

SUBJECT: CNP-M-A092418-02 CNP Experiencing Transaction Processing Issue – Follow-up

NOTICE DATE: September 24, 2018

NOTICE TYPE: **CNP-M-A092418-02** – Follow-up

DAYS AFFECTED: September 24, 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. Transactions are processing; however, there is a delay the in the response back to the Market. All Market Participants should take note of the following:

- **It is not necessary to contact the CNP call center for order updates relating to this issue.**
- **Please use the Competitive Retailer Information Portal (CRIP) for these updates.**
- **Please do not send Safety Net spreadsheets at this time.**

ADDITIONAL INFORMATION: Please contact your CR Relations Account Manager if you have further questions. 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.

Competitive Retailer Relations
CenterPoint Energy Houston Electric, LLC