

**SUBJECT: CNP-M-A110314-02 CNP Call Center Phone Line Issues - Update**

**NOTICE DATE:** November 3, 2014

**NOTICE TYPE:** Update

**DAY(S) AFFECTED:** Monday, November 3, 2014

**SHORT DESCRIPTION:** Hold times have improved. However, CenterPoint Energy's Call Center is still experiencing phone line issues.

**INTENDED AUDIENCE:** All Market Participants

**LONG DESCRIPTION:** Although hold times have improved, CenterPoint Energy's Call Center is still experiencing phone line issues. CNP's IT/Telecommunications team continues to work diligently to provide a resolution to this issue.

**ADDITIONAL INFORMATION:** Additional information will be provided as soon as it becomes available.

**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-M-A110314-01 CNP Call Center Phone Line Issues**

**NOTICE DATE:** November 3, 2014

**NOTICE TYPE:** Initial

**DAY(S) AFFECTED:** Monday, November 3, 2014

**SHORT DESCRIPTION:** CenterPoint Energy's Call Center phone lines are experiencing operational issues.

**INTENDED AUDIENCE:** All Market Participants

**LONG DESCRIPTION:** CenterPoint Energy's Call Center phone lines are experiencing operational issues resulting in long hold times and calls being disconnected. CNP's IT/Telecommunications team is currently investigating the matter and working diligently to provide a resolution as quickly as possible.

**ADDITIONAL INFORMATION:** Additional information will be provided as soon as it becomes available.

**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**