

**SUBJECT:** CNP-M-A071625-02 CNP Planned Market System Maintenance – Reminder

**NOTICE DATE:** July 25, 2025

**NOTICE TYPE:** CNP-M-A071625-02 - Reminder

**DAYS AFFECTED:** Saturday, July 26, 2025, 8:00 PM CST – Sunday, July 27, 2025, 12:01 PM CST

**SHORT DESCRIPTION:** CenterPoint Energy will be performing planned Market System Maintenance.

**INTENDED AUDIENCE:** All Market Participants

**LONG DESCRIPTION:** CenterPoint Energy will be performing planned Market System Maintenance on Saturday, July 26, 2025, 8:00 PM CST – Sunday, July 27, 2025, 12:01 PM CST

The following impacts are expected:

- No impact to NAESB.
- On-Demand Reads (ODR) will not be available during the outage period.
- 24/7 Reconnect for Non-Payments transactions will continue to be processed as normal.
  - Upon maintenance completion responses for 24/7 Reconnect for Non-Payments transactions will be sent with the actual completion date and time.
- Service orders will be held in queue, and processed once the maintenance is completed.
  - For Emergency or Priority Move-Ins, where there are Lights Out, please follow the normal safety net process and copy your CenterPoint Energy Account Manager on the request.
- IVR Outage reporting will not be available throughout this planned outage; callers will be directed to CNP’s Call Center Agent to report outages.
- CRIP/UHIT application requests may also notice a delay in responses.

**ADDITIONAL INFORMATION:** A final Market Notice regarding this planned maintenance will be sent upon the completion of this activity.

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

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