

SUBJECT: CNP-M-A110314-05 CNP Call Center Phone Line Issues (Update 4)

NOTICE DATE: November 4, 2014

NOTICE TYPE: Update

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

SHORT DESCRIPTION: CenterPoint Energy's Call Center phone lines continue to experience operational issues.

INTENDED AUDIENCE: All Market Participants

LONG DESCRIPTION: CenterPoint Energy's Call Center phone lines continue to experience operational issues. In addition to extended hold times, the call center is again experiencing issues with dropped calls, crossed calls, and difficulty with agents and callers hearing each other. Technical teams are assessing the issues, but no ETA on a resolution is available.

ADDITIONAL INFORMATION: Additional information will be provided as soon as it becomes available. The Competitive Retailer Information Portal (CRIP) is currently available for information relating to premises. CenterPoint Energy appreciates your patience as we work through resolving these issues.

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

**Competitive Retailer Relations
CenterPoint Energy Houston Electric, LLC**