

SUBJECT: CNP-M-A082517-14 CNP Activates Emergency Operations Plan (EOP) for Hurricane Harvey

NOTICE DATE: September 5, 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. Information on restoration and operational information for market participants can be found in this notice and at:

<http://www.centerpointenergy.com/en-us/Services/Pages/Operational-Information-Harvey.aspx?sa=ho&au=bus>

THE FOLLOWING IS NEW INFORMATION SINCE OUR LAST NOTICE:

RESUMPTION OF NON-AMS TRANSACTIONS

CenterPoint Energy will resume the execution of all **non-AMS** transactions (except DNP) throughout the CNP Service Territory effective **Wednesday, September 6, 2017.**

AMS transactions that cannot be successfully executed via the AMS system will also be routed to the field.

Please note that field orders may be turned down if CNP personnel cannot reach the premise due to high water.

DISCONNECT FOR NON-PAY (DNP)

CenterPoint Energy is currently not executing DNP transactions. We will resume the execution of DNP transactions on **September 30, 2017.**

SUNDAY AMS MVI / MVO

CenterPoint Energy will continue to accept and process AMS Move-in and Move-out transactions on Sundays through **October 1, 2017.**

THE FOLLOWING INFORMATION IS UNCHANGED FROM OUR LAST NOTICE:

CITY OF HOUSTON DISCONNECT ORDER: RECONNECTION FOR DISCONNECTED PREMISES THAT ARE NOT FLOODED

If a customer within the evacuation area was disconnected but is **not** flooded, the customer should call CenterPoint Energy at 713-207-2222 to arrange for reconnection.

HOUSTON MAYOR ORDERS DISCONNECTION OF CERTAIN RESIDENTIAL PREMISES:

- At the order of Houston Mayor Sylvester Turner, CenterPoint Energy will be turning off power to approximately **2700** residential premises included in the Mayor's mandatory evacuation order (south of Interstate 10, west of Gessner Road, north of Briar Forest Drive and east of the Addicks and Barker reservoirs).
- The City of Houston is providing CenterPoint Energy the addresses of premises that are flooded. This order does **not** apply to premises that have not been impacted by flooding.
- CNP has begun the process of disconnecting these premises either remotely or in the field.
- Depending on the method used to disconnect each premise, our system may or may not generate a 650 04.
- **We are in the process of distributing lists to each CR of their affected ESI-IDs.**
- We will restore power when the City of Houston authorizes us to do so.
- We will not accept 814 03 Move-in or 650 reconnection transactions on these premises as long as the order is in effect.

This is a rapidly developing issue, and we will continue to update the market when we have more information.

CNP Accepting AMS MVIs and MVO for Sunday and Holiday

Effective immediately, CNP will accept and process **Move-In** and **Move-Out** EDI transactions for AMS meters with date wanted of Sundays or Holidays in order to expedite the Move-In process following Hurricane Harvey. *Please note: Sunday 9/3 will be subject to ERCOT's scheduled maintenance outage.*

Sundays and Holidays will be treated as AMS Operational Days for purposes these transactions.

~~Please note: Orders that fail AMS will **not** be routed to the field at this time, but will be completed unexecutable. CRs should resend the transactions each day until they complete.~~

Safety Information Related to Post-Storm Home Repairs

For Safety Tips for customers specific to post-storm home repairs, please see the safety tips documents that have been posted in English and Spanish to the following link:

<http://www.centerpointenergy.com/en-us/Services/Pages/Operational-Information-Harvey.aspx?sa=ho&au=bus>

Process for Customers Needing Temporary Disconnections for Repair Purposes

Customers who return to their homes and find that water has risen above the electrical outlets need to call an electrician to assess damage and verify the residence's electrical is safe to receive power. The electrician may need to either call CenterPoint Energy or direct the customer to call CenterPoint Energy at 713.207.2222. To ensure the electrician can safely perform their work, CenterPoint Energy may temporarily disconnect service at the weatherhead or transformer, or remove the meter.

For Customers Who Call CenterPoint:

If the customer or electrician call CenterPoint Energy for a lockband removal or temporary disconnect, they will need to call CenterPoint Energy when they are ready to have service reconnected.

For Customer Who Call Their Competitive Retailer:

CRs that are Option 1 for Service Orders and normally send 650 transactions for temporary disconnects may send a 650_01 transaction for a MM002 (Lockband Removal) or DC002 (Temporary Disconnect for Clearance).

For Lockband Removals (MM002) please follow the normal process of sending the MM001 Lockband Install transaction at the same time the 650 MM002 is sent.

For Temporary Disconnects (DC002) please submit a 650 RC002 when the customer is ready to have service reconnected. Note that there may be permit requirements.

If you are not an Option 1 CR, please direct the customer to call CenterPoint Energy.

Please Note: This is a different process from the process for **REMOTE** disconnection for customers who want to be remotely disconnected due to standing or rising water still in the structure. For **remote** disconnections, please continue to follow the process that was distributed earlier and which can be found at the following link:

<http://www.centerpointenergy.com/en-us/Services/Pages/Operational-Information-Harvey.aspx?sa=ho&au=bus>

IDR Billing

CNP last read and billed IDR meters on Friday, August 25. There was no IDR billing scheduled on Saturday 8/26, Sunday 8/27, or Monday 8/28.

CNP plans to attempt to resume IDR meter reading and billing on Thursday, 8/31. We will begin with accounts that were scheduled to bill on Tuesday, 8/29, and continue until we are caught up. At this time, we do not plan to estimate IDR bills. Rather, once we are able to read the meter, we will bill the account with a reading from the scheduled read date. In other words, the account may be billed late, but it will include usage only up to the scheduled read date.

New Web Page:

CNP has added a page to our website to post storm-related information for Competitive Retailers. We will add updated restoration and safety information to this page daily, and will add additional information regarding retail market operations as warranted. The page can be accessed at the following link.

<http://www.centerpointenergy.com/en-us/Services/Pages/Operational-Information-Harvey.aspx?sa=ho&au=bus>

Process for Customers Requesting Remote Disconnections:

We have instituted a VOLUNTARY process for CRs to follow if customers call their CR and request to be disconnected remotely. We are asking that CRs use this process if and when the CR receives a call from a customer requesting their service be disconnected remotely due to flooding. **Please see the following link for this process (titled “Process for Customers Requesting Remote Disconnection”):**

<http://www.centerpointenergy.com/en-us/Services/Pages/Operational-Information-Harvey.aspx?sa=ho&au=bus>

If customers call CNP to request a remote disconnection, CNP will complete the request if able, and will send a 650_04 DC001 transaction to the CR of record.

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. **In making estimates for both interval data and register reads, the system will take into account outage information, when available, and will estimate zero if the system indicates that the premise has lost power.** 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