

SUBJECT: CNP Market Notice – CNP Experiencing High Call Center Volume Update

NOTICE TYPE: Update

DAY(S) AFFECTED: January 17, 2018

SHORT DESCRIPTION: CenterPoint Energy is continuing to experience high call volume.

INTENDED AUDIENCE: All Market Participants

LONG DESCRIPTION: CenterPoint Energy is continuing to experience high call volume and staffing issues caused by the road conditions. We are asking that Competitive Retailers please continue to make use of the Competitive Retailer Information Portal (CRIP) for order status updates, instead of contacting the call center.

CenterPoint Energy field personnel are working trouble in addition to orders that can be accessed safely due to the road conditions.

ADDITIONAL INFORMATION: A final notice will be sent when call center volume normalizes.

CONTACT: If you have any questions regarding this notification, please email cr.support@centerpointenergy.com

Competitive Retailer Relations
CenterPoint Energy Houston Electric, LLC

SUBJECT: CNP Market Notice – CNP Experiencing High Call Center Volume

NOTICE TYPE: Initial

DAY(S) AFFECTED: January 16, 2018

SHORT DESCRIPTION: CenterPoint Energy is currently experiencing high call center volume.

INTENDED AUDIENCE: All Market Participants

LONG DESCRIPTION: CenterPoint Energy is currently experiencing high call center volume and staffing issues caused by the current weather conditions. Due to the backlog of calls we ask that Competitive Retailers please make use of the Competitive Retailer Information Portal (CRIP) for order status updates, instead of contacting the call center.

CenterPoint Energy field personnel are not working non-AMS orders at this time due to the road conditions.

ADDITIONAL INFORMATION: A final notice will be sent when call center volume normalizes.

CONTACT: If you have any questions regarding this notification, please email
cr.support@centerpointenergy.com

Competitive Retailer Relations
CenterPoint Energy Houston Electric, LLC