

**SUBJECT: CNP Experiencing High Call Center Call Volume**

**NOTICE TYPE:** Initial

**DAY(S) AFFECTED:** April 18, 2015

**SHORT DESCRIPTION:** CenterPoint Energy is currently experiencing high call center volume.

**INTENDED AUDIENCE:** All Market Participants

**LONG DESCRIPTION:** CenterPoint Energy is currently experiencing high call center volume due to remaining outages from last night's storms. Callers may experience longer than normal hold times.

**ADDITIONAL INFORMATION:** A final notice will sent when call center volume normalizes.

**CONTACT:** If you have any questions regarding this notification, please email [cr.support@centerpointenergy.com](mailto:cr.support@centerpointenergy.com)

**Competitive Retailer Relations**  
**CenterPoint Energy Houston Electric, LLC**