

SUBJECT: CNP-M-A102425-02 CNP Restores 95% of Impacted Customers – Final

NOTICE DATE: October 25, 2025

NOTICE TYPE: CNP-M-A102425-02 - Final

SHORT DESCRIPTION: CenterPoint Energy restores 95% of impacted customers.

INTENDED AUDIENCE: Market Participants

LONG DESCRIPTION: CenterPoint Energy has successfully restored electric service to more than 95% of customers impacted by the first wave of severe storms that moved through the Greater Houston area early Saturday morning. At peak, approximately 169,000 of CenterPoint’s 2.9 million customers were without power due to strong winds and lightning between 3–6 a.m. Crews responded to initial damages and outages even as the storm arrived overnight, and full restoration efforts began in earnest around 6 A.M.

The attached press release is being shared encouraging all Market participants to remain vigilant and have a plan for possible severe weather.

- CenterPoint Energy is processing all Market transactions as normal at this time and no Market order action is needed from our CR business partners.
- Customers are encouraged to enroll in [Power Alert Service®](#) to receive outage details, estimated restoration times and customer-specific restoration updates in the event of an outage.
- Track outages: Bookmark our new [Outages | CenterPoint](#) (available in English & Spanish and mobile-friendly) to see outage information in your area.
- Stay safe: Visit [CenterPointEnergy.com/ActionCenter](#) and [Ready.gov](#) for storm safety tips.
- Follow us: Real-time updates will be available on [X](#) and at [CenterPointEnergy.com/ActionCenter](#).

ADDITIONAL INFORMATION: This is the final notice regarding the severe weather event.

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