

SUBJECT: CNP-M-A073115-01 CNP Planned SR 3.9 Firmware Upgrade Notification

NOTICE DATE: July 31, 2015

NOTICE TYPE: Initial

DAYS AFFECTED: Upgrade activity beginning on September 1, 2015 through October 30, 2015 (Estimated)

SHORT DESCRIPTION: CenterPoint Energy will start SR 3.9 firmware activations and meter configurations to all production single phase AMS meters in its service area.

INTENDED AUDIENCE: All Market Participants utilizing AMS single phase meters.

LONG DESCRIPTION: CenterPoint Energy will start SR 3.9 firmware activations and meter configurations to all production single phase AMS meters in its service area. This activity will take approximately two months and is estimated to be completed by October 30, 2015. CenterPoint Energy does not anticipate any impacts to meter data collection, market delivery of meter data, billing or service order processing during this period.

However, HAN provisioning and de-provisioning may be impacted. If HAN is impacted, consumers may experience up to a one week delay in the request reaching a “meter ready” state. For assistance in developing a workaround process for your Low Income HAN device deployments, please contact Esther Kent at esther.kent@centerpointenergy.com. For assistance with all other HAN related issues during the upgrade window, please contact the HAN Support Team at HAN.Support@CenterpointEnergy.com

ADDITIONAL INFORMATION: A follow-up notification concerning this planned upgrade notification will be provided to the Market following completion.

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

Competitive Retailer Relations
CenterPoint Energy Houston Electric, LLC