

**SUBJECT:** CenterPoint Energy: Winter Storm Status – Update #2 – January 24, 2026

**NOTICE DATE:** January 24, 2026

**NOTICE TYPE:** Informational

**SHORT DESCRIPTION:** Winter Storm Status – Update #2

**INTENDED AUDIENCE:** Retail Electric Providers

**LONG DESCRIPTION:** CenterPoint Energy’s 3,300-person expanded electric workforce pre-positioned at area staging sites and ready to mobilize ahead of late-night winter weather. 100% of employees and contract resources in place by 12 p.m. Saturday. Approximately 700 natural gas workers and contractors ready to support response. Company encourages the public to heed state and local elected officials’ guidance to stay off road Saturday night through Monday. Customers urged to have a plan and prepare for freezing temperatures, strong winds and potential ice accumulation, **please reference the table below.**

**ADDITIONAL INFORMATION:** **Please note, CNP will unexecute Disconnect for Non-payment (DNP) orders received through Monday, January 26, 2026, using the T022 - Force Majeure Event code.**

**Any questions, please reach out to your assigned Account Manager.**

**Safety reminder: Wires down**

The company reminds customers and community members to always assume downed lines or wires are energized and potentially dangerous if contacted. Stay at least 35 feet away from downed power lines or fallen wires and keep a safe distance from objects touching downed lines (tree limbs, vehicles, fences, etc.) and immediately report downed power lines to CenterPoint.

**Yellow** = Updated since last notice

White = No new updates

Market Call	
Date and Time	01/25/2026 – 3:00 p.m.
TEAMS	Microsoft Teams meeting Join: <a href="#">Join Teams Meeting</a> Meeting ID: 297 314 887 961 01 Passcode: yS3nA2t3
	<a href="#">Need help?   System reference</a> Dial in by phone

[+1 832-680-2989](tel:+18326802989), [235975225](tel:+1235975225)# United States, Bammel

[Find a local number](#)

Phone conference ID: 235 975 225#

Join on a video conferencing device

Tenant key: [teams@video.centerpointenergy.com](mailto:teams@video.centerpointenergy.com)

Video ID: 118 910 739 0

[More info](#)

For organizers: [Meeting options](#) | [Reset dial-in PIN](#)

#### Restoration Status

Approx. # of customers currently without power

1,940

Approx. Peak # of customers without power

TBD

Projected date that the majority of customers will be restored

TBD

Mutual assistance personnel engaged

TBD

Most recent press release

Refer to previous market notice for press attachment.

#### Customer Communications

Outage map status

Active

Estimated time of restoration available?

Available

Power Alert Status

Active

Contact Center - Service Request Line Status

Normal

<b>Contact Center - New Construction Line Status</b>	Normal
<b>Contact Center – CR Hotline Status</b>	Normal
<b>Outage Reporting Tools</b> (Please share with your customers)	
<b>Outage Tracker</b>	<a href="#">Outage Tracker</a>
<b>Power Alert Service</b>	<a href="#">Power Alert Service®</a>
<b>Action Center App</b>	<a href="http://CenterPointEnergy.com/ActionCenter">CenterPointEnergy.com/ActionCenter</a>
<b>Metering Status</b> (During a customer’s power outage, interval and daily data may be estimated until power is restored, and the gap retrieval process replaces the estimated data with actual data, if available.)	
<b>LSE data delivery status to ERCOT and Smart Meter Texas</b>	Normal
<b>867_03 and 810_02 EDI delivery</b>	Normal
<b>Gap retrieval status</b> (Gap retrieval is the automated process that attempts to reconcile missing intervals by obtaining actual intervals from the meter once power is restored at the ESI ID)	Normal
<b>Mobile generation deployments?</b>	**Correction, No, Mobile Gen Deployments.
<b>EDI Transactions</b>	
<b>Move-ins, Move-outs and Switches</b>	Normal processing

<b>Disconnect for Non-payments (DNPs)</b>	CNP will unexecute DNP orders received through Monday, January 26, 2026, using the T022 - Force Majeure Event code.
<b>Safety Nets Required?</b>	No

**CONTACT:** If you have any questions regarding this information, please email [cr.support@centerpointenergy.com](mailto:cr.support@centerpointenergy.com) or contact your assigned account manager.



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