

SUBJECT: CNP-M-A090817-01 CNP Post-Harvey Market Processes

NOTICE DATE: September 8, 2017

NOTICE TYPE: Initial

DAYS AFFECTED: September 6, 2017 forward until further notice

SHORT DESCRIPTION: Several changes to market and transactional processes will remain in effect

INTENDED AUDIENCE: All Market Participants

LONG DESCRIPTION: On September 7, 2017, CenterPoint Energy deactivated the Emergency Operations Plan (EOP) and returned to normal field operations for the majority of the CNP territory. However, several changes to market and transactional processes will remain in effect. Those changes and processes are detailed below:

DISCONNECT FOR NON-PAY (DNP)

CenterPoint Energy is currently not executing DNP transactions. We will resume the execution of DNP transactions on 9/30/17.

SUSPENSION OF MOVE-IN AND RECONNECTION CHARGES

CenterPoint Energy will not assess discretionary service charges for Move-in or Reconnection orders completed between 9/6/17 and 9/29/17.

RECONNECTION OF CUSTOMERS WHO REQUESTED REMOTE DISCONNECTION:

If a CR sent a customer-requested **remote** disconnection request to the mailbox EMO-ServiceOrderTeamAlerts@CenterpointEnergy.com and now needs to request a reconnection, the CR should send a request to the same mailbox. These customers may also call our call center to request reconnection. We are requesting that CRs **not** send EDI reconnection transactions for these premises.

Note: This is a change to the process that was originally distributed to CRs, and only applies to premises that were remotely disconnected at the customer's request during the storm due to rising water

RESUMPTION OF NON-AMS TRANSACTIONS

CenterPoint Energy resumed the execution of all **non-AMS** transactions (except DNP) throughout the CNP Service Territory effective **9/6/17**.

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.

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**.

CITY OF HOUSTON MANDATED DISCONNECTIONS:

- At the order of Houston Mayor Sylvester Turner, CenterPoint Energy turned 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).
- Lists of affected ESI-IDs were provided to Competitive Retailers
- 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.
- 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.

ADDITIONAL INFORMATION: CenterPoint Energy will provide updated information to the Market as it becomes available.

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