

SUBJECT: CNP-M-A090817-02 CNP Post-Harvey Market Processes - Update

NOTICE DATE: September 19, 2017

NOTICE TYPE: Update

DAYS AFFECTED: September 6, 2017 forward until further notice

SHORT DESCRIPTION: Several changes to market and transactional processes 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 remain in effect. Those changes and processes are detailed below:

THE FOLLOWING IS NEW INFORMATION SINCE OUR LAST NOTICE:

CITY OF HOUSTON MANDATED DISCONNECTIONS:

Substantially all premises that were disconnected pursuant to the City of Houston evacuation order and are capable of receiving electric service have been reconnected. We are accepting all transactions for these premises. However, MVI, MVO or other orders for these premises may be turned down depending on the condition of the premise. Please contact your CNP Account Manager for more information on individual turn-downs.

RECONNECTION OF CUSTOMERS WHO REQUESTED REMOTE DISCONNECTION:

The majority of premises that were remotely disconnected at the customer's request and which are capable of receiving electric service have been reconnected. We are asking CRs to please discontinue the use of the mailbox EMO-ServiceOrderTeamAlerts@CenterpointEnergy.com to request reconnections. We are accepting all transactions for these premises. However, MVI, MVO or other orders for these premises may be turned down depending on the condition of the premise. Please contact your CNP Account Manager for more information on individual turn-downs.

THE FOLLOWING INFORMATION IS UNCHANGED SINCE OUR LAST NOTICE:

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**.

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, or if the premise is not capable of receiving electric service.

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**.

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

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