

**SUBJECT: CNP-M-A110314-08 CNP Call Center Phone Line Issues (Update 7)**

**NOTICE DATE:** November 5, 2014

**NOTICE TYPE:** Update

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

**SHORT DESCRIPTION:** CNP continues to experience technical issues with our call center operations. We are offering alternative communication channels for some types of inquiries to help mitigate the impact on Competitive Retailers.

**INTENDED AUDIENCE:** All Market Participants

**LONG DESCRIPTION:** CNP continues to experience technical issues with our call center operations. Although system fixes were implemented last evening, sporadic 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; however there is currently not an estimated time when a resolution will be completed. The technical issues, combined with very high call volume, are causing long hold times for calls into the call center.

Until the call center issues are fully resolved, CNP encourages Competitive Retailers to use the following alternative channels for the listed inquiry types:

**ESI-ID Creation Requests:** Please use our online ESI-ID request form, at <http://www.centerpointelectric.com/cehe/support/esiid/2dc6c8800c814110VgnVCM10000001a10d0aR CRD/> . (Please note that ESI-ID requests via the online form may take up to three business days to be fulfilled)

**Service Order Status:** Please use our Competitive Retailer Information Portal (CRIP) at <https://ws.centerpointenergy.com/CNP.CRI.Web.External/Public/Login.aspx> . The CRIP is also available for other premise-level information.

**Turndown Details:** For inquiries related to transactions that were turned down using the T018 code, please email [CR.Support@centerpointenergy.com](mailto:CR.Support@centerpointenergy.com) .

**Permit Status:** Please email [CR.Support@centerpointenergy.com](mailto:CR.Support@centerpointenergy.com) .

**ADDITIONAL INFORMATION:** Additional information will be provided as it becomes available. 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](mailto:cr.support@centerpointenergy.com)

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