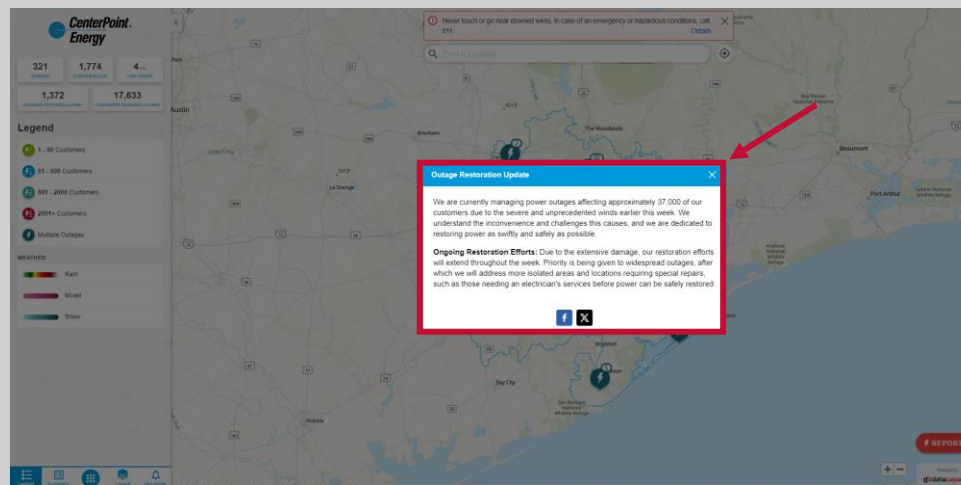


How to use CenterPoint Energy's Outage Tracker

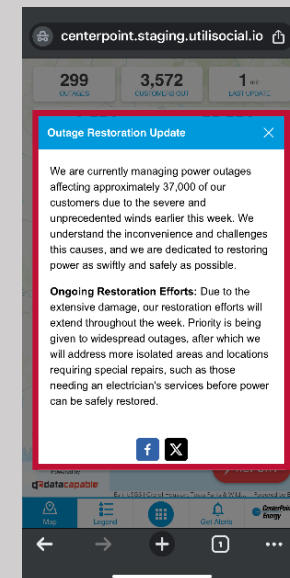
As part of our commitment to improving its customer and public communications, we've launched our new Outage Tracker. The easy-to-use, mobile-friendly Outage Tracker helps you stay informed with up-to-date information about electric outages and restoration activities in your area.

This document will help guide you through understanding how to use the new CenterPoint Energy Outage Tracker. Start by visiting CenterPointEnergy.com/OutageTracker on your computer or mobile device.

The first thing you will see is a pop-up window. This window will show important information related to tracker use, safety and/or overall restoration details. You can close this window by clicking the 'X' in the blue box on the top right.

