

**SUBJECT: CNP-M-A031720-01 CNP Suspension of Disconnect for Non-Payment Orders**

**NOTICE DATE:** March 17, 2020

**NOTICE TYPE:** CNP-M-A031720-01 - Informational

**SHORT DESCRIPTION:** Effective immediately, CenterPoint Energy is suspending Disconnect for Non-Payment.

**INTENDED AUDIENCE:** Retail Electric Providers

**DAY(S) AFFECTED:** March 17, 2020, through March 20, 2020

**LONG DESCRIPTION:** The Public Utility Commission of Texas (“PUCT”) held an emergency Open Meeting on March 16, 2020, to discuss issues related to the State of Disaster for Coronavirus Disease 2019 issued by Governor Abbott on March 13, 2020. The Commission, led by Chairman Walker, noted that the PUCT has received a significant number of calls regarding disconnects for non-payment (“DNPs”). The Commission further encouraged utilities to address DNP issues during this time and acknowledged those utilities that have suspended DNPs.

In response to the Commission’s comments, and in furtherance of our obligation to the communities we serve, effective immediately, CenterPoint Energy is suspending Disconnect for Non-Payment through Friday, March 20, 2020. CenterPoint Energy will work with other utilities, Retail Electric Providers (“REPs”), the Commission, and state and local authorities to develop a longer-term plan for handling DNPs during this State of Disaster.

CenterPoint Energy will unexecute DNP orders received using the weather moratorium code:

- Disconnect for Non-Payment (DNP) 650\_01 transactions that were previously submitted and are currently in our system will be Completed Unexecutable with a code of “V001” for any DNP with a “Date Wanted” that is within the affected dates of this notice.
- Same Day 650\_01 Disconnect for Non-Payment (DNP) transactions that are submitted during the affected dates will be rejected with a “WTM” Reject Code
- Any 650\_01 DNP transactions received with a future requested “Date Wanted” will be accepted and scheduled. However, those DNPs may be subsequently Completed Unexecutable with a code of “V001” if the “Date Wanted” falls within the affected dates of this notice.
- Please submit 650\_01 Reconnect for Non-Payment transactions for any DNP(s) that were completed today 3/17/2020 in order that we may Reconnect those Premises.

**ADDITIONAL INFORMATION:** Additional information concerning Suspension of Disconnect for Non-Payment Orders will be provided when it becomes available.

The Open Meeting may be viewed

at: [http://www.adminmonitor.com/tx/puct/public\\_meeting/20200316/](http://www.adminmonitor.com/tx/puct/public_meeting/20200316/)

**CONTACT:** Please contact your CenterPoint Account Manager if you have any questions.

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