

**SUBJECT:** CenterPoint Energy: Winter Storm Status – Update #3– January 25, 2026

**NOTICE DATE:** January 25, 2026

**NOTICE TYPE:** Informational

**SHORT DESCRIPTION:** Winter Storm Status – Update #3

**INTENDED AUDIENCE:** Retail Electric Providers

**LONG DESCRIPTION:** Over 99 Percent of CenterPoint Customers Have Power Across Greater Houston Area; Teams Actively Repairing Weather-Related Damages and Restoring Power As Soon as possible. Ice and freezing conditions from winter storm are impacting Greater Houston overnight and this morning; Precipitation expected to clear by mid-to-late morning. Hard freezes around 20 degrees are forecasted Sunday night and Monday night and can impact electric equipment as well 3,300+ workers are fully mobilized and conducting damage assessments and restoring power safely and as quickly as possible, less than 2,000 electric customers currently impacted; Approximately 27,000 customers already restored since Saturday 6:00 AM. **please reference the table below.**

**ADDITIONAL INFORMATION:** CNP Will be hosting a market call on 01/25/2026 at 3:00 p.m. The attached news release has been shared with Texas media.

**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?</a>   <a href="#">System reference</a>

	<p><b>Dial in by phone</b></p> <p><a href="tel:+18326802989">+1 832-680-2989</a>, <a href="tel:+1235975225">,235975225#</a> United States, Bammel</p> <p><a href="#">Find a local number</a></p> <p>Phone conference ID: 235 975 225#</p> <p>Join on a video conferencing device</p> <p>Tenant key: <a href="mailto:teams@video.centerpointenergy.com">teams@video.centerpointenergy.com</a></p> <p>Video ID: 118 910 739 0</p> <p><a href="#">More info</a></p> <p>For organizers: <a href="#">Meeting options</a>   <a href="#">Reset dial-in PIN</a></p>
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<b>Restoration Status</b>	
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<b>Approx. # of customers currently without power</b>	<b>1,449</b>
<b>Approx. Peak # of customers without power</b>	TBD
<b>Projected date that the majority of customers will be restored</b>	TBD
<b>Mutual assistance personnel engaged</b>	TBD
<b>Most recent press release</b>	Attached

<b>Customer Communications</b>	
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<b>Outage map status</b>	Active
<b>Estimated time of restoration available?</b>	Available
<b>Power Alert Status</b>	Active

<b>Contact Center - Service Request Line Status</b>	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>	No, Mobile Gen Deployments.

EDI Transactions	
<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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