

**SUBJECT: CNP Transaction Processing and Call Center Operations Return to Normal**

**NOTICE TYPE:** Final

**DAY(S) AFFECTED:** April 16, 2015

**SHORT DESCRIPTION:** CenterPoint Energy inbound and outbound transaction processing and call center operations have returned to normal.

**INTENDED AUDIENCE:** All Market Participants

**LONG DESCRIPTION:** CenterPoint Energy inbound and outbound transaction processing and call center operations have returned to normal. The transaction processing backlog has cleared and the call center is now operating normally.

**ADDITIONAL INFORMATION:** This is the final notice regarding this issue.

**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**

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**SUBJECT: CNP Inbound and Outbound Transaction Processing Resumes**

**NOTICE TYPE:** Update

**DAY(S) AFFECTED:** April 16, 2015

**SHORT DESCRIPTION:** CenterPoint Energy inbound and outbound transaction processing has resumed.

**INTENDED AUDIENCE:** All Market Participants

**LONG DESCRIPTION:** CenterPoint Energy inbound and outbound transaction processing has resumed; however, processing may be slower than normal as the backlog clears.

**ADDITIONAL INFORMATION:** No CR action is necessary at this time. Also, the same issue affected systems used by our call center agents, and that callers to our electric call center may experience longer than normal wait times.

**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**

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**SUBJECT: CNP Experiencing a Delay in Inbound and Outbound Transaction Processing**

**NOTICE TYPE:** Initial

**DAY(S) AFFECTED:** April 16, 2015

**SHORT DESCRIPTION:** CenterPoint Energy is currently experiencing a delay in inbound and outbound transaction processing.

**INTENDED AUDIENCE:** All Market Participants

**LONG DESCRIPTION:** CenterPoint Energy is experiencing a delay in inbound and outbound transaction processing. We are working on a resolution to the issue and will update the market when we know more.

**ADDITIONAL INFORMATION:** No CR action is necessary at this time; inbound transactions are being received and held until we can clear the processing issue.

**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**