

**SUBJECT:** CNP Transaction Processing Issue - UPDATE

**NOTICE DATE:** July 18, 2018

**NOTICE TYPE:** UPDATE

**DAYS AFFECTED:** July 17- 18, 2018

**SHORT DESCRIPTION:** CenterPoint Energy is experiencing a transaction processing issue.

**INTENDED AUDIENCE:** All Market Participants

**LONG DESCRIPTION:** CenterPoint Energy is experiencing a delay in processing transactions. All Market Participants should take note of the following:

- The transaction backlog has cleared and we are processing normally
- CNP will continue to monitor transaction processing

**ADDITIONAL INFORMATION:** Additional information and updates will continue to be provided as the resolution of this issue is final.

**CONTACT:** If you have any questions regarding this notification, please send an email to [cr.support@centerpointenergy.com](mailto:cr.support@centerpointenergy.com).

**Competitive Retailer Relations**  
**CenterPoint Energy Houston Electric, LLC**

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**SUBJECT:** CNP Transaction Processing Issue - Continues

**NOTICE DATE:** July 18, 2018

**NOTICE TYPE:** UPDATE

**DAYS AFFECTED:** July 17- 18, 2018

**SHORT DESCRIPTION:** CenterPoint Energy is experiencing a transaction processing issue.

**INTENDED AUDIENCE:** All Market Participants

**LONG DESCRIPTION:** CenterPoint Energy is experiencing a delay in processing transactions. All Market Participants should take note of the following:

- CNP teams are investigating the issue and will continue to monitor transaction processing.
- **Please do not send Safety Net spreadsheets at this time.**

**ADDITIONAL INFORMATION:** Additional information and updates will be provided as it becomes available.

**CONTACT:** If you have any questions regarding this notification, please send an email to [cr.support@centerpointenergy.com](mailto:cr.support@centerpointenergy.com).

**Competitive Retailer Relations**  
**CenterPoint Energy Houston Electric, LLC**