

**SUBJECT: CenterPoint Energy Outage Impacting Its E-mail System and CRIP Tool (RESOLVED)**

**NOTICE DATE:** June 7, 2018

**NOTICE TYPE:** Final

**SHORT DESCRIPTION:** The issue impacting CenterPoint Energy's email system and CRIP Tool has been resolved.

**INTENDED AUDIENCE:** Competitive Retailers

**LONG DESCRIPTION:** The issue impacting CenterPoint Energy's email system and CRIP Tool has been resolved. The email system and the CRIP Tool are back to normal operations.

**ADDITIONAL INFORMATION:** This is the final notice regarding this issue.

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

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**Sent: June 7, 2018**

**CenterPoint Energy outage impacting its e-mail system and CRIP tool**

This message is being sent on behalf of CenterPoint Energy.

CenterPoint Energy is experiencing an unplanned web-services outage impacting its e-mail system and the Competitive Retailer Information Portal (CRIP) tool. CenterPoint staff are unable to send external e-mails. CenterPoint is working on resolving the issue but does not have an estimate for when it will be resolved.

All transaction processing is **NOT** impacted by this outage.

CenterPoint asks that Competitive Retailers contact their account representative by phone for any urgent issues. A follow up e-mail will be sent by CenterPoint when the issue is resolved.