

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

Competitive Retailer Relations
CenterPoint Energy Houston Electric, LLC

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

Competitive Retailer Relations
CenterPoint Energy Houston Electric, LLC