

SUBJECT: CNP-M-A110314-10 CNP Call Center Phone Line Issues (Final)

NOTICE DATE: November 7, 2014

NOTICE TYPE: Final

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

SHORT DESCRIPTION: The technical issues within CNP's call center have been resolved. We ask that Competitive Retailers return to normal channels of communication at this time.

INTENDED AUDIENCE: All Market Participants

LONG DESCRIPTION: The technical issues within CNP's call center have been resolved. We ask that Competitive Retailers return to normal channels of communication at this time. Should you experience any issues do not hesitate to send an email to the cr.support mailbox or contact your account manager. CNP is confident that the technology that has been deployed will benefit the customers' experience with our call center.

ADDITIONAL INFORMATION: This is the final market notice for this issue. CenterPoint Energy is appreciative of your patience as we worked 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