

SUBJECT: CNP-M-A090325-01 CNP Transaction Processing Issue – Initial

NOTICE DATE: September 3, 2025,

NOTICE TYPE: CNP-M- A090325-01 – 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 to resolve the issue and will provide additional information as it becomes available.
- At this time requests are being received but processed with delays and delayed response times.
- **No action from market participants is needed currently.**
 - Your assigned CR Account Manager is available for any questions regarding these processing delays or issues that may be observed by the market participants.

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
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