

**SUBJECT: Notice of Upgrade of Advanced Meters in the Galveston Island Area**

**NOTICE DATE:** December 2, 2025

**NOTICE TYPE:** Informational

**SHORT DESCRIPTION:** CenterPoint Energy Houston Electric, LLC (CenterPoint Energy) will be upgrading 10,000 of its Advanced Meters in the Galveston Island area to the latest generation Itron meters (Itron Gen5 Riva meters).

**INTENDED AUDIENCE:** Market Participants

**DAYS AFFECTED:** March 2026 – September 2026

**LONG DESCRIPTION:** CenterPoint Energy will be upgrading 10,000 of its Advanced Meters in the Galveston Island area, starting in March 2026 and estimated to conclude in September 2026. The Itron Gen5 Riva meters will provide affected customers the features and capabilities detailed in CenterPoint Energy’s AMS Deployment Plan approved by the Public Utility Commission of Texas (Commission) and the features required in the Commission’s rules.

**ADDITIONAL INFORMATION:** The following table summarizes CenterPoint Energy’s upgrade of advanced meters.

**Upgrade of Advanced Meters**

Description of Features of New Itron Gen5 Riva Meters	The latest generation Itron meters, coupled with AMS system upgrades, include the following features and capabilities: <ul style="list-style-type: none"><li>• Affected customers will have the features and capabilities detailed in CenterPoint Energy’s Commission-approved Deployment Plan and the features required in the Commission’s rules.</li><li>• Enhanced meter field area network for greater communications operability and resiliency allowing for improved data collection and remote service order execution success rates.</li><li>• Two-way communication at faster speeds, allowing for more access to meter data and capabilities; and</li><li>• Enhanced outage management capabilities that allow for faster detection of sustained outages and more accurate prediction of the outage type and scope.</li></ul>
Upgrade Plan	CenterPoint Energy will make initial upgrades for approximately 10,000 Itron meters located in the Galveston Island area of CenterPoint Energy’s service

	<p>area, beginning in March 2026 with estimated completion in September 2026. CenterPoint Energy may consider the following criteria to determine the Advanced Meters that will be upgraded to the Itron Gen5 Riva meters:</p> <ul style="list-style-type: none"> <li>• Meters located where there is a good geographic overlap between CenterPoint Energy’s distribution system and telecommunications network.</li> <li>• Meters located in multi-family housing units.</li> <li>• Meters located in hard-to-reach areas on Galveston Island.</li> <li>• Additionally, CenterPoint Energy will seek to upgrade Advanced Meters located on the same distribution circuit.</li> </ul> <p>The time needed to install an Itron Gen5 Riva meter is approximately ten to fifteen minutes. Customers will experience an interruption in service during the installation process, estimated to be approximately five minutes.</p>
Communication Plan	<p>The Commission and Retail Electric Providers that operate in CenterPoint Energy’s service area will receive notice of the upgrades. CenterPoint Energy will also host information sessions for Retail Electric Providers and provide details on the upgrades. CenterPoint Energy will contact customers whose Advanced Meters will be upgraded via letter, e-mail, or SMS text messaging. CenterPoint Energy will notify such customers of a time period in which their meter may be upgraded and that they may experience a brief outage during the upgrade process.</p>

**CONTACT:** If you have additional questions, please send an E-mail to [CR.Support@CenterPointEnergy.com](mailto:CR.Support@CenterPointEnergy.com).

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