

SUBJECT: CNP-M-A110314-07 CNP Call Center Phone Line Issues (Update 6)

NOTICE DATE: November 5, 2014

NOTICE TYPE: Update

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

SHORT DESCRIPTION: Although system fixes were implemented last evening, the issues with dropped calls, poor audio, and long hold times are continuing.

INTENDED AUDIENCE: All Market Participants

LONG DESCRIPTION: Although system fixes were implemented last evening, the issues with dropped calls, poor audio, and long hold times are continuing. The system vendor is onsite and working with CenterPoint Energy's technical teams to troubleshoot and determine a resolution. There is currently not an estimated time when a resolution will be completed.

ADDITIONAL INFORMATION: Additional information will be provided 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