

**SUBJECT: CNP-M-A110314-03 CNP Call Center Phone Line Issues – Update (2)**

**NOTICE DATE:** November 3, 2014

**NOTICE TYPE:** Update

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

**SHORT DESCRIPTION:** Progress is being made towards resolving the CenterPoint Energy Call Center phone line issues.

**INTENDED AUDIENCE:** All Market Participants

**LONG DESCRIPTION:** Progress is being made towards resolving the CenterPoint Energy Call Center phone line issues. However, small delays may still be experienced by callers. An update will be provided in the morning.

**ADDITIONAL INFORMATION:** An update will be provided in the morning.

**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-A110314-02 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**