

**Subject:** CNP-M-A031020-05 CNP Experiencing Transaction Processing Issue - Final

**NOTICE DATE:** March 11, 2020

**NOTICE TYPE:** CNP-M-A031020-05 - Final

**DAYS AFFECTED:** March 10, 2020 – March 11, 2020

**SHORT DESCRIPTION:** CenterPoint Energy has resolved the transaction processing issue.

**INTENDED AUDIENCE:** All Market Participants

**LONG DESCRIPTION:** CenterPoint Energy has resolved the transaction processing issue and systems were restored around 4:30 AM. All Market Participants should take note of the additional updates below:

- All transactions are now processing as normal and per our normal schedule.
- In some instances, transactions held from yesterday will have today's date. We will do our best to provide a list to each Retailer of those transactions affected by a date change.
- Billing was processed as scheduled.
- No action from market participants is needed at this time.

Please contact your CenterPoint Account Manager should you encounter any issues.

**ADDITIONAL INFORMATION:** This is the final notice regarding this transaction processing issue.

**CONTACT:** If you have any questions regarding this notification, please send an email to [cr.support@centerpointenergy.com](mailto:cr.support@centerpointenergy.com)

**Competitive Retailer Relations**  
**CenterPoint Energy Houston Electric, LLC**