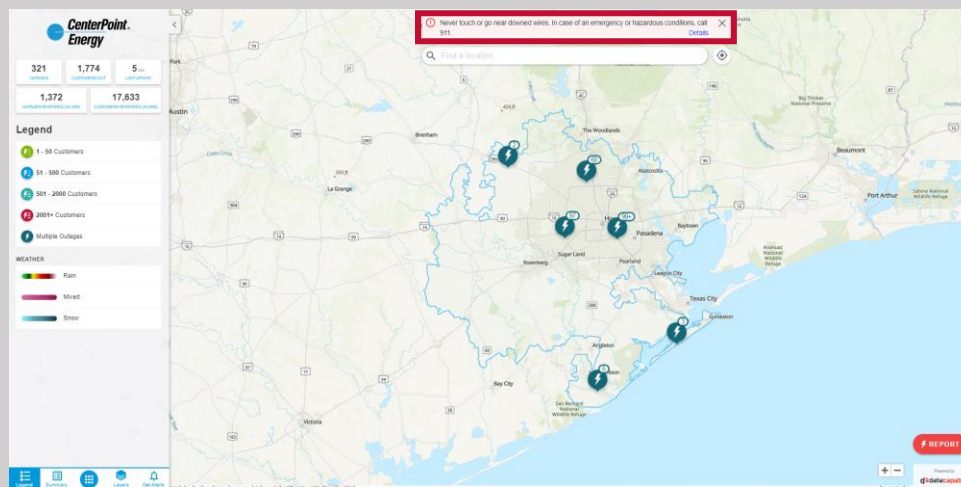


Computer view

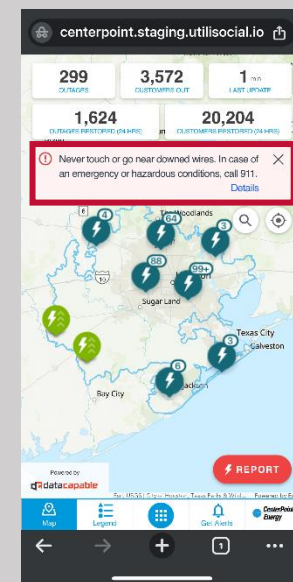


Mobile view

When you see the full tracker, the red banner alert in the top center of the tracker displays important safety information and can be expanded by clicking 'Details'. This banner view can be closed by clicking the 'X' on the top right of the banner.

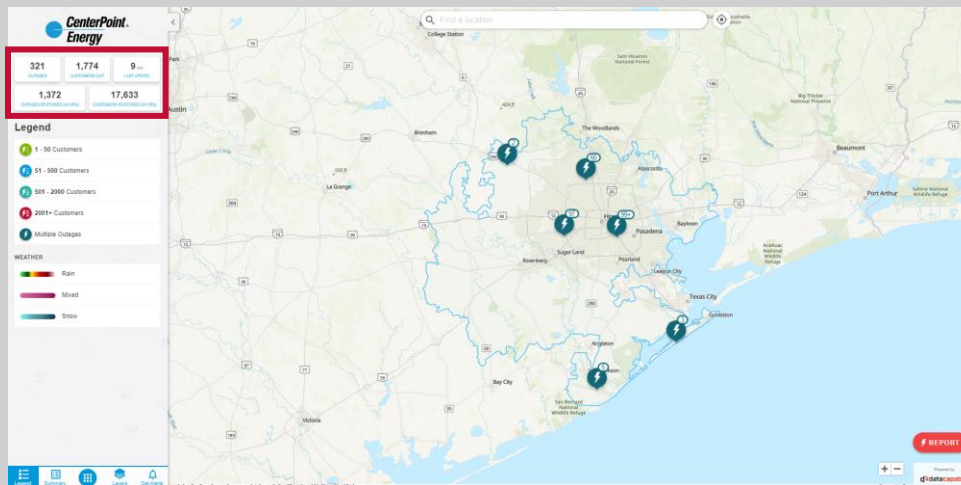


Computer view

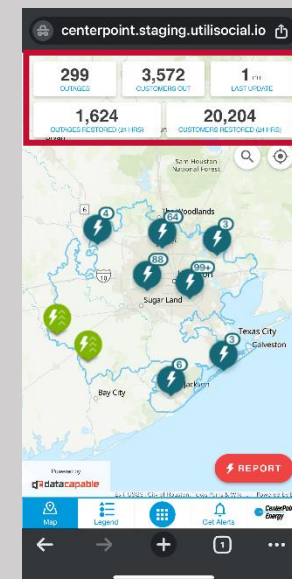


Mobile view

The information at the top of the sidebar on the computer view and at the top on the mobile view shows important outage information as it relates to total outages, customers impacted and other restoration details. [legend overview]

