

Subject: CNP-M-A031020-02 CNP Experiencing Transaction Processing Issue - Update

NOTICE DATE: March 10, 2020

NOTICE TYPE: CNP-M- A031020-02 - Update

DAYS AFFECTED: March 10, 2020

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

INTENDED AUDIENCE: All Market Participants

LONG DESCRIPTION: CenterPoint Energy continues to experience a transaction processing issue. All Market Participants should take note of the additional updates highlighted below:

- CNP systems will be down most likely the balance of the day
- Market Participants should re-send new transactions for any transactions that CNP rejected. CNP will hold them and process when our systems are back up
- For any MVI or Reconnects that need to be energized today, please send safety net MVI and Reconnect spreadsheets. CNP will energize those manually via our AMS system
- Updates to SMT will be delayed
- Lists of rejected transactions by Competitive Retailer are being created
- 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

CenterPoint Energy will host a conference call to discuss this issue with the market:

March 10, 2020, at 2:00 PM

➤ **Web Conference Call Information**

Web Link: [Join](#)

Standard Dial-in: (415) 655-0002

Toll-Free: (855) 797-9485

Attendee access code: 136 143 89

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
CenterPoint Energy Houston Electric, LLC