

SUBJECT: CNP-M-A011118-02 CNP Call Center currently experiencing system issues -RESOLVED

NOTICE DATE: January 11, 2018

NOTICE TYPE: Final

DAY(S) AFFECTED: Thursday, January 11, 2018

SHORT DESCRIPTION: CenterPoint Energy's call center experienced system issues and was unable to fulfill **NON-Outage** electric calls.

INTENDED AUDIENCE: All Market Participants

LONG DESCRIPTION: CenterPoint Energy's call center experienced system issues and was unable to fulfill **NON-Outage** electric calls. The issue has been resolved. The Call Center has resumed normal operations and is able to handle all customer calls.

ADDITIONAL INFORMATION: This is the Final Notice relating to this issue.

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-M-A011118-01 CNP Call Center currently experiencing system issues

NOTICE DATE: January 11, 2018

NOTICE TYPE: Initial

DAY(S) AFFECTED: Thursday, January 11, 2018

SHORT DESCRIPTION: CenterPoint Energy's call center is currently experiencing system issues and is unable to fulfill **NON-Outage** electric calls.

INTENDED AUDIENCE: All Market Participants

LONG DESCRIPTION: CenterPoint Energy's call center is currently experiencing system issues and is unable to fulfill **NON-Outage** electric calls. The issue is being actively worked by a Technical Operations team. No timeline for restoration is currently available.

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

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

Competitive Retailer Relations
CenterPoint Energy Houston Electric, LLC
