

SUBJECT: CNP-M-A092418-05 CNP Transaction Processing Issue Continues – Follow-up

NOTICE DATE: September 25, 2018

NOTICE TYPE: CNP-M-A092418-05 – Follow-up

DAYS AFFECTED: September 24-25, 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; however, transaction processing is moving toward normal operating levels.

All Market Participants should take note of the following:

- Please submit safety net spreadsheets for definite “lights off” locations that have been impacted due to this issue.
- DNP orders that were previously submitted and are currently in our system will be voided/turned down with a Weather Advisory code of “W” for V001 – Complete Unexecutable to assist with mitigating our internal issues.
- 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.

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