

View Case History Summary Report for Case ID# 82340 | Case Worker: Dybvig, John

Status	Utility	Telephones	Addresses

Tracking

Utility History Notes: 2

10/16/2023 3:27:03	CenterPoint Energy	G008	Awaiting Response?
10/16/2023: Complaint Billing CWR Disconnect/Reconnect			
10/16/2023 3:27:26	CenterPoint Energy	G008	Awaiting Response?
10/16/2023: Complaint Billing Payment Arrangement/Plan			

Date Entered: 10/16/2023 3:27:47 PM - JDybvig Last Modified Date: 10/18/2023 3:02:42 PM - JDybvig
Phone Consumer CenterPoint Energy Minnesota Gas G008

Start Note

Had a furnace replaced. Also had Home Service Plus of \$150/mo. Canceled HSP and was told she needed to pay the entire \$4,000 off or her service would be disconnected. Didn't have the money, so disconnected in July. Now wants service restored. Could pay \$100/mo.

End Note

Date Entered: 10/16/2023 3:45:50 PM - JDybvig Last Modified Date: 10/18/2023 3:02:42 PM - JDybvig
Email CAO Staff CenterPoint Energy Minnesota Gas G008

Start Note

From: Staff, CAO (PUC)
Sent: Monday, October 16, 2023 3:46 PM
To: MN Low Income <mnlowincome@centerpointenergy.com>
Subject: MN PUC Complaint 82340 JD CWR Disconnection

The MPUC received a complaint from [REDACTED] who lives at [REDACTED]. She states that earlier this year she had her furnace replaced by CenterPoint/Home Service Plus and it cost her \$4,000. Some time in July, she decided she no longer needed Home Service Plus, so asked to cancel that. She was told she either needed to pay off the entire amount owed, or her gas would be disconnected. She did not have the \$4,000 she owed, so her service was disconnected. She believes that she should not have an arrears for her gas service, but the entire arrears is for HSP and the furnace install. She said she could afford a payment agreement of \$100/mo. Please restore her gas service and set her up with a CWR payment agreement. Provide me with an accounting on her account showing on individual lines how much she was charged for gas, HSP and the financing on her new furnace, payments applied and the amount she still owes in each of these categories. Also let me know if she can have her service disconnected if she is current on her gas service.

Thank you for your attention to this matter. I look forward to your response.

John Dybvig

End Note

Date Entered: 10/18/2023 2:40:32 PM - JDybvig Last Modified Date: 3/8/2024 12:26:07 PM - Thom, A
Email Utility CenterPoint Energy Minnesota Gas G008

Start Note

From: Ritter, Tara L <tara.ritter@centerpointenergy.com>
Sent: Tuesday, October 17, 2023 11:07 AM
To: Staff, CAO (PUC) <consumer.puc@state.mn.us>
Cc: CERTnorth <CERTnorth@centerpointenergy.com>
Subject: RE: [External Email] MN PUC Complaint 82340 JD CWR Disconnection

This message may be from an external email source.
Do not select links or open attachments unless verified. Report all suspicious emails to Minnesota IT Services Security Operations Center.

Good morning, John

I have reviewed [REDACTED] account. I did have an agent reach out to her today to restore gas services. Below is the timeline of the dispute on her account. There are 4 attachments on this email: HSP Disconnection Notice; Gas Disconnection Notice; Total balance ledger; Gas balance ledger.

[REDACTED] had purchased a furnace for \$4,666.00 on 11/18/2020.

On 6/2/2023 we cancelled her HSP Repair Plan for nonpayment, she did not cancel it herself (please see attachment of notice).

On 6/6/2023 we mailed her a gas disconnection notice for a past due gas balance of \$853.73, the notice expired on 6/16/23. On 6/23/23 she was disconnected for nonpayment.

Because her account was disconnected and inactive for more than 10 days, we closed her account. When an account is closed, any charges on a payment plan or merchandise loan come forward as balance in full – this includes any interest charges.

We did not advise her that she needed to pay the remaining merchandise loan to get reconnected. Merchandise and HSP charges cannot contribute to a customer’s gas balance and eligibility for disconnection/reconnection.

I have attached the ledger that shows her full balance - including gas, merchandise, HSP and merchandise charges. I have also included a separate ledger showing gas charges alone, so you can see the gas balance and what contributed to her disconnection.

The breakdown of what she was supposed to pay each month on her merchandise and HSP is as follows:

- Furnace purchase: \$92.37
 - Pipe Protection Plan: \$4.95
 - Exchange Repair Plan (offered when a customer buys a furnace) she opted to switch out furnace coverage for her refrigerator: \$22.95
 - Fridge: \$0.00
 - Clothes Washer: \$6.95
- For a total of \$127.22

You will notice in the ledgers the lapses in payments. [REDACTED] was on a gas payment plan for \$25 of her past due balance plus her current gas charges. She signed up for this plan on 3/27/23. She defaulted on 5/4/23 when she failed to make a payment. At that time her gas balance in full became due and she got sent the disconnection notice (please see attached).

Please let me know if you need anything further.

Thank you,

Tara Ritter
Supervisor | Credit & Collections
612-321-4302 w.
[CenterPointEnergy.com](mailto:tara.ritter@centerpointenergy.com)

End Note

Date Entered: 10/18/2023 2:45:17 PM - JDybvig		Last Modified Date: 10/18/2023 3:02:14 PM - JDybvig	
Email	CAO Staff	CenterPoint Energy Minnesota Gas	G008

Start Note

From: Staff, CAO (PUC)
Sent: Wednesday, October 18, 2023 2:45 PM
To: 'Ritter, Tara L' <tara.ritter@centerpointenergy.com>
Subject: RE: [External Email] MN PUC Complaint 82340 JD CWR Disconnection

Hi Tara,

I’m still working through the response, but have a couple of questions about the gas balance ledger and total balance ledger. First, could you explain the reason for “Online Payment Offset” and “Online Payment Request”. On the gas balance ledger, they seem to generally be paired up, and when they are, have no impact on the balance. The exceptions are on 4/6/21 and 4/5/23.

On 6/14/21, on line 24 there is an item listed as consumption, but is \$129 in credit. Line 25 is listed as a payment, but is \$254.22 in the debit column. Line 26 is also a payment and is \$254.22 in the credit column, and appears to be offset by line

25. From the Total balance ledger, there was a payment made on that date, but the total on the gas ledger balance doesn't change.

A similar confusion happens on 4/4/23. Line 82 shows a payment of \$131.24, but it's in the debt column. Line 83 is recorded on 4/5/23, but is an online bill payment for \$131.24. So was a payment for \$131.24 made on 4/4 or 4/5, and if so, why is there no change in the gas balance?

Our understanding is that when a payment comes in, it first pays for gas arrears, then goes toward current gas charges and only after those are satisfied, will payments go toward HSP or other arrears with the company. Looking at the payments on the other spreadsheet, it appears that on 5/12/21, she paid a total of 225.32, but on the gas spreadsheet was only credited with a payment of \$129.

7/26/21, she made payments totaling \$254.22, but on the gas spreadsheet was only credited with a payment of \$129.
8/10/21 she made a payments totaling \$130.29, but on the gas spreadsheet was only credited with a payment of \$104.21
9/13/21 she made a payments totaling \$300, but on the gas spreadsheet was only credited with a payment of \$130.60
10/11/21 she made a payments totaling \$259.13, but on the gas spreadsheet was only credited with a payment of \$130.60
11/15/21 she made a payments totaling \$276.27, but on the gas spreadsheet was only credited with a payment of \$151

And similar payment discrepancies are on 12/14/21, 1/19/22, 2/15/22, 3/22/22, 4/19/22, 6/6/22, 6/22/22, 8/3/22, 8/29/22, 9/20/22, 10/18/22, 12/20/22

She made a payment on 1/31/23, but none of that went toward gas, even though, according to the gas balance spreadsheet, she was in arrears on gas.

Recalculate her account applying the entire payment toward her gas service arrears. Remove the late fees or loss of discount from her account if she wasn't in arrears at that time. Also let me know if she was in arrears for gas as of when she was disconnected. If she wasn't, removed any disconnect/reconnect fees from her account. Send me an updated gas balance spreadsheet. The company is allowed to collect for the other services it sells, but it can't use gas disconnection to further those goals.

Thank You,

John Dybvig

End Note

Date Entered: 10/23/2023 2:41:37 PM - JDybvig	Last Modified Date: 10/23/2023 3:52:58 PM - JDybvig
Email	Utility
	CenterPoint Energy Minnesota Gas
	G008

Start Note

From: Ritter, Tara L <tara.ritter@centerpointenergy.com>
Sent: Friday, October 20, 2023 12:02 PM
To: Staff, CAO (PUC) <consumer.puc@state.mn.us>
Subject: RE: [External Email] MN PUC Complaint 82340 JD CWR Disconnection

Hi John,

I apologize I sent you the accounting version of the account summary, which is a bit harder to read with proprietary information on it. So an online payment offset and request are something put in place on the account until the payment clears and comes over as an actual payment. Processing times vary amongst payment methods and banks, so these transactional details are put in place as a sort of reservation on the account until the payment actually appears from the financial institution.

Payments do get diverted to past due gas balances first, then oldest other charges next (merchandise, HSP). In [REDACTED] account, she was on a payment plan for her gas arrears many times, which explains why her payments are dissected the way they are. Depending on when she would set up a payment plan, if nothing was due until the next invoice – it could direct her payments to her outstanding HSP or merchandise charges.

If you prefer, I can start the process of moving payments over to satisfy her gas balance at this time. Her current gas balance is \$634.09. There is some transactional time to perform this and once it is complete I can let you know.

Please confirm with me that is what the next step is and I can start the process.

Please let me know if you have further questions.

