

Subject: CNP-M-A031020-04 CNP Experiencing Transaction Processing Issue - Update

NOTICE DATE: March 10, 2020

NOTICE TYPE: CNP-M- A031020-04 - Update

DAYS AFFECTED: March 10, 2020 – March 11, 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 following information:

- **CNP system delays have extended longer than expected, we do not anticipate that our systems will back to normal until after midnight.**
- **Please continue to send any emergency orders overnight as usual.**
- We are continuing to process and complete the Safety Net MVI and Reconnects spreadsheets as received.
- 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.
- Updates to SMT will be delayed.
- Historical usage requests via CRIP/LOA are not available.

ADDITIONAL INFORMATION: We apologize for the inconvenience, 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