

SUBJECT: CNP-M-A092418-03 CNP Transaction Processing Issue Continues – Follow-up

NOTICE DATE: September 24, 2018

NOTICE TYPE: CNP-M-A092418-03 – Follow-up

DAYS AFFECTED: September 24, 2018

SHORT DESCRIPTION: CenterPoint Energy continues to experience a transaction processing issue.

INTENDED AUDIENCE: All Market Participants

LONG DESCRIPTION: CenterPoint Energy continues to experience a transaction processing issue. We have determined that there is more than just a delay in the response back to the Market. Transactions are also executing slowly. We are currently working through this backlog. Additionally, DNPs that were completed unexecutable due to this event will need to be resent. 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