

Subject: CNP-M-A031020-01 CNP Experiencing Transaction Processing Issue - Initial

NOTICE DATE: March 10, 2020

NOTICE TYPE: CNP-M- A031020-01 - Initial

DAYS AFFECTED: March 10, 2020

SHORT DESCRIPTION: CenterPoint Energy is experiencing a transaction processing issue.

INTENDED AUDIENCE: All Market Participants

LONG DESCRIPTION: CenterPoint Energy is experiencing a transaction processing issue. All Market Participants should take note of the following:

- We are experiencing a system issue causing transactions to be rejected for various reasons
- Historical usage requests via CRIP/LOA are not available
- We believe reconnects are being energized, but the system is generating a reject response
- All other transactions are being rejected
- We are working on a resolution, and we will have instructions as soon as possible regarding safety nets for MVI, and for resending rejected transactions
- **No action from market participants is needed at this time**

ADDITIONAL INFORMATION: Additional information and updates will be provided as it becomes available.

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

Competitive Retailer Relations
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