

**SUBJECT:** CNP-M-A102423-02 CNP Transaction Processing Issue - Update

**NOTICE DATE:** October 24, 2023

**NOTICE TYPE:** CNP-M-A102423-02 – Update

**DAYS AFFECTED:** October 24, 2023

**SHORT DESCRIPTION:** CenterPoint Energy continues to experience transaction processing issues.

**INTENDED AUDIENCE:** All Market Participants

**LONG DESCRIPTION:** CenterPoint Energy is still experiencing transaction processing issues that are causing a delay of LSE file delivery, posting of switch hold files and 24/7 order processing. This issue is also impacting CRIP, DEIS and UHIT availability.

- During this processing issue both inbound and outbound transactions are experiencing delays.
- Normal processing will resume when this issue is resolved.
- **No action from Market Participants is needed at this time.**

**ADDITIONAL INFORMATION:** A follow up market notice regarding this event will be provided as soon as additional information is 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**  
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