

**SUBJECT:** CNP Transaction Processing Issue Resolved

**NOTICE DATE:** September 7, 2018

**NOTICE TYPE:** Final

**DAYS AFFECTED:** September 7, 2018

**SHORT DESCRIPTION:** CenterPoint Energy's transaction issue has been resolved.

**INTENDED AUDIENCE:** All Market Participants

**LONG DESCRIPTION:** CenterPoint Energy's transaction issue has been resolved. Transaction processing is currently operating at normal levels. All backlog has been processed.

**ADDITIONAL INFORMATION:** This is the final notice regarding this system issue.

**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 Experiencing Transaction Processing Issue

**NOTICE DATE:** September 7, 2018

**NOTICE TYPE:** Initial

**DAYS AFFECTED:** September 7, 2018

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

**INTENDED AUDIENCE:** All Market Participants

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

- CNP is experiencing system issues causing transactions to be received but not processed through AMS.
- CNP teams are working on the issue and will have additional information as it becomes available.
- **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**