Thank you,

Tara Ritter
Supervisor | Credit & Collections
612-321-4302 w.
CenterPointEnergy.com

End Note

Date Entered: 10/23/2023 3:52:40 PM - JDybvig
Email

CAO Staff

Last Modified Date: 10/23/2023 3:52:58 PM - JDybvig
CenterPoint Energy Minnesota Gas

G008

Start Note

From: Staff, CAO (PUC)
Sent: Monday, October 23, 2023 3:36 PM
To: 'Ritter, Tara L' <tara.ritter@centerpointenergy.com>
Subject: RE: [External Email] MN PUC Complaint 82340 JD CWR Disconnection

Hi Tara,

Even on a payment plan, her payments should first be going to gas arrears and only after those have been satisfied should any payment go to subsidize the nonregulated sales (see MPUC docket 90-1008). I believe for all the payments I list below, after the gas payment was taken, there was still an accounting deficit on her gas account. So go back at least to 5/12/21 and look at each of those payments and see if her payments satisfy her gas account and only after the gas portion of her bill has been satisfied can the company apply payments toward their nonregulated sales and service of appliances.

Please recalculate and let me know if, when her gas was disconnected she still had an arrears that rose to the level where she would be subject to disconnection. Recalculate late fees on her account. If it was an erroneous disconnection, remove any disconnect/reconnect fees.

And for any payment plans in general, the entirety of the payment needs to go toward gas service first until that is satisfied and only after the gas arrears is satisfied can payments go toward other unregulated services. Let me know the number of accounts that have a payment plan distributing payments to different debts other than gas and also still have a gas arrears.

Thank You,

John Dybvig

End Note

Date Entered: 10/31/2023 9:03 AM - JDybvig
Email

CAO Staff

Last Modified Date: 10/31/2023 9:03:25 AM - JDybvig
CenterPoint Energy Minnesota Gas

G008

Start Note

From: Dybvig, John (PUC)
Sent: Tuesday, October 31, 2023 9:02 AM
To: Ritter, Tara L <tara.ritter@centerpointenergy.com>
Subject: RE: [External Email] MN PUC Complaint 82340 JD CWR Disconnection

Hi Tara,

A couple more questions on this one. Can you provide me where in the CenterPoint tariff it talks about the order payments are applied? Also, was [REDACTED] current on her HSP plan and a customer in good standing during the time in question?

Thank You,

John Dybvig

End Note

Date Entered: 11/2/2023 10:05:41 AM - JDybvig
Email

Utility

Last Modified Date: 12/15/2023 2:37:33 PM - athom
CenterPoint Energy Minnesota Gas

G008

Start Note

From: Schirmers, Greg P <greg.schirmers@centerpointenergy.com>
Sent: Thursday, October 26, 2023 4:38 PM
To: Dybvig, John (PUC) <John.Dybvig@state.mn.us>
Cc: Thom, Anne (PUC) <anne.thom@state.mn.us>
Subject: FW: [External Email] MN PUC Complaint 82340 JD CWR Disconnection

John,

Tara Ritter and I were discussing the inquiry below and I asked her if I could lend my assistance since I was part our Call Center management team in the 1990's. I am familiar with the MPUC docket 90-1008 you cite below. In MPUC docket 90-1008, it talks specifically about corporate cost allocation between regulated and non-regulated activity, which CNP

supports and continues to follow. This docket does not talk about payment allocation between commodity and non commodity charges which I believe you are referencing in the customer complaint below. Payment settlement rules are specific and are applied in the following manner:

These settlement rules were followed when applying payments to the customer’s account. You also requested the amount owing for their gas service at the time of disconnection. The balance owing when we disconnected the customer’s meter was \$853.73.

If you or Anne would like to discuss payment posting in more detail we are very willing to meet with you and others, let us know a date or time that works for you or call me directly and I can establish a “Teams” meeting for that discussion.

Sincerely,

Greg Schirmers
Manager | Credit & Collections
612-321-4741 w.
CenterPointEnergy.com

End Note

Date Entered: 11/2/2023 10:14:14 AM - JDybvig	Last Modified Date: 11/2/2023 10:14:38 AM - JDybvig
Email	CAO Staff
CenterPoint Energy Minnesota Gas	G008

Start Note

From: Thom, Anne (PUC) <anne.thom@state.mn.us>
Sent: Thursday, October 26, 2023 4:51 PM
To: Schirmers, Greg P <greg.schirmers@centerpointenergy.com>; Dybvig, John (PUC) <John.Dybvig@state.mn.us>
Subject: RE: [External Email] MN PUC Complaint 82340 JD CWR Disconnection

Hi Greg.

This docket was opened, and the order issued, 33 years ago when arguably, the gas bill and the retail service bill were more affordable. The docket speaks to not setting it up for ratepayers to support the retail service. If the funds don’t first pay for the gas service, the payment applied to the HSP would seem to be supporting the retail service at the expense of the customer’s gas bill.

I appreciate the offer to discuss, but we have seen a pattern of these and the company hasn’t changed the process though we have raised the issue before.

I will chat with John, but this is one I would like the Commissioner’s to hear under the new 216B.172 statute because the CAO believes the natural gas bill is the primary credit that needs to be applied and CNP should be handling the retail service separate from the utility service. Provision of natural gas service is the critical service. The customer has other options, and may opt in and out of the Home Service Plus, but she doesn’t have other options for the natural gas service and our role is to ensure that is the service she keeps especially from 10/1 to 4/30.

John, I will follow up with you tomorrow.

Thank you,

Anne

Anne Thom
Supervisor | Consumer Affairs Office
Minnesota Public Utilities Commission
121 7th Place E, Suite 350
Saint Paul, MN 55101-2147
O: 651-355-0000
F: 651-297-7073
mn.gov/puc

End Note

Date Entered: 11/2/2023 10:41:56 AM - JDybvig	Last Modified Date: 11/14/2023 3:15:32 PM - JDybvig
Email	Utility
CenterPoint Energy Minnesota Gas	G008

Start Note

From: Ritter, Tara L <tara.ritter@centerpointenergy.com>
Sent: Tuesday, October 31, 2023 4:22 PM
To: Dybvig, John (PUC) <John.Dybvig@state.mn.us>
Cc: CERTnorth <CERTnorth@centerpointenergy.com>
Subject: RE: [External Email] MN PUC Complaint 82340 JD CWR Disconnection

Good afternoon John,

The payment application language can be found in two areas that I’m aware of our Tariff and MPUC Rule, see below:

CenterPoint Energy’s Tariff

Super
Section VI 10.02 under Late Payment Charge:

Delinquent amounts are subject to a late payment charge of 1.5% (18% annually) or \$1.00, whichever is greater. No late payment charge will be applied if the delinquent amount is \$10.00 or less.
"Delinquent amount" is the portion of a customer's account representing charges for gas service past due. For customers on the Average Monthly Billing or a deferred payment schedule, "delinquent amount" is the lesser of the unpaid account balance or past due scheduled payments.
All payments received will be credited against the oldest outstanding account balance before application of any late payment charge. The late payment charge will be assessed on unpaid amounts at the next scheduled billing date.

Minnesota Administrative Rules

7820.5600 CREDITING OF PAYMENTS.

The utility shall credit all payments received against the oldest outstanding account balance before the application of any late payment charge.

Also, in your previous correspondence you stated the [REDACTED] indicated she no longer needed her Home Service Plus policy so she asked to cancel it. [REDACTED] Home Service Plus contract was cancelled for non payment by CenterPoint Energy on 6/2/2023, this was not a customer initiated transaction. After her HSP contract had been cancelled she later received gas disconnection notice that was mailed on 6/6/2023. At the time the amount owing on her gas bill was \$853,72, the DNP notice expired mid-June and she was disconnected for non payment (of her gas bill) on 6/23/23.

Please let me know if you have further questions or concerns.

Thank you,

Tara Ritter
Supervisor | Credit & Collections
612-321-4302 w.
[CenterPointEnergy.com](mailto:tara.ritter@centerpointenergy.com)

End Note

Date Entered: 11/6/2023 11:46:32 AM - JDybvig		Last Modified Date: 11/6/2023 11:46:47 AM - JDybvig	
Email	Utility	CenterPoint Energy Minnesota Gas	G008

Start Note

From: Ritter, Tara L <tara.ritter@centerpointenergy.com>
Sent: Friday, November 3, 2023 3:42 PM
To: Staff, CAO (PUC) <consumer.puc@state.mn.us>
Cc: CERTnorth <CERTnorth@centerpointenergy.com>
Subject: RE: [External Email] MN PUC Complaint 82340 JD CWR Disconnection

Hi John,

If a customer is past due on their nonregulated HSP contract and they want to schedule a service appointment, we request they pay their past due HSP contract balance (bring their HSP contract current) before we schedule a service repair appointment.

On the other hand, if that same customer calls in to request HSP service is past due on their service contract and refuses to make a payment to bring their HSP contract current, in that instance we would refuse to schedule a service call. But ultimately for the customer who has an active HSP contract and is requesting service, they have the option of making a payment to their past due HSP balance and schedule their service work.

Thank you,

End Note

Date Entered: 3/8/2024 1:35:15 PM - Thom, A
Email
CAO Staff

Last Modified Date: 3/8/2024 1:46:05 PM - Thom, A
CenterPoint Energy Minnesota Gas
G008

Start Note

I called [REDACTED] to let her know we are still working on this.

From: Thom, Anne (PUC)
Sent: Friday, March 08, 2024 1:35 PM
To: Ritter, Tara L <tara.ritter@centerpointenergy.com>
Subject: MPUC Complaint 82340

Hi Tara,

This complaint was forwarded to me and I apologize for the time it's taken to review and come back to CenterPoint Energy, but I need some clarification on some points of this complaint.

Thank you for providing the accounting, and that's the part I need some help in understanding.

11/18/2020 \$640.85 loan interests – What is this charge?

11/18/2020 Loan followed by Loan Credit both \$4,666.00. Would you please explain the credit/debit application

Balance on 11/18/2020 \$4,701.26. This is before the \$4,666.00 is added and then subtracted. Does the \$4,701.26 represent a past due balance as of 11/18/2020?