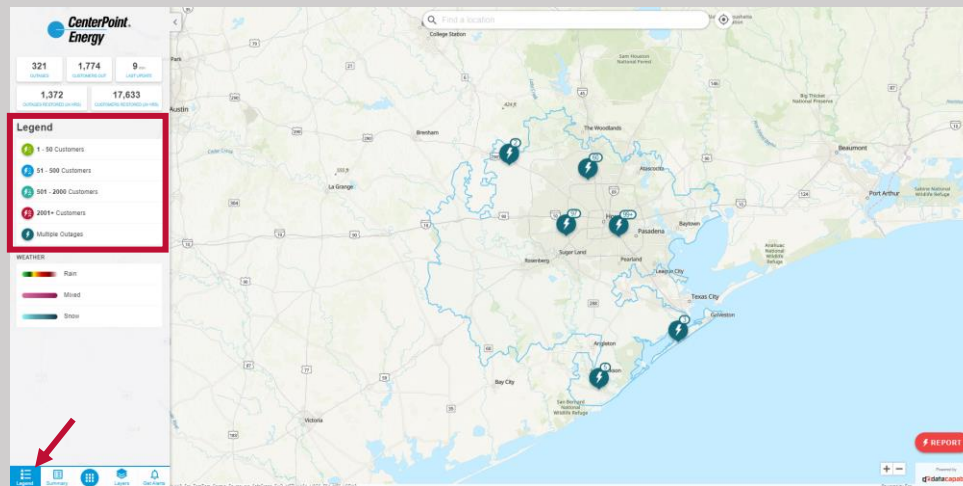


Computer view

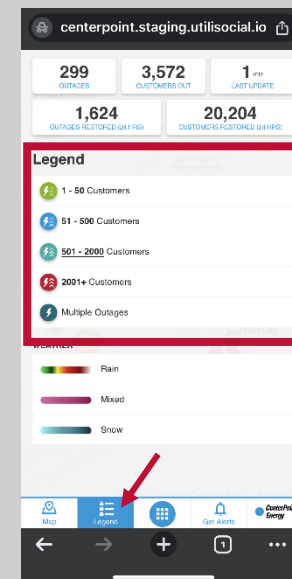


Mobile view

The legend shows how the color-coded pins describe your outage.

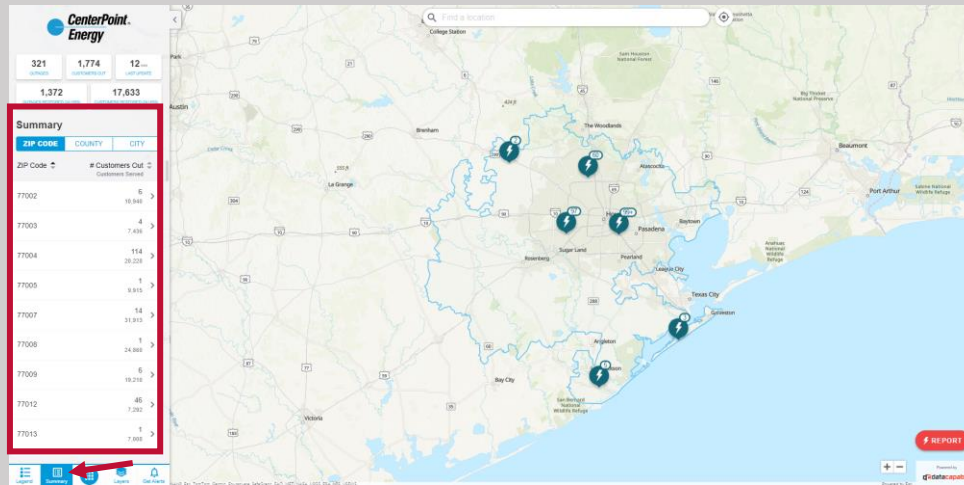


Computer view

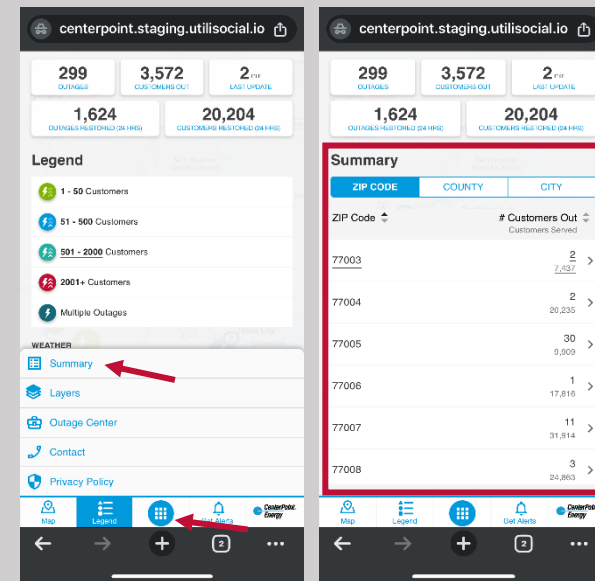


Mobile view

The summary tab allows you to view outage levels by zip code, county or city.

