

**SUBJECT: CNP Experiencing High Call Center Call Volume Returns to Normal**

**NOTICE TYPE:** Final

**DAY(S) AFFECTED:** April 20, 2015

**SHORT DESCRIPTION:** CenterPoint Energy has returned to normal call center volume.

**INTENDED AUDIENCE:** All Market Participants

**LONG DESCRIPTION:** CenterPoint Energy has returned to normal call center volume. CenterPoint Energy is no longer experiencing high call center volume due to weekend outages and last night's storms. Callers will once again experience normal hold times.

**ADDITIONAL INFORMATION:** No additional Market Notices will be sent pertaining to 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 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