

**SUBJECT: CNP-M-A101018-01** CNP Experiencing Transaction Processing Issue – Initial

**NOTICE DATE:** October 10, 2018

**NOTICE TYPE:** CNP-M-A101018-01 – Initial

**DAYS AFFECTED:** October 10, 2018

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

**INTENDED AUDIENCE:** All Market Participants

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

- CNP teams are working on the issue and will have additional information as it becomes available.
- 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](mailto:cr.support@centerpointenergy.com)

**Competitive Retailer Relations**  
**CenterPoint Energy Houston Electric, LLC**