

SUBJECT: CNP-M-A081525-01 CNP Transaction Processing Issue – Initial

NOTICE DATE: August 15, 2025

NOTICE TYPE: CNP-M-A081525-01 – Initial

SHORT DESCRIPTION: CenterPoint Energy is experiencing a system issue that is impacting meter communication and thereby delaying completion of orders.

INTENDED AUDIENCE: All Market Participants

LONG DESCRIPTION: CenterPoint Energy is experiencing a meter communication issue causing the delay in completion of orders. Infinite retries are enabled and orders will drop to the field as needed for completion throughout the day. 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

Competitive Retailer Relations
CenterPoint Energy Houston Electric, LLC