

CNP-R-A031023-04 CNP Competitive Retailers Information Portal (CRIP) Outage – Final

**NOTICE DATE:** March 20, 2023

**NOTICE TYPE:** CNP-R-A031023-04 - Final

**SHORT DESCRIPTION:** CenterPoint Energy's new Competitive Retailer Information Portal (CRIP) is now available.

**INTENDED AUDIENCE:** All Market Participants

**DAY(S) AFFECTED:** Friday, March 17, 2023, at 10:30 PM through Monday, March 20, 2023, 2:20 PM.

**LONG DESCRIPTION:** The launch of CenterPoint Energy's Competitive Retailer Information Portal (CRIP) was delayed pending migration of some data fields. CenterPoint Energy IT teams have completed the conversion and the CRIP portal is **now active** and can be accessed on the Competitive Retailer webpage [Competitive Retailers \(centerpointenergy.com\)](https://centerpointenergy.com/competitive-retailers).

**ADDITIONAL INFORMATION:** Hyper-care teams will be available to address and resolve issues related to the conversion to the new CRIP site. If you experience a problem, please email [cr.support@centerpointenergy.com](mailto:cr.support@centerpointenergy.com) (place "CRIP" in the subject line) and cc: your assigned Account Manager. This is the Final update on this issue.

**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**