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**NOTICE DATE:** March 16, 2023

**NOTICE TYPE:** CNP-R-A031023-02 - REMINDER

**SHORT DESCRIPTION:** CenterPoint Energy's Competitive Retailer Information Portal (CRIP) will be unavailable beginning Friday, March 17, 2023, at 10:30 PM through Monday, March 20, 2023, at 7:00 AM.

**INTENDED AUDIENCE:** All Market Participants

**DAY(S) AFFECTED:** Friday, March 17, 2023, at 10:30 PM through Monday, March 20, 2023, at 7:00 AM.

**LONG DESCRIPTION:** CenterPoint Energy will begin a Competitive Retailer Information Portal (CRIP) conversion starting Friday, March 17, 2023, at 10:30 PM through Monday, March 20, 2023, at 7:00 AM. This outage is being conducted to accommodate migration of the new and enhanced CRIP platform that is scheduled to Go Live on Monday, March 20, 2023. During this cutover timeframe CRIP will not be available.

**ADDITIONAL INFORMATION:** CenterPoint Energy will provide a Final market notice following the cutover and conversion to this new web portal.

**Please Note:**

- Current CRIP users do not need to take any action to access the new site.
- CRIP URLs will remain the same and direct you to the new webpage.
  - New users should request access by contacting their internal company CRIP Administrator
  - CNP Support teams will be available post-deployment to address any problems that users may experience.
  - For any identified issues please email [CR.Support@CenterPointEnergy.com](mailto:CR.Support@CenterPointEnergy.com) and cc: your assigned Account Manager for resolution.

**CONTACT:** If you have any questions regarding this notification, please send an email to [cr.support@centerpointenergy.com](mailto:cr.support@centerpointenergy.com) or contact your assigned Account Manager.

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

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