3/22/2021, 4/6/2021, and 4/5/2023 Online Payment Request Is this an actual payment?

4/4/2023 Online Payment Offset, what is this?

Preceding the Online Payment Request 4/4/2023 and the Online Bill Payment 4/5/2023, Online Payment Offset, what is this?

I need confirmation on what balances these dollar figures were applied to and, on the date of those payment applications, specifically what was the arrears balance on the natural gas service.

3/22/2021 \$123.22

4/6/2021 \$247.44

5/12/2021 \$129.00
5/12/2021 \$92.37
5/12/2021 \$3.95

6/14/2021 \$254.22

7/26/2021 \$129.00
7/26/2021 \$92.37
7/26/2021 \$4.95
7/26/2021 \$27.90

8/10/2021 \$104.21
8/10/2021 \$26.08

9/13/2021 \$130.56
9/13/2021 \$158.66
9/13/2021 \$4.95
9/13/2021 \$5.83

10/11/2021 \$3.31
10/11/2021 \$130.60
10/11/2021 \$37.45
10/11/2021 \$9.90
10/11/2021 \$77.87

11/15/2021 \$151.00
11/15/2021 \$125.27

12/14/2021 \$151.00
12/14/2021 \$114.39
12/14/2021 \$4.95
12/14/2021 \$8.63

1/19/2022 \$3.85
1/19/2022 \$151.00
1/19/2022 \$38.18
1/19/2022 \$9.90
1/19/2022 \$75.07
1/19/2022 \$151.00
1/19/2022 \$125.22

2/15/2022 \$4.62
2/15/2022 \$134.68
2/15/2022 \$151.00
2/15/2022 \$9.90
2/15/2022 \$55.80

3/22/2022 \$93.05
3/22/2022 \$130.03
3/22/2022 \$1.07
3/22/2022 \$4.95
3/22/2022 \$27.90

4/19/2022 \$93.83
4/19/2022 \$173.32
4/19/2022 \$4.95
4/19/2022 \$27.90

6/6/2022 \$172.74
6/6/2022 \$92.37
6/6/2022 \$4.95
6/6/2022 \$27.90

6/22/2022 \$176.39
6/22/2022 \$92.37
6/22/2022 \$4.95
6/22/2022 \$26.29

8/3/2022 \$174.00
8/3/2022 \$92.37
8/3/2022 \$4.95
8/3/2022 \$28.68

8/29/2022 \$111.17
8/29/2022 \$0.83

9/20/2022 \$62.84
9/20/2022 \$92.37
9/20/2022 \$4.95
9/20/2022 \$29.90

10/18/2022 \$173.99
10/18/2022 \$26.01

12/6/2022 What is Settlement for BB \$345.67 and where was this applied?

12/20/2022 \$46.21
12/20/2022 \$297.63

1/5/2023 \$71.77
1/5/2023 \$28.23

1/31/2023 \$13.86
1/31/2023 \$169.74
1/31/2023 \$19.80
1/31/2023 \$119.60

2/17/2023 \$408.08

3/20/2023 \$273.39

The online Payment and Offset Requests \$131.24 both lines mentioned above
4/4/2023
4/5/2023

6/15/2023 \$100.00

7/21/2023 \$175.44

8/31/2023 What is \$29.70 Cleared and then Collectible Write-off?

I need to see specifically what each of those line items was applied to per CenterPoint Energy’s Settlement Rules–
Gas Installment Plan
Gas Arrears not included in installment plan
HSP arrears
Current Gas Charges
Current HSP Charges

Please flag the money as having been applied in one of those five ways.

I can see that in the documents you already sent what looks like application of payments to gas service, but they aren’t really marked as such and I need to see concurrent application of payments relayed to the retail repair service.

What do the Late Fees/Loss of Discount figures represent? Is this applicable to the gas service or the HSP?

A payment made in accordance with a payment plan agreed to by CenterPoint Energy and the customer, the Gas Installment Plan payments, represent a payment to a natural gas service arrears balance or does that go to current charges?

I don’t see information on payment application in your customer materials, specifically the web site – and I think an explanation is warranted, is this in print materials or is it on the web site and I just didn’t come across it?
<https://www.centerpointenergy.com/en-us/HSP/Pages/repair-plan-terms-conditions.aspx?sa=mn&au=res>

Anne Thom
Supervisor | Consumer Affairs Office

End Note

Date Entered: 3/11/2024 9:51:03 AM - Thom, A	Last Modified Date: 3/11/2024 9:51:14 AM - Thom, A
Email	CenterPoint Energy Minnesota Gas
CAO Staff	G008

Start Note

From: Thom, Anne (PUC)
Sent: Monday, March 11, 2024 9:51 AM
To: Ritter, Tara L <tara.ritter@centerpointenergy.com>
Subject: RE: MPUC Complaint 82340

Hi Tara,

I would like to hear the phone call between [REDACTED] and your agent. You did respond back on 10/18 that the gas service was disconnected 6/23/2023 for non-payment. Our notes show that [REDACTED] said she called in July 2023.

I would like to hear the recorded call, any call to or from [REDACTED] between June 1, 2023 and October 31, 2023.

Thank you,

Anne

End Note

Date Entered: 3/11/2024 2:34:38 PM - Thom, A	Last Modified Date: 3/11/2024 2:34:50 PM - Thom, A
Email	CAO Staff
CenterPoint Energy Minnesota Gas	G008

Start Note

From: Thom, Anne (PUC)
Sent: Monday, March 11, 2024 2:33 PM
To: Ritter, Tara L <tara.ritter@centerpointenergy.com>
Subject: RE: MPUC Complaint 82340

Sorry, Tara. Me again.

The following are from the account table, "Late Fee or Loss of Discount"

8/6/2021 1.56
8/16/2021 3.31
9/7/2021 1.60
10/15/2021 2.75
11/17/2021 1.10
1/13/2022 4.62
2/14/2022 1.07
6/3/2022 2.59
9/15/2022 4.67
10/14/2022 4.62
12/6/2022 6.36
12/15/2022 4.62
1/13/2023 6.95
2/6/2023 6.89
2/13/2023 4.62
3/7/2023 6.41
3/16/2023 4.62
4/14/2023 4.62
6/5/2023 12.81
6/12/2023 4.62
7/14/2023 144.26

Would you please confirm that these fees were not applied to the outstanding natural gas balances.

7820.5600 CREDITING OF PAYMENTS.

The utility shall credit all payments received against the oldest outstanding account balance before the application of any late payment charge.

So I want confirmation that all payments were applied against the oldest outstanding account balance for utility service or past due service per both these rules.

7820.5100
Subp. 2.

Delinquent amount.

"Delinquent amount" means the portion of a customer's account representing charges for utility service or services past due. In the case of a residential customer on either a budget billing plan or a payment schedule, "delinquent amount" means the lesser of the outstanding account balance or the outstanding scheduled payments.

Thank you,

Anne

End Note

Start Note

From: CERTnorth <CERTnorth@centerpointenergy.com>
Sent: Friday, March 15, 2024 3:07 PM
To: Thom, Anne (PUC) <anne.thom@state.mn.us>
Subject: RE: [External Email] MPUC Complaint 82340

Anne,

Just a bit of an update, we have located the calls, invoices, and other details. We should have everything ready early next week (Mon or Tues) including an account statement showing all payment details, balances, and answers to the questions you sent.

Sincerely,

Robin Hougdahl

End Note

Start Note

From: Thom, Anne (PUC)
Sent: Friday, March 15, 2024 3:19 PM
To: CERTnorth <CERTnorth@centerpointenergy.com>
Subject: RE: [External Email] MPUC Complaint 82340

Thanks Robin. I know the request is labor intensive but this is an issue I think we need to revisit from a docket standpoint so the information is useful.

Have a great weekend,

Anne

Anne Thom
Supervisor | Consumer Affairs Office
Minnesota Public Utilities Commission
121 7th Place E, Suite 350
Saint Paul, MN 55101-2147
O: 651-355-0000
F: 651-297-7073
mn.gov/puc

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From: CERTnorth <CERTnorth@centerpointenergy.com>
Sent: Friday, March 15, 2024 3:07 PM
To: Thom, Anne (PUC) <anne.thom@state.mn.us>
Subject: RE: [External Email] MPUC Complaint 82340

Anne,

Just a bit of an update, we have located the calls, invoices, and other details. We should have everything ready early next week (Mon or Tues) including an account statement showing all payment details, balances, and answers to the questions you sent.

Sincerely,

Robin Hougdahl

End Note

Date Entered: 4/15/2024 4:02:32 PM - Thom, A
Email Utility CenterPoint Energy Minnesota Gas G008

Start Note

From: CERTnorth <CERTnorth@centerpointenergy.com>
Sent: Wednesday, March 20, 2024 9:27 AM
To: Thom, Anne (PUC) <anne.thom@state.mn.us>
Subject: RE: [External Email] MPUC Complaint 82340

Anne,

I believe we have all of the requested documents and information in the attached ZIP file. Please review and let us know if you have further questions on this issue.

Sincerely,

Robin Hougdahl
Liaison Customer Advocate & Regulatory | CERT North
612-321-4916

From: Thom, Anne (PUC) <anne.thom@state.mn.us>
Sent: Friday, March 15, 2024 3:19 PM
To: CERTnorth <CERTnorth@centerpointenergy.com>
Subject: RE: [External Email] MPUC Complaint 82340

Thanks Robin. I know the request is labor intensive but this is an issue I think we need to revisit from a docket standpoint so the information is useful.

Have a great weekend,

Anne

Anne Thom

End Note

Date Entered: 4/15/2024 4:01:14 PM - Thom, A
Staff Note CAO Staff CenterPoint Energy Minnesota Gas G008

Start Note

From: Thom, Anne (PUC)
Sent: Monday, March 25, 2024 4:10 PM
To: Dybvig, John (PUC) <John.Dybvig@state.mn.us>
Subject: FW: [External Email] MPUC Complaint 82340

This is one where I am definitely going to bill them for our time.

