

**SUBJECT:** CNP-M-A051925-01 CNP Transaction Processing Issue – Initial

**NOTICE DATE:** May 19, 2025

**NOTICE TYPE:** CNP-M-A051925-01 – Initial

**SHORT DESCRIPTION:** CenterPoint Energy is experiencing a delay in processing transactions.

**INTENDED AUDIENCE:** All Market Participants

**LONG DESCRIPTION:** CenterPoint Energy is experiencing a delay in processing transactions. All Market Participants should take note of the following:

- CNP teams are working on the issue and will provide additional information as it becomes available.
- At this time requests are being received but processed with delayed response times.
- **No action from market participants is needed currently.**

**ADDITIONAL INFORMATION:** Additional information will be provided as it becomes 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  
CenterPoint Energy Houston Electric, LLC

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