

Subject: CNP-M-A102423-03 CNP Transaction Processing Issue - Update

NOTICE DATE: October 24, 2023

NOTICE TYPE: CNP-M-A102423-03 – Update

DAYS AFFECTED: October 24, 2023

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

INTENDED AUDIENCE: All Market Participants

LONG DESCRIPTION: The CenterPoint Energy processing issues causing a delay of LSE file delivery, posting of switch hold files and 24/7 order processing **has not been** resolved. This issue is also impacting CRIP, DEIS and UHIT availability.

To mitigate this issue while our IT efforts continue, CenterPoint Energy will begin a work around process to energize service for reconnect and move-in orders. For these order types, service will be energized, however the corresponding completion transaction will not be sent until this issue is fully resolved.

- Both inbound and outbound transactions are experiencing delays.
- LSE, 810_02 and 867_03 transactions have not been sent.
- 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

Competitive Retailer Relations
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