They sent exactly what we had already, in pieces albeit, but I gave them the specific details I wanted confirmation on and they attached a big, giant accounting page and said basically, “here you go, hope you can find them”. I am beyond irritated.

The calls I got, it was very clear no one at CPE could explain the billing, they just kept offering to send a spreadsheet, the same as they are doing with us. It was also clear in the call [REDACTED] made at the time of the shut off that HSP is a program that preys on more elderly and low income customers.

I can’t believe when I asked where they stated language about late fees and payment application the response was “it’s on our web site” and in the tariff. Two places elderly and/or low income customers are not going to be visiting.

This is outrageous.

Anne Thom
Supervisor | Consumer Affairs Office
Minnesota Public Utilities Commission

121 7th Place E, Suite 350
Saint Paul, MN 55101-2147
O: 651-355-0000
F: 651-297-7073
mn.gov/puc

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From: CERTnorth <CERTnorth@centerpointenergy.com>
Sent: Wednesday, March 20, 2024 9:27 AM
To: Thom, Anne (PUC) <anne.thom@state.mn.us>
Subject: RE: [External Email] MPUC Complaint 82340

Anne,

I believe we have all of the requested documents and information in the attached ZIP file. Please review and let us know if you have further questions on this issue.

Sincerely,

Robin Hougdahl

End Note

Date Entered: 4/15/2024 4:03:45 PM - Thom, A	Last Modified Date: 4/15/2024 4:03:59 PM - Thom, A
Email	Utility
	CenterPoint Energy Minnesota Gas
	G008

Start Note

From: Thom, Anne (PUC)
Sent: Monday, March 25, 2024 4:03 PM
To: CERTnorth <CERTnorth@centerpointenergy.com>
Subject: RE: [External Email] MPUC Complaint 82340

I had asked you guys to go through the records and confirm or note what I was looking for, not send me exactly what we already had that there was already no clarity to, thus my asking again. I may come back this week with original questions that were not addressed.

Thank you,

Anne

End Note

Date Entered: 4/15/2024 4:04:19 PM - Thom, A	Last Modified Date: 4/15/2024 4:04:40 PM - Thom, A
Staff Note	CAO Staff
	CenterPoint Energy Minnesota Gas
	G008

Start Note

From: Thom, Anne (PUC)
Sent: Wednesday, March 27, 2024 9:25 AM
To: Dybvig, John (PUC) <John.Dybvig@state.mn.us>
Subject: RE: [External Email] MPUC Complaint 82340

No, I read all of that, I asked them for a clear picture of the accounting, which what they sent is exactly what I wanted, but when it's in 3pt font, it's irritating. I also asked some of the questions a second time and they gave a standard answer, not really addressing what was being asked.

I can clearly see they were applying funds to other than the gas bill and that is the heart of the matter. Those actions lead to the service disconnection. I would also like the Commissioners to see the bill is a convoluted mess.

CenterPoint had requested, and they were denied, a tariffed on-bill financing program in 21-377. This is structured similarly. The last Commission order in 21-377 denies the request without prejudice. I would like the Chair to see what a mess the current on-bill financing program is for consumers along with revisiting CPE's claim that 90-1008 allows them to divert, as

Tara said, to the HSP or other retail charges. Tara said the gas charges are paid first. I can see even in 3pt font they aren't and CPE needs to give me a life-size table or spreadsheet to include with the appeal.

Anne

End Note

Date Entered: 4/15/2024 4:05:14 PM - Thom, A	Last Modified Date: 4/15/2024 4:05:30 PM - Thom, A
Email	Utility
CenterPoint Energy Minnesota Gas	G008

Start Note

From: Hougda hl, Robin A <Robin.Hougda hl@centerpointenergy.com>
Sent: Thursday, March 28, 2024 9:11 AM
To: Thom, Anne (PUC) <anne.thom@state.mn.us>
Subject: RE: [External Email] RE: [REDACTED] Bills and Payments.pdf

Anne,

I apologize for the delay. The requested Excel document is attached.

The "Gas" columns are tracking the customer's current gas balance each billing cycle, whereas the Budget columns show the balance of the customer's Budget Plan and Deferred Balance each month. "Gas Remaining Balance" shows the customer's actual gas balance true-up balance if she were to be removed from her CWR payment arrangement.

Let us know if you have further questions on this.

Sincerely,

Robin Hougda hl

End Note

Date Entered: 4/15/2024 4:05:50 PM - Thom, A	Last Modified Date: 4/15/2024 4:52:18 PM - Thom, A
Email	CAO Staff
CenterPoint Energy Minnesota Gas	G008

Start Note

From: Thom, Anne (PUC)
Sent: Monday, April 01, 2024 4:14 PM
To: Dybvig, John (PUC) <John.Dybvig@state.mn.us>
Subject: [REDACTED] Appeal (003).docx

Hi John,

I will ask [REDACTED] tomorrow to sign the Appeal form and send it back, after I go over this with her.

Anne Thom

End Note

Date Entered: 5/6/2024 3:09:51 PM - athom	Last Modified Date: 5/6/2024 3:12:44 PM - athom
Mail	Consumer
CenterPoint Energy Minnesota Gas	G008

Start Note

Appeal form received.

End Note

Appeal of Consumer Complaint Ruling



Use this form to explain why you are appealing your complaint after it was resolved by the Consumer Affairs Office (CAO). Explain why you are not satisfied and how you would like the complaint resolved. Consumer complaint appeals are governed by Minn. Stat. § 216B.172.

Name of Complainant [REDACTED]	Name of Electric or Gas Company Center Point Energy
[REDACTED] (if applicable)	Person Contacted at Utility Company Customer Service 612 372 4727
Mailing Address [REDACTED]	Phone Numbers N/A Home: N/A Work: N/A Cell/Other: [REDACTED]
Complainant's Service Address (if different from mailing address)	Email Address [REDACTED]

Your signature is needed on this form. Electronic signatures are accepted.

The information I have given is true and accurate to the best of my knowledge and may be used as stated on this form.

Signature: [REDACTED] Date: 4/14/24

Sections 1–3 must be completed. Attach additional pages and evidence or documentation to support your claim.

Section 1

Provide a detailed description of your complaint and what you are disputing.

The complaint is that I have paid my bill. The insurance company had taken \$150 monthly for insurance. When the furnace went out the company charged me over \$4,000, and still required that I pay the insurance & went to drop the insurance they have me off 2022 \$150 + monthly each month my payment had to pay off three separate bill. Monthly bill. 1. Gas 2. Insurance 150.00 3. Service over 4,000.00 Because the Insurance refuse to cover my Service

5. If the Commission orders an informal proceeding:

The Commission's Executive Secretary will issue a notice setting the procedural schedule. The utility will have an opportunity to submit a written reply to your appeal. Then you will have an opportunity to submit a written response to that reply.

The Commission will then review the entire record. Your appeal will be resolved at a public agenda meeting where the Commission will discuss your appeal and vote on a decision. The Commission will then issue a written order of that decision. You can appeal that order to the Minnesota Court of Appeals.

6. If the Commission refers for a contested case:

Your appeal will move to the Office of Administrative Hearings where an Administrative Law Judge (ALJ) will hold a hearing where you and the utility will each present your side of the case. The ALJ will make a recommendation to the Commission, and then the Commission will consider that recommendation at a public agenda meeting and vote on a decision. The Commission will then issue a written order of that decision. You can appeal that order to the Minnesota Court of Appeals.

For more information

If you have questions about the appeals process, please contact the CAO:

Minnesota Public Utilities Commission

Consumer Affairs Office

121 7th Place East #350

St. Paul, MN 55101

consumer.puc@state.mn.us

651-296-0406 Metro/800-657-3782 toll free/651-297-7073 fax

The Minnesota Public Utilities Commission (MN PUC) Consumer Affairs Office is the first stop for consumers for information and assistance in addressing a variety of questions or problems concerning gas and electric utility and telecommunications companies under the jurisdiction of the MN PUC.

This notice explains why we request certain private data about you, how we will use that data, who will see it, and any obligation to provide the data to others, as authorized in Minnesota Statutes Sections 216A.07, 216B.096, subd. 6, 216B.09, 216B.08, and Minnesota Rule 7820.0300.

The MN PUC information system contains required information fields. We need your name and contact and service address information, and the name of your utility and account number. We also need a description of your complaint and the parties that you spoke to or who are involved.

Why do we ask you for this data?

This data is used to process the issue that you have with the utility or company that you name. The requested data helps us to determine the nature of your complaint and to contact you or the utility or company that you name. The data may also be used to develop new programs, ensure current programs effectively and efficiently meet consumer needs, and to comply with federal and state law and rules. Once we start working on your complaint, we may ask for data about you or the utility that we have already collected including your account number and contact information to ensure we are matching you to the correct utility or company that you have identified in your complaint. If you provide any data about yourself or others that is not necessary, we will not use it for any purpose.

Do you have to answer the questions we ask?

You are not required to provide the data we request. But, if you do not provide the requested data, we may not be able to follow up with the utility or company that is the subject of your complaint and assist in resolving it, and your file may be closed. If you do provide the data, it will be used as described in this notice.

What will happen if you do not answer the questions we ask?

If you do not answer our questions, there may be a delayed response to your complaint or the file may be closed.

Who else may see this data about you?

In the course of handling your complaint, we may give the data you provide us to the utility or company you have identified, the Minnesota Department of Commerce, the Office of the Attorney General, and the Office of Administrative Hearings. We may also give the data to the Office of the Legislative Auditor or other agency with the legal authority to request the data, and to anyone authorized to receive the data by a valid court order.

How else may this data be used?

We can use or release this data only as stated in this notice unless you give us your written permission to release the data for another purpose or to release it to another individual or entity. The data may also be used for another purpose if Congress or the Minnesota Legislature passes a law allowing or requiring us to release the data or to use it for another purpose.

