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A STATEMENT REGARDING GAS METER REPLACEMENTS AND SYSTEM IMPROVEMENTS

Since purchasing the Pascagoula gas system effective January 1, 2019, CenterPoint Energy continues to take steps to improve the system for our customers. With safety as our primary concern, we have surveyed the system for leaks, repairing at least main and service 50 leaks. We are in the process of replacing more than 2 miles of main currently, spending roughly \$500k for such replacements.

Also, on April 8th our contractor started the process of replacing all gas meters in the system with new, state-of-the-art meters that are compatible with our operational standards and meter reading automation. Our customers' February bills explained the meter exchange process. This estimated 21-day process requires, for safety reasons, that the gas service be shut off while the change out occurs. If no one is home, our technicians leave a door hanger explaining what has occurred, and how to contact us to get service restored the same day. To have service restored, we must coordinate with someone over the age of 18 to ensure service can safely be restored.

In some cases, technicians find an unsafe condition that prohibits us from restoring service to certain appliances, or to the entire structure, depending on what is identified.

Our goal is to complete the meter exchange in the next eight days. We take pride in operating a safe, reliable gas system, and we appreciate your patience as we work through the change out process.

As promised in our agreement for the purchase of the gas system, the base rates in effect at the time of purchase are frozen for one year. These meter exchanges will not affect those rates.