

SUBJECT: CNP-M-A110314-04 CNP Call Center Phone Line Issues – Update (3)

NOTICE DATE: November 4, 2014

NOTICE TYPE: Update

DAY(S) AFFECTED: Monday, November 3, 2014 - current

SHORT DESCRIPTION: A solution has been implemented to resolve the CenterPoint Energy Call Center phone line issues.

INTENDED AUDIENCE: All Market Participants

LONG DESCRIPTION: A solution has been implemented to resolve the issues with static, calls disconnecting, and issues with transferring calls. However, callers may still experience extended hold times.

ADDITIONAL INFORMATION: An update will be provided as additional information becomes available.

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-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

Competitive Retailer Relations
CenterPoint Energy Houston Electric, LLC