There may not be a statute

Since 2017 I paid \$150 insurance
on top of my bill. When the heat
went out in December of 2023

I received a bill of \$4,000, for the furnace.

This inflated my bill. I canceled the insurance because it did not
go toward my bill. Where did that money go for all those years?

Section 2

What state law, rule, or company tariff was violated?

Section 3

What resolution are you seeking?

To have the insurance company
Provide an itemized copy of to where the
\$150 went. Also a bill for the furnace.
(monthly)

I need the bill examined and
lowered to match the cost I paid in to
insurance for the 5 years.



CENTERPOINT ENERGY
PO Box 1144
MINNEAPOLIS, MN 55440-1144

May 3, 2023

00001180 1

RE: CenterPoint Energy Home Services Repair Plan Account Past Due
Account: [REDACTED]
Service address: [REDACTED]

Hello [REDACTED]

Your CenterPoint Energy Home Service Plus® repair plan account is past due.

To avoid cancellation, pay \$104.55 by 06/02/2023

- Make a payment by telephone 877-HSP-1664
- Pay as guest - CenterPointEnergy.com/SelfService
- Find an authorized Payment Center - CenterPointEnergy.com/PayBill
- Mail payment to: CenterPoint Energy, P O Box 4671, Houston TX 77210-4671

You remain liable for the amount owed at date of cancellation according to the terms and conditions of your service agreement.

We hope you're enjoying the convenience of your Home Services plan. Please make your payment today.

Questions? Please call us at 612-333-6466. Representatives are available to assist you from 7 a.m. to 7 p.m.

CenterPoint Energy's Home Service Plus team
CenterPointEnergy.com/HSP



HSP.RCCANCWARN-201222

00001180



CenterPointEnergy.com

CUSTOMER

[REDACTED]

ACCOUNT NUMBER

[REDACTED]

Page 1 of 4

Your account is past due.

BILLING DATE

Nov 06, 2023

TOTAL DUE

\$ 4,079.17

SERVICE ADDRESS

[REDACTED]

*Check * pd 238 11/16/23*

Gas leak or emergency

Leave immediately, then call
800-296-9815, 24 hours a day

Customer service

612-372-4727 or 800-245-2377
Monday - Friday, 7 am - 7 pm

Home Service Plus

612-333-6466
24 hours a day

Call before you dig

Call 811
24 hours a day

Comments

PO Box 1144
Minneapolis, MN 55440-1144

The PUC has approved a Conservation Cost Recovery Adjustment (CCRA) factor of \$0.00926 per therm. This charge will be used to fund energy conservation activities and has been added to your delivery charge. For more information, please call or visit our website.

We haven't received the past due charges of \$209.10. Please pay this amount today. If you've recently made your payment, Thank You.

Pay your next bill without lifting a finger. To enroll in AutoPay, just sign and date the back of your bill stub and return to us with a check for your payment amount. It's that easy!

ACCOUNT SUMMARY

Previous gas amount due	\$ 841.87
Previous HSP amount due	\$ 3,174.75
Payment Jul 21, 2023	Thank you! - 175.44
Past due amount due immediately	\$ 3,841.18
Late fee Jul 14, 2023	+ 144.26
* Reconnect fee Oct 17, 2023	+ 28.00
Current gas charges due Dec 4, 2023 (Details on page 2)	+ 65.73
Current Home Service Plus charges due Dec 4, 2023 (Details on page 2)	+ 0.00
Total amount due	\$ 4,079.17

Your account is ready to view now. Register for free online account access. View balance, usage history, make an online payment, view recommendations for saving energy and money with My Energy Analyzer, and much more. Register at CenterPointEnergy.com/myaccount.

How to pay your bill

Online

Visit: CenterPointEnergy.com/paybill Pay immediately, schedule a payment or set up automatic monthly payments.

Phone

Call 612-372-4727 and make a payment using your checking or savings account, or by debit or credit card.

In person

To find a payment location, visit: CenterPointEnergy.com/paybill or call 612-372-4727.

Mail

Return the payment stub below, with your check or money order, using the return envelope.

Please keep this portion for your records

1. The first part of the document is a letter from the President of the United States to the Congress, dated January 3, 1862. It is a very long letter, and it contains a great deal of information about the state of the country at that time. It is a very important document, and it is one of the most interesting documents in the collection.

This image shows a blank, aged, cream-colored page, likely an endpaper or flyleaf from an old book. The paper has a slightly textured appearance with some minor discoloration and faint creases. A dark, horizontal line is visible near the top edge, possibly a shadow or a mark from the binding process. The overall tone is warm and vintage.

CUSTOMER

ACCOUNT NUMBER

Page 2 of 4

Your account is past due.

BILLING DATE

TOTAL DUE

\$ 4,079.17

Nov 06, 2023

SERVICE ADDRESS

DEFINITIONS

Basic Charge is a flat amount each month, regardless of the amount of gas used, to cover a portion of costs incurred even if the customer does not use gas during the billing period.

Cost of Gas is the cost CenterPoint Energy pays for the gas it delivers to its customers.

Delivery Charge is based on the amount of gas delivered, to cover the costs of delivering gas not covered by the Basic Charge.

City Franchise Fee is a fee charged by a city to utility companies that provide natural gas, electricity or cable service. Utilities will collect the fee from individual customers and pay it to the city. Utilities receive no revenue from this fee.

Gas Affordability Program (GAP) covers costs to offer a low-income customer co-pay program to reduce natural gas service disconnections. This charge is billed to all non-interruptible customers.

Purchased Gas Adjustment reflects the difference between the base cost of gas established at the time of our most recent rate case and the price paid to purchase and transport the gas you used during this billing period.

Therm is the heating value of gas. Your meter measures CCF (hundreds of cubic feet) which we multiply by the therm factor to determine the heating capacity of the gas you used.

For a more detailed description of each of the terms used on your bill, please visit CenterPointEnergy.com/definitions or call Customer Support at 612-372-4727.

Current gas charges

Meter Number	Day Billing Period	Current read date	Next scheduled read date	Rate: Residential Rate	Next billing date
16		Nov 1, 2023	Dec 4, 2023		Dec 5, 2023

Billing Period	Current Reading	Previous Reading	= Total	x	Therm factor	=	Adjusted Usage
10/16/23 - 10/17/23	6054	6054	0		1.07821		0 Therms
10/17/23 - 11/01/23	6118	6054	64		1.07821		69 Therms

Total usage for 16 days = 69 THM	
Basic charge	\$ 5.00
Delivery charge	69 therms x \$ 0.29019 = 20.02
Decoupling adjustment	69 therms x \$ 0.00694 = 0.48
Gas Affordability PRG	69 therms x \$ 0.00709 = 0.49
Feb 2021 Weather Event	69 therms x \$ 0.03932 = 2.71
Cost of gas*	69 therms x \$ 0.42696 = 29.46
City franchise fee	2.91
Special tax	0.54
County sales tax	0.38
State sales tax	3.76
Total current charges	\$ 65.73

*includes a purchased gas adjustment of \$0.13073 CR

Total Home Service Plus charges	\$ 0.00
--	----------------

Your account, managed your way

Sign up at CenterPointEnergy.com/myaccount

- 24/7 online account access. View and/or pay your bill, view usage history, sign up for account services and much more.

- Go paperless. Receive an email when your bill is ready to view and pay. Get convenience, get rid of clutter.

- Pay automatically. Set up AutoPay by signing and returning the form below with your check payment. It's that easy!

- Even out the highs and lows of your monthly bills. Enroll in Average Monthly Billing and spread your natural gas costs throughout the year.

- Get bill reminders. Choose text or email, up to five days before your bill is due.

- Other services. Report a payment made at a payment location, set up a payment extension and much more. View options from your online account or visit CenterPointEnergy.com/selfservice if you'd prefer not to register.

- Moving? Please call us at 612-372-4727 at least two weeks before you move, or complete the forms at CenterPointEnergy.com/selfservice

Register any inquiry or complaint at CenterPoint Energy, 505 Nicollet Mall, PO Box 59038, Minneapolis, MN 55459-0038

Mail payments to CenterPoint Energy, PO Box 4671, Houston, TX 77210-4671

MPUC Appeal of Complaint 82340



[REDACTED] (I am) a customer of CenterPoint Energy and used to subscribe to Home Service Plus (HSP) through CenterPoint as well. I am authorizing the Consumer Affairs Office to outline the details of this appeal.

I contacted the consumer Affairs Office on October 16, 2023. I was mailed a disconnection notice for gas service on 6/6/2023 ^, showing a past due balance for gas service of \$853.73 and CenterPoint Energy disconnected the gas service on 6/23/2023.

I went without natural gas service until October 2023. A phone call I placed to CenterPoint Energy in July in order to have the service reconnected shows a half hour of discussion between the utility and myself clearly illustrating that neither myself nor the agent clearly understand the company's methods of billing for natural gas service in conjunction with the Home Service Plus plan and retail service charges.

My HSP plan was cancelled 6/2/2023 for non-payment. Yet, on 6/12/2023 CenterPoint Energy added a HSP late fee of \$4.62.

I had made a payment of \$100.00 posted on 6/15/2023. The entire payment went toward gas service. A payment of \$175.44 posted on 7/21/2023. All of that amount was credited to gas service.

Because my account was disconnected and inactive for more than 10 days, CenterPoint Energy closed the account. The calendar and the accounting provided by CenterPoint Energy show a final bill was generated 7/4/2023, not even ten days after service was disconnected. The final bill included the balance due on HSP and the furnace purchase, \$4,016.62. ^ When an account is closed, any charges on a payment plan or merchandise loan come forward as balance in full – this includes any interest. My June bill shows natural gas service charges, HSP Repair Plan charges and the Furnace Purchase charge.

