

SUBJECT: CNP-M-A071625-03 CNP Planned Market System Maintenance – Final

NOTICE DATE: July 28, 2025

NOTICE TYPE: CNP-M-A071625-03 - Reminder

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

SHORT DESCRIPTION: CenterPoint Energy has completed planned Market System Maintenance.

INTENDED AUDIENCE: All Market Participants

LONG DESCRIPTION: CenterPoint Energy has completed planned Market System Maintenance on Sunday, July 27, 2025, 12:01 PM CST. Validation has been completed and all systems are functioning as expected at this time.

The following impacts were 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: This is the final Market Notice regarding this planned maintenance.

CONTACT: If you have any questions regarding this notification, please send an email to cr.support@centerpointenergy.com

Competitive Retailer Relations
CenterPoint Energy Houston Electric, LLC