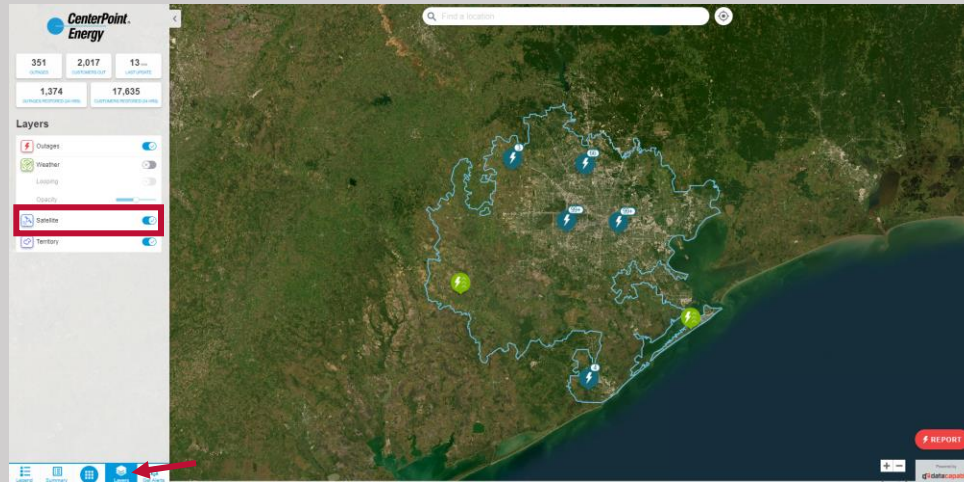


Computer view

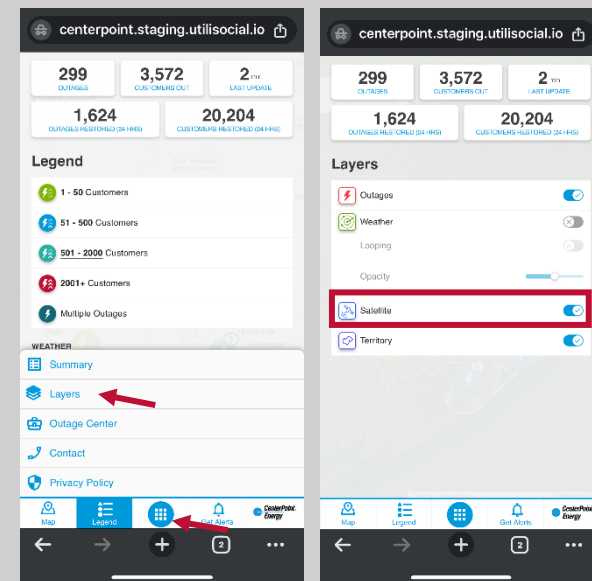


Mobile view

The Layers tab offers a variety of options for changing your map view from a default to a satellite view. This may help to better understand how vegetation density may be impacting outages.