I financed \$4,666 on bill in November 2020 for a new furnace through HSP. At that time, the gas bill was reasonably current. CenterPoint Energy also enrolled me in their Home Service Plus retail repair and replacement plan.

Each time I made a payment, CenterPoint Energy, per their settlement rules, applied payments in this order –

1. Gas Installment Plan/Payment Plan for Arrears
2. Gas arrears not included in Installment Plan
3. Home Service Plus Arrears
4. Current Gas Charges
5. Current Home Service Plus Charges

The settlement order is not in the utility's tariff.

7820.5600 CREDITING OF PAYMENTS.

The utility shall credit all payments received against the oldest outstanding account balance before the application of any late payment charge.

7820.5100 DEFINITIONS.

Subp. 2. Delinquent amount.

"Delinquent amount" means the portion of a customer's account representing charges for utility service or services past due. In the case of a residential customer on either a budget billing plan or a payment schedule, "delinquent amount" means the **lesser of the outstanding account balance or the outstanding scheduled payments.**

On the accounting sheet CenterPoint Energy provided, it appears I was charged late fees on natural gas service where the utility didn't apply payments to the gas service but diverted portions of the payment to the retail services. CenterPoint Energy continued to divert payments to the past due HSP repair plan charges even though I was unable to use HSP because of the past due balance on the HSP charges and even though there was a past due balance on the natural gas charges.

While the rules for application of late fees are stated in CenterPoint Energy's tariff, anything related to the HSP plan, or the retail appliance sales is not covered.

In one of CenterPoint Energy's responses to the CAO, the company representative advised, "In [REDACTED] account, she was on a payment plan for her gas arrears many times, which explains why her payments are dissected the way they are. Depending on when she would set up a payment plan, if nothing was due until the next invoice – CenterPoint Energy will direct payments to her outstanding HSP or merchandise charges even when the natural gas bill is past due and before current gas charges." By their own accounting, CenterPoint Energy acknowledges I had arrears on her gas account, but funds were still being applied to HSP arrears.

I, and the CAO, believe payments should have been applied to natural gas charges first, to the HSP plan and to the charge for the furnace only after gas charges are cleared, especially where there is an existing past due balance which may result in service disconnection. A customer is first and foremost a customer because their residence is within CenterPoint Energy's service territory. While there are other options for repair service plans and financing of appliances, a customer does not have a choice for natural gas service.

Below is a record of payment application from February 2021 to January 2023 provided by CenterPoint Energy. While six payments show gas charges at \$0 or a credit balance, the majority of the accounting shows payments applied to the retail services per CenterPoint Energy's accounting system even though there was an outstanding natural gas balance due. This cumulatively led to a service disconnection in June 2023.

Date	Payment	Applied to Gas Service	Applied to Retail Services Before Current Gas Charges	Gas Balance
2/23/2021	282.47	159.25	123.22	216.20
4/6/2021	247.44	0.00	247.44	297.63
5/12/2021	225.32	129.00	96.32	387.83
6/14/2021	254.22	129.00	125.22	309.94
7/26/2021	254.22	129.00	125.22	181.55
8/9/2021	130.29	104.21	26.08	105.05
9/10/2021	300.00	130.56	10.78	0.00
10/11/2021	259.13	130.60	128.53	-89.41
11/15/2021	276.27	151.00	125.27	-148.27
12/14/2021	278.97	151.00	127.97	-95.88
1/19/2022	278.00	151.00	127.00	39.39
1/26/2022	276.22	151.00	125.22	-111.61
2/15/2022	356.00	171.97	184.03	42.64
3/22/2022	257.00	130.71	126.29	227.57
4/29/2022	300.00	174.78	125.22	301.47
6/6/2022	297.96	172.74	125.22	426.11
6/22/2022* late fees	300.00	174.00	122.00	252.11
8/3/2022	300.00	174.00	126.00	115.55
8/29/2022	112.00	111.17	.83	42.29
9/20/2022	190.06	62.84	127.22	19.54
10/18/2022	200.00	173.99	26.01	-83.74
12/20/2022	343.84	297.63	46.21	65.21
1/5/2023* late fees	100.00	65.21	28.23	0.00
1/31/2023	323.00	0.00	323.00	459.33
2/17/2023*late fees	408.08	401.19	0.00	427.49
3/20/2023* late fees	273.39	266.98	0.00	495.65
4/4/2023	131.24	0.00	131.24	495.65
6/15/2023	100.00	100.00	0.00	773.61
7/21/2023	175.44	175.44	0.00	773.61
12/6/2023	238.00	238.00	0.00	597.88
1/23/2024	150.00	0.00	150.00	805.91

CenterPoint is misapplying the crediting of payments in Administrative Rule 7820.5600. That section states, “The utility shall credit all payments received against the oldest outstanding account balance before the application of any late payment charge.”, and that in 7820.5100, the utility is required to apply the payments to the natural gas account’s balance due or payment plan, including any current charges. The above accounting from CenterPoint shows that I had made payments sufficient to cover the gas charges and avoid service disconnection.

I ask that CenterPoint Energy be required to remove late fees associated with gas charges, to be credited for reconnection charges, and I am seeking a letter of apology from the company apologizing for service disconnection and being without natural gas service for three and a half months. I am also seeking a Commission response to change the settlement order so natural gas charges will be paid first.

In MN PUC Docket 90-1008, each gas utility submitted a plan showing how they would keep their gas operations separate from their appliance repair and other businesses. The concern was that utility companies could use rate payer funds to supplement the appliance service business giving them an unfair business advantage.

CenterPoint Energy’s responses to the CAO acknowledge other charges are paid before natural gas charges. This order of payment application is unique to CenterPoint Energy. Two other utilities offer a similar repair and replacement program. The CAO has not received complaints about billing issues from customers/subscribers of those other two utilities, but frequently receive complaints from customers of CenterPoint Energy. Upon receipt of this complaint, CenterPoint Energy offered to move the retail payments over to the gas charges. (Tara Ritter’s 10/20/2023 response to CAO) .

“In MPUC docket 90-1008, it talks specifically about corporate cost allocation between regulated and non-regulated activity, which CNP supports and continues to follow. This docket does not talk about payment allocation between commodity and non-commodity charges which I believe you are referencing in the customer complaint below. Payment settlement rules are specific and are applied in the following manner: These settlement rules were followed when applying payments to the customer’s account. You also requested the amount owing for their gas service at the time of disconnection. The balance owing when we disconnected the customer’s meter was \$853.73.”

CAO staff met with CenterPoint Energy to discuss this docket. Docket 90-1008, opened 33 years ago, speaks to not setting it up for ratepayers to support the retail service. If the funds don’t first pay for the gas service, the payment applied to the HSP would seem to be supporting the retail service at the expense of the customer’s gas bill. Provision of natural gas service is the critical service. The customer has other options and may opt in and out of the Home Service Plus, but doesn’t have other options for the natural gas service and the CAO wants to ensure that the gas service is on especially from 10/1 to 4/30.

The Commission’s order dated 3/1/1995 findings -

- Requires all utilities to be prepared to demonstrate in future rate cases that –
 - a. it follows the cost allocation principles recommended by the Commission, or
 - b. **its non-regulated activities are insignificant**, or
 - c. its cost allocation principles produce similar results as would allocations following the recommended cost allocation principles, or

d. the public interest is better served by another method

All CenterPoint Energy customers who also use the retail repair and replacement plans should be protected from shut off and we should ensure payments should first be applied to outstanding natural gas bills, current and/or past due.



Your account is past due.

AMOUNT DUE

\$ 853.73

DATE MAILED
Jun 06, 2023

SERVICE ADDRESS

Gas leak or emergency
Leave immediately, then call
800-296-9815, 24 hours a day

Customer service
612-372-4727 or 800-245-2377
Monday - Friday, 7 am - 7 pm

Call before you dig
Call 811
24 hours a day

Comments
PO Box 1144
Minneapolis, MN 55440-1144

FINAL NOTICE

Meter number:

We have not received full payment for your past due amount. You now owe **\$ 853.73**

To avoid disconnection, you must pay \$ 853.73 or agree to a payment plan and pay the first payment before Jun 16, 2023 or:

1. Your service will be disconnected on or after Jun 16, 2023.
2. If your service is cut off, you must pay your past due amount plus a minimum **\$ 28.00 reconnect fee** or agree to a payment plan, in order to have your service restored. Your fee may be higher depending on the method of disconnection.
3. A new deposit may be required.
4. To report a payment and to schedule reconnection of service, please call 800-245-2377. Reconnection of service may not take place until the next business day following receipt of payment.

If Jun 16, 2023 is a weekend or a date our office is closed, no action will be taken until the next business day.

To learn about potential ways to avoid disconnection, including any health-related or other special rights you might have, please see the information on page 2 of this notice.

How to pay your bill



Online
Visit: CenterPointEnergy.com/paybill Pay immediately, schedule a payment or set up automatic monthly payments.
Your Payment can post immediately.




Phone
Call 612-372-4727 and make a payment
using your checking or savings account,
or by debit or credit card. **Your payment
can post immediately.**



In person
To find a payment location, visit:
CenterPointEnergy.com/paybill or call
612-372-4727.
You must call in payment receipt.



Mail  **Your payment might not arrive before disconnection occurs.**



ACCOUNT NUMBER

00001386 -

0

007200001079117860000000000000000000000000090



CenterPointEnergy.com

CUSTOMER

[REDACTED]

SERVICE ADDRESS

[REDACTED]

ACCOUNT NUMBER

[REDACTED]

DATE MAILED
Jun 06, 2023

Page 2 of 7

Your account is past due.

AMOUNT DUE

\$ 853.73

Potential ways to avoid disconnection

Health-related extension: If you or a permanent occupant of your premise is seriously ill, or may be made seriously ill by discontinuance of service, a limited extension of time may be obtained.

