

SUBJECT: CNP-M-A110314-09 CNP Call Center Phone Line Issues (Update 8)

NOTICE DATE: November 6, 2014

NOTICE TYPE: Update

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

SHORT DESCRIPTION: Technical issues within CNP's call center are improving. We continue to offer alternative communication channels for some types of inquiries to help mitigate the impact on Competitive Retailers.

INTENDED AUDIENCE: All Market Participants

LONG DESCRIPTION: Technical issues within CNP's call center are improving. CNP technical teams and the system vendor continue to work to isolate and assess remaining issues. As the call handling and routing system performance stabilizes, callers may still experience longer than normal hold times.

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/2dc6c8800c814110VgnVCM10000001a10d0aRCRD/> . (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 .

Permit Status: Please email 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

Competitive Retailer Relations
CenterPoint Energy Houston Electric, LLC