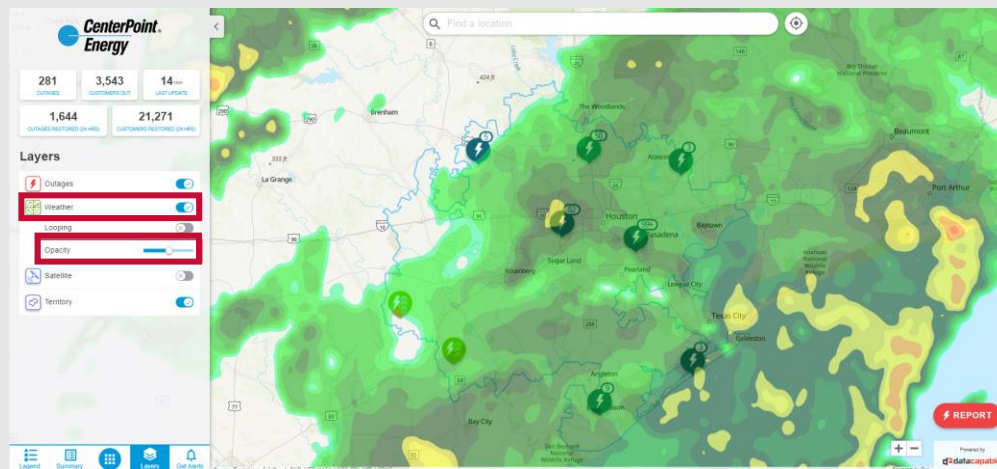


Computer view

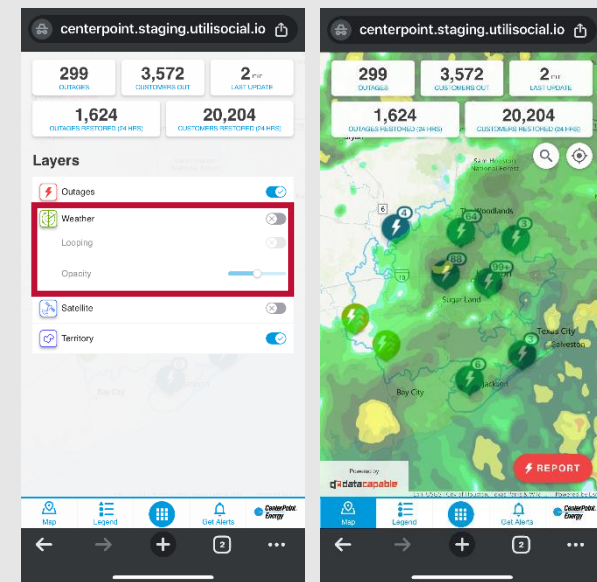


Mobile view

Switch on/off the weather layer to better see and understand how weather patterns may be impacting outages.

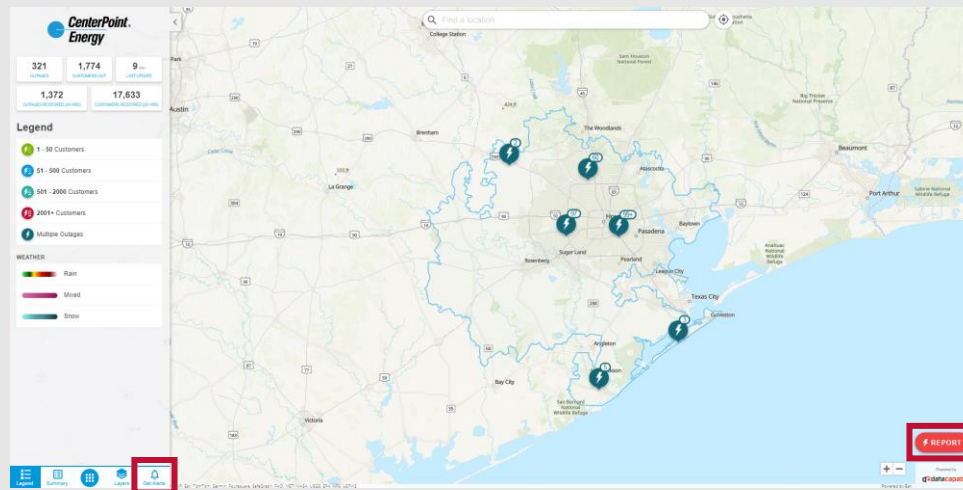


Computer view

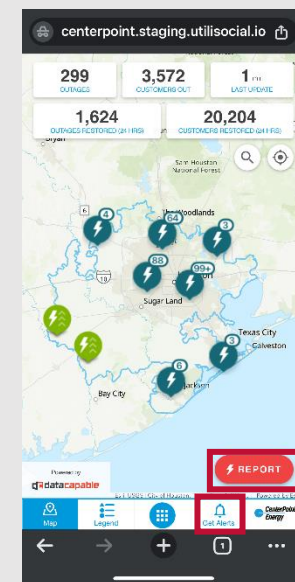


Mobile view

Click the “Get Alerts” button to sign up for CenterPoint’s Power Alert Service® and you can use the red, “REPORT” button to report an outage.