Payment assistance: You may qualify to pay your past due amount in installments and avoid disconnection, but you must contact CenterPoint Energy now to make arrangements. You might be eligible for other types of assistance. Options that might be available include:

- LIHEAP - The Low Income Home Energy Assistance Program (LIHEAP) helps pay home heating costs. Households with the lowest incomes and highest energy costs receive the greatest benefit.
- Customer Care Fund - CenterPoint Energy works with social service agencies to distribute customer contributions to qualified neighbors in the community.
- Payment Arrangements - You may qualify to pay your past due amount in installments.
- Payment Extensions - You may qualify for a payment extension on your past due amount.

For more information on these and other programs, visit: www.CenterPointEnergy.com/paymentassistance

Aviso de desconexión

Número de medidor:

[REDACTED]

No hemos recibido el pago total del monto vencido. Ahora debe **\$ 853.73**

A fin de evitar la desconexión, debe pagar **\$ 853.73** o aceptar un plan de pagos y realizar el primer pago antes del **Jun 16, 2023** o:

1. Su servicio será desconectado el Jun 16, 2023 o en una fecha posterior.
2. Si se corta su servicio, debe pagar su monto vencido más un mínimo de **\$ 28.00 por cargos de reconexión** o aceptar un plan de pagos, para que se restablezca su servicio. Su cargo puede ser mayor, según el método de desconexión.
3. Es posible que se requiera un nuevo depósito.
4. Para informar un pago y programar la reconexión del servicio, llame al 800-245-2377. Es posible que la reconexión del servicio no ocurra hasta el siguiente día hábil en que se recibe el pago.

Si el Jun 16, 2023 es un fin de semana o una fecha en que nuestras oficinas están cerradas, no se realizará ninguna acción hasta el siguiente día hábil.

Para conocer posibles formas de evitar la desconexión, incluidos derechos relacionados con la salud u otros derechos especiales, puede consultar la siguiente información.

Posibles formas de evitar la desconexión del servicio

Extensión relacionada con la salud: Si usted o algún ocupante de su unidad sufre una enfermedad grave o puede enfermarse gravemente debido a la interrupción del servicio, tiene la posibilidad de obtener una extensión limitada de tiempo.

Asistencia con el pago: Puede calificar para pagar su monto adeudado en cuotas y evitar la desconexión, pero debe contactar a CenterPoint Energy ahora para acordar arreglos de pago. Puede ser elegible para otros tipos de asistencia. Las opciones que podrían estar disponibles incluyen:

- LIHEAP (Low Income Energy Assistance Program): El programa de ayuda para el pago de la electricidad en los hogares con bajos ingresos ayuda a los clientes a pagar los costos de calefacción del hogar. Las familias que cuentan con bajos ingresos y tienen costos energéticos altos reciben los mayores beneficios.
- Fondo de Ayuda al Cliente: CenterPoint Energy trabaja con organismos de servicio social para distribuir contribuciones destinadas a clientes calificados en la comunidad.
- Acuerdos de pago: Puede calificar para pagar su monto vencido en cuotas.
- Extensiones de pago: Puede calificar para obtener una extensión de pago sobre el monto vencido.

Para más información sobre este y otros programas, ingrese a: **www.CenterPointEnergy.com/paymentassistance**



CenterPointEnergy.com

CUSTOMER

[REDACTED]

SERVICE ADDRESS

[REDACTED]

ACCOUNT NUMBER

[REDACTED]

DATE MAILED
Jun 06, 2023

Page 4 of 7

Your account is past due.

AMOUNT DUE

\$ 853.73

OGEYSIISKA UGU DAMBEEYA

Lambarka Mitirka

[REDACTED]

Ma aanan helin lacag bixinta oo dhameystiran cadadkii lagaa rabay ee lasoo dhaafey. Waxaad haddeertaan leedahay \$ 853.73

Si aad uga fogaatid in lagaa jaro, wa inaad bixisaa \$ 853.73 ama aad aqbashaa qorshaha lacag bixinta ah oo aadna lacag bixintaada ugu horeysa bixisaa ka hor Jun 16, 2023 ama:

1. Adeegaada waa la jarayaa xiliga eytahay ama kadib Jun 16, 2023
2. Haddii adeega lagaa jaro, waa inaad bixisaa intii lagugu lahaa ee hore aadna ku dartaa ugu yaraan \$ 28.00 oo ujirada dib-u-xariirinta ah ama aad aqbashaa qorsho lacag bixin ah, si adeegaada dib laguugu soo celiyo. Ujirada aad bixiso way badnaan kartaa iyadoo la eegayo nooca jarista.
3. Carbuun cusub ayaa loo baahnaan karaa.
4. Si aad usoo wargeliso lacag bixin ama u jadwaleysato dib-u-xiriirin adeeg, fadlan wac 800-245-2377. Waxaa laga yaabaa ineysan dhicin dib-u-xiriirinta adeega ilaa maalinta xigta ee shaqo kadib helitaanka lacagta.

Haddii Jun 16, 2023 aytahay asbuuc dhamaad ama taariikh aan xafiiskeenu shaqeyn, wax tallaabo ah lama qaadi doono ilaa maalinta shaqo ee xigta.

Si aad u barato waddooyinka macquul galka ee ee looga fogaado jaritaan, oo ey ku jirto wax walbo caafimaad la xiriira ama xuquuqaha gaarka ah ee kale ee laga yaabo inaad leedahay, fadlan eeg macluumaadka hoose.

Waddooyinka macquul galka ee ee looga fogaado jaritaan

Wakhti-kordhinta caafimaadkala xiriirta: haddii adiga ama qof si joogto ah ugu nool gurigaaga uu si daran u xanuunsanyahay, ama adeeg jaritaan awgeed si xun ula xanuunsaday, wakhti kordhin xadidan ayaa la heli karaa.

Gargaarka lacag-bixinta: Waxaad uqalmi kartaa in cadadkaada hore ee laguulu lahaa aad u bixiso qeyb-qeyb aadna ka fogaato jaritaan, laakiin waa inaad hadda xiriir la samaysaa CenterPoint Energy si aad qabanqaabadaas u meelmariso. Waxaad uqalmi karaysaa noocyo kale ee gargaar. Dooqyada laga yaabo iney furanyihiin ayaa kamida:

- LIHEAP – Barnaamijka Gargaarka Tamarta ee Guryaha Dakhligooda Hooseeyo (LIHEAP) waxay kaa caawisaa qarashaadka kululeynta guriga. Qoysaska leh dakhliga ugu yar misna gala qarashaadka tamarta ee ugu badan ayaa hela faaiidooyinka ugu badan.
- Maalgelinta Daryeelka Macmiilka – CenterPoint Energy waxay la shaqeysaa hay'adaha adeega bulshada si ay ugu qeybiso tabarucaadyo derisyada uqalma ee bulshada.
- Qabanqaabada Lacag-bixinta – Waxaad uqalmi kartaa inaad cadadkii laguugu lahaa ee hore ku bixiso qeyb-qeyb.
- Wakhti-kordhinta Lacag-bixinta – Waxaad uqalmi kartaa wakhti-kordhin lacag-bixineed ee quseysa cadadka laguugu leeyahay ee lasoo dhaafey

Wixii xog ah ee ku aadan midan iyo barnaamojyada kale, booqo: www.CenterPointEnergy.com/paymentassistance

Your account is past due.

AMOUNT DUE

\$ 853.73

NTAWV CEEB TOOM KEV TXIAV KEV SIB TXUAS

Tus naj npawb lub ntsuas:

[REDACTED]

Peb tseem tsis tau txais kev them nyiaj tag nrho rau koj qhov nqi uas txog sij hawm yav dhau los. Tam sim no koj muaj nuj nqis \$ 853.73

Txhawm rau zam qhov kev txiav kev sib txuas, koj yuav tsum them \$ 853.73 los sis pom zoo rau qhov phiaj xwm kev them nyiaj thiab them thawj qhov kev them nyiaj ua ntej Jun 16, 2023 los sis:

1. Koj qhov kev pab cuam yuav raug txiav kev sib txuas hauv los sis tom qab Jun 16, 2023.
2. Yog tias koj qhov kev pab cuam raug txiav, koj yuav tsum them koj tus nqi uas txog sij hawm yav dhau los ntxiv rau tus nqi rov txuas dua \$ 28.00 yam tsawg los sis pom zoo nrog rau qhov phiaj xwm kev them nyiaj, txhawm rau kom tau rov txhim kho koj qhov kev pab cuam. Tej zaum koj tus nqi yuav siab dua nce rau txoj hauv kev ntawm kev txiav kev sib txuas.
3. Tej zaum yuav muaj kev them nyiaj ua ntej tshiab.
4. Txhawm rau qhia tawm kev them nyiaj thiab los teem sij hawm rov txuas kev pab cuam dua, thov hu rau 800-245-2377. Tej zaum yuav tsis muaj kev rov txuas kev pab cuam dua kom txog hnuab ua kev lag luam tom ntej tom qab kev tau txais kev them nyiaj.

Yog tias Jun 16, 2023 yog hnuab xaus ntawm lub lim tiam los sis hnuab tim uas peb lub chaw lis hauj lwm kaw, yuav tsus muaj kev ua hauj lwm dab tsi kom txog hnuab ua lag luam tom ntej.

Txhawm kawm paub txog cov hauv kev uas tuaj yeem ua tau los zam kev txiav kev sib txuas, suav nrog suav nrog cov cai ntsig txog kev noj qab haus huv twg los sis lwm cov tshwj xeeb uas koj yuav muaj, thov saib qhov ntaub ntawv hauv qab no.

Cov hauv kev uas tuaj yeem ua tau los zam kev txiav kev sib txuas

Kev txuas sij hawm cuam tshuam txog kev noj qab haus huv: Yog tias koj los sis tus neeg nyob mus ib sim hauv koj qhov chaw mob nyhav, los sis tej zaum yuav raug ua rau mob nyhav los ntawm kev txiav kev txuas ntxiv ntawm kev pab cuam, tej zaum yuav tau txais kev txuas sij hawm uas muaj kev txwv ntawd.

