

SUBJECT: CNP Experienced Intermittent Call Center Issues

NOTICE TYPE: Initial & Final

DAY(S) AFFECTED: March 17, 2016

SHORT DESCRIPTION: CenterPoint Energy experienced intermittent Call Center Issues

INTENDED AUDIENCE: All Market Participants

LONG DESCRIPTION: Earlier this afternoon, the CenterPoint Energy Call Center experienced an issue with our Customer Relationship Management (CRM) System. During that time, CenterPoint Energy was only able to take Electric Emergency calls and Outage calls. The issue has been resolved and our Call Center is currently functioning normally.

ADDITIONAL INFORMATION: This is the final update concerning this issue.

CONTACT: If you have any questions regarding this notification, please email cr.support@centerpointenergy.com

Competitive Retailer Relations
CenterPoint Energy Houston Electric, LLC