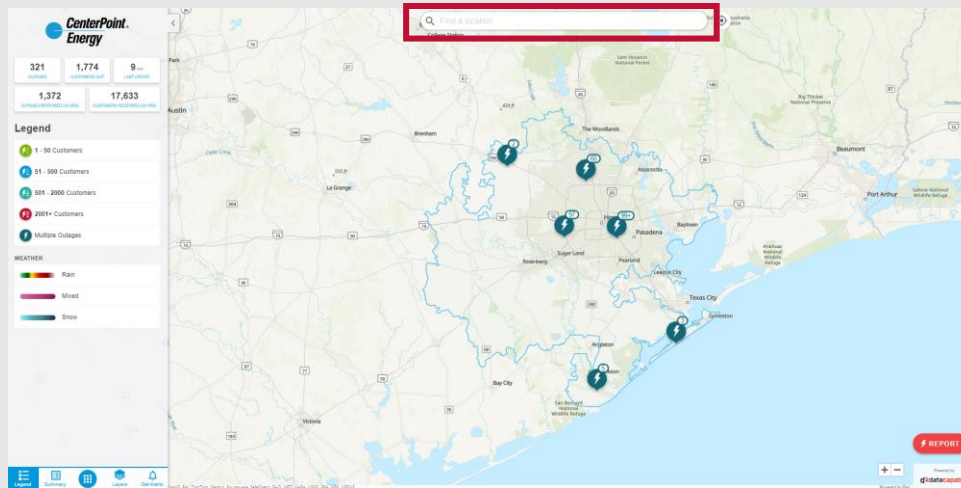


Computer view

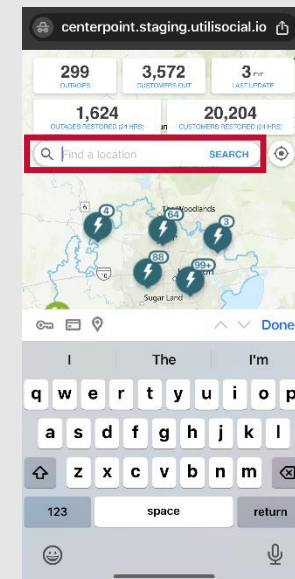


Mobile view

Type an address into the “Find a location” search bar in the top center of the page

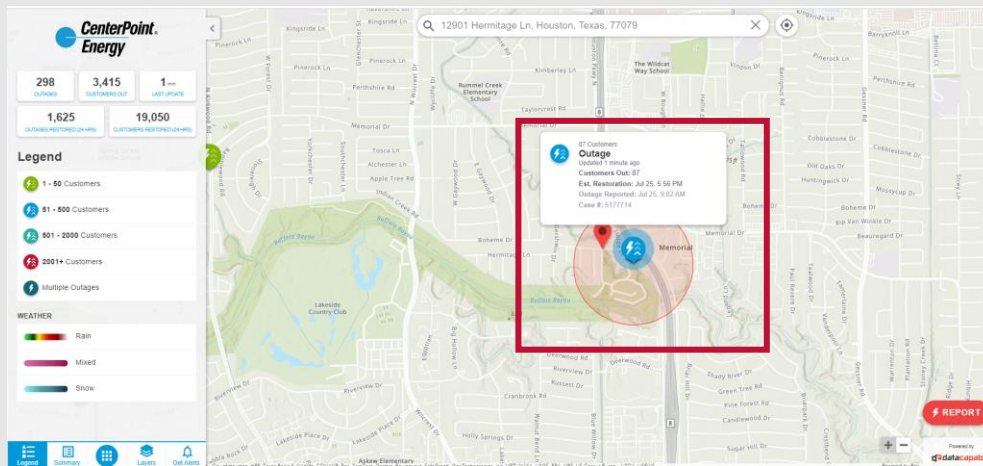


Computer view

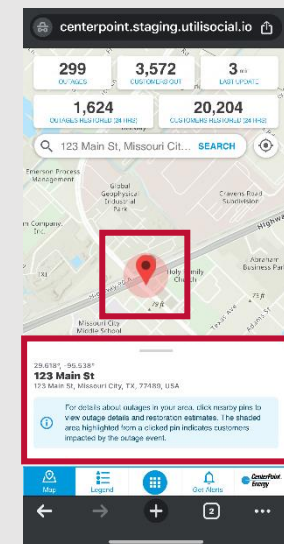


Mobile view

To find outages in your area, click nearby pins for outage details. The outage pin will have information including the estimated restoration time for the searched address and the number of customers impacted.



Computer view



Mobile view