



505 Nicollet Mall
PO Box 59038
Minneapolis, MN 55459-0038

April 27, 2015

Mr. Daniel Wolf
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, MN 55101-2147

RE: CenterPoint Energy's Gas Affordability Program 2014 Annual Compliance Report
Docket No. G-008/M-15-307

Dear Mr. Wolf:

On March 31, 2015, CenterPoint Energy ("the Company") submitted its Gas Affordability Program 2014 Annual Compliance Report. On April 21, 2015, the Company received a request from the Minnesota Department of Commerce (the "Department") to file a document describing the location—in the 2014 Report—of requirements from the December 29, 2011 Order. A table listing the Order requirements and describing the Company's discussion of the requirements and their location is attached.

If you have any questions about this information, please contact me at (612) 321-4719.

Sincerely,

/s/

Adam Pyles
Director, Regulatory Activities

cc: Service List

2011 Order Language ¹	2014 CPE GAP Report
3. Utilities shall implement an application processing goal of processing ninety-five percent of all complete gas affordability applications within thirty days of receipt by the utility . . .	Sec. 23, p. 18 CenterPoint Energy’s application processing goal is to process 95% of all complete GAP applications within 30 days. All 2014 applications were processed within 30 days of receipt.
6. Each utility shall require its third-party administrator to make GAP applications available electronically on the administrator’s websites as a condition of being the third-party administrator for the program.	Sec. 23, p.18 Also as required by the Order, the Company’s third-party administrator—Energy CENTS Coalition (ECC)—makes the GAP application available electronically on its website, www.energycents.org .
7. Each utility shall call or mail reminders to its GAP customers after one missed payment to reduce the number of customers removed from the GAP due to missing two consecutive monthly payments.	Sec. 1, p. 2 To help maintain program participation levels, after one missed payment, CenterPoint Energy calls GAP participants as a reminder of the payment requirements for the Program.
8. Each utility shall cross-promote its GAP with other bill payment and conservation assistance programs.	Sec. 22, p.16 Throughout the year, the Company engages in extensive outreach efforts designed to promote GAP and Conservation Improvement Program (CIP) program participation, often in partnership with low-income organizations and agencies . . .

¹ From Docket G-008/GR-05-1380, December 29, 2011, p.4.