Kev pab rau kev them nyiaj: Tej zaum koj yuav tsim nyog los them koj qhov nqi uas txog sij hawm yav dhau los hauv cov kev them ua ncua thiab txhawm rau zam kev txiav kev sib txuas, tab sis koj yuav tsum tiv tauj CenterPoint Energy tam sim no los ua cov kev npaj tseg. Tej zaum koj yuav tsim nyog rau lwm hom ntawm kev pab. Cov kev xaiv uas tej zaum yuav muaj suav nrog:

- LIHEAP - Txoj Hauj Lwm Kev Pab Lub Zog Hluav Taws Xob Hauv Tsev Uas Muaj Qhov Nyiaj Khwv Tau Los Qis (The Low Income Home Energy Assistance Program, LIHEAP) pab them rau cov nqi ua kom muaj cua sov rau hauv tsev. Cov yim neeg uas muaj cov nyiaj khwv tau los qis tshaj plaws thiab muaj cov nqi lub zog hluav taws xob siab tshaj plaws tau txais cov txiaj ntsig uas loj tshaj plaws.
- Qhov Nyiaj Pab Kev Saib Xyuas Rau Tus Neeg Siv Khoom (Customer Care Fund) – CenterPoint Energy ua hauj lwm nrog cov chaw hauj lwm kev pab cuam rau zej tsoom los faib cov kev koom tes ntawm cov neeg siv khoom mus rau cov neeg nyob ib ncig ze uas tsim nyog tau txais hauv zej zog.
- Cov Kev Npaj Rau Kev Them Nyiaj – Tej zaum koj yuav tsim nyog los them koj qhov nqi uas txog sij hawm yav dhau los hauv kev them ua ncua.
- Cov Kev Txuas Sij Hawm Kev Them Nyiaj – Tej zaum koj yuav tsim nyog rau kev txuas sij hawm rau kev them nyiaj txog koj qhov nqi uas txog sij hawm them yav dhau los.

Rau qhov ntaub ntawv ntxiv txog cov no thiab lwm cov hauj lwm pab cuam, mus saib hauv: www.CenterPointEnergy.com/paymentassistance

CENTERPOINT ENERGY
PO Box 1144
MINNEAPOLIS, MN 55440-1144

June 2, 2023

00001311 1

RE: CenterPoint Energy Home Services Repair Plan Cancelled
Account: [REDACTED]
Service address: [REDACTED]

Hello [REDACTED],

Your CenterPoint Energy Home Service Plus® repair plan account has been cancelled due to non-payment.

You remain liable for the amount owed at date of cancellation according to the terms and conditions of your service agreement.

To avoid further collection action, please pay your past due balance.

- Make a payment by telephone 877-HSP-1664
- Pay as [guest](#) - CenterPointEnergy.com/SelfService
- Find an authorized [Payment Center](#) - CenterPointEnergy.com/PayBill
- Mail payment to: CenterPoint Energy, P O Box 4671, Houston TX 77210-4671

Questions? Please call us at 612-333-6466. Representatives are available to assist you from 7 a.m. to 7 p.m.

CenterPoint Energy's Home Service Plus team
[CenterPointEnergy.com/HSP](#)

HSP.RCCANC-201222

Settlement Rules

6

- In order to maintain a consistent order in which paid items clear in SAP, the following settlement order was established:
 - Gas installment plan
 - Gas arrears (not included in installment plan)
 - HSP arrears
 - Current gas charges
 - Current HSP charges
- If an account is overpaid, that amount will sit as a credit in the Checkbook and payoff invoiced charges each month.

Partner [REDACTED] / Company Code 0072

Post Date	Transaction Text	Debit	Credit	Balance
11/18/2020	loan interests	\$ 640.85		\$ 4,701.26
11/18/2020	Loan	\$ 4,666.00		\$ 9,367.26
11/18/2020	Loan credit		\$ 4,666.00	\$ 4,701.26
2/5/2021	Dr-Consumption	\$ 216.20		\$ 4,917.46
2/5/2021	Basic Repair Plan	\$ 20.95		\$ 4,938.41
2/5/2021	Optn Air Conditioner	\$ 5.95		\$ 4,944.36
2/5/2021	Pipe Protection Plan	\$ 3.95		\$ 4,948.31
3/8/2021	Dr-Consumption	\$ 204.65		\$ 5,152.96
3/8/2021	Basic Repair Plan	\$ 21.95		\$ 5,174.91
3/8/2021	Optn Air Conditioner	\$ 5.95		\$ 5,180.86
3/8/2021	Pipe Protection Plan	\$ 3.95		\$ 5,184.81
3/22/2021	Online Payment Request		\$ 123.22	\$ 5,184.81
4/6/2021	Online Payment Request		\$ 247.44	\$ 4,937.37
4/6/2021	Dr-Consumption	\$ 129.00		\$ 5,066.37
4/6/2021	Dr-Consumption			\$ 5,066.37
4/6/2021	Pipe Protection Plan	\$ 3.95		\$ 5,070.32
4/6/2021	Exchange Repair Plan	\$ 21.95		\$ 5,092.27
4/6/2021	HSP Discount on Exchg Repr Pln		\$ 21.95	\$ 5,070.32
4/6/2021	Optn Refrigerator			\$ 5,070.32
4/6/2021	Optn Clothes Washer	\$ 5.95		\$ 5,076.27
4/6/2021	HSP Discount on Repair Options		\$ 5.95	\$ 5,070.32
5/5/2021	Dr-Consumption	\$ 129.00		\$ 5,199.32
5/5/2021	Pipe Protection Plan	\$ 4.95		\$ 5,204.27
5/5/2021	Exchange Repair Plan	\$ 21.95		\$ 5,226.22
5/5/2021	Optn Refrigerator			\$ 5,226.22
5/5/2021	Optn Clothes Washer	\$ 5.95		\$ 5,232.17
5/12/2021	Payment		\$ 129.00	\$ 5,103.17
5/12/2021	Payment		\$ 92.37	\$ 5,010.80
5/12/2021	Payment		\$ 3.95	\$ 5,006.85
6/4/2021	Dr-Consumption	\$ 129.00		\$ 5,135.85
6/4/2021	Pipe Protection Plan	\$ 4.95		\$ 5,140.80
6/4/2021	Exchange Repair Plan	\$ 21.95		\$ 5,162.75
6/4/2021	Optn Refrigerator			\$ 5,162.75
6/4/2021	Optn Clothes Washer	\$ 5.95		\$ 5,168.70
6/14/2021	Payment		\$ 254.22	\$ 4,914.48
7/2/2021	MN Interim Adjustment		\$ 24.79	\$ 4,889.69
7/7/2021	Dr-Consumption	\$ 129.00		\$ 5,018.69
7/7/2021	Pipe Protection Plan	\$ 4.95		\$ 5,023.64
7/7/2021	Exchange Repair Plan	\$ 21.95		\$ 5,045.59
7/7/2021	Optn Refrigerator			\$ 5,045.59
7/7/2021	Optn Clothes Washer	\$ 5.95		\$ 5,051.54
7/26/2021	Payment		\$ 129.00	\$ 4,922.54
7/26/2021	Payment		\$ 92.37	\$ 4,830.17
7/26/2021	Payment		\$ 4.95	\$ 4,825.22
7/26/2021	Payment		\$ 27.90	\$ 4,797.32
8/6/2021	Dr-Consumption	\$ 129.00		\$ 4,926.32
8/6/2021	Pipe Protection Plan	\$ 4.95		\$ 4,931.27
8/6/2021	Exchange Repair Plan	\$ 21.95		\$ 4,953.22
8/6/2021	Optn Refrigerator			\$ 4,953.22
8/6/2021	Optn Clothes Washer	\$ 5.95		\$ 4,959.17
8/6/2021	Late Fee or Loss of Discount	\$ 1.56		\$ 4,960.73
8/10/2021	Payment		\$ 104.21	\$ 4,856.52
8/10/2021	Payment		\$ 26.08	\$ 4,830.44
8/16/2021	Late Fee or Loss of Discount	\$ 3.31		\$ 4,833.75
9/7/2021	Dr-Consumption	\$ 129.00		\$ 4,962.75

9/7/2021	Pipe Protection Plan	\$	4.95		\$ 4,967.70
9/7/2021	Exchange Repair Plan	\$	21.95		\$ 4,989.65
9/7/2021	Optn Refrigerator				\$ 4,989.65
9/7/2021	Optn Clothes Washer	\$	5.95		\$ 4,995.60
9/7/2021	Late Fee or Loss of Discount	\$	1.60		\$ 4,997.20
9/13/2021	Payment			\$ 130.56	\$ 4,866.64
9/13/2021	Payment			\$ 158.66	\$ 4,707.98
9/13/2021	Payment			\$ 4.95	\$ 4,703.03
9/13/2021	Payment			\$ 5.83	\$ 4,697.20
10/6/2021	Dr-Consumption	\$	151.00		\$ 4,848.20
10/6/2021	Pipe Protection Plan	\$	4.95		\$ 4,853.15
10/6/2021	Exchange Repair Plan	\$	21.95		\$ 4,875.10
10/6/2021	Optn Refrigerator				\$ 4,875.10
10/6/2021	Optn Clothes Washer	\$	5.95		\$ 4,881.05
10/11/2021	Payment			\$ 3.31	\$ 4,877.74
10/11/2021	Payment			\$ 130.60	\$ 4,747.14
10/11/2021	Payment			\$ 37.45	\$ 4,709.69
10/11/2021	Payment			\$ 9.90	\$ 4,699.79
10/11/2021	Payment			\$ 77.87	\$ 4,621.92
10/15/2021	Late Fee or Loss of Discount	\$	2.75		\$ 4,624.67
11/4/2021	Dr-Consumption	\$	151.00		\$ 4,775.67
11/4/2021	Pipe Protection Plan	\$	4.95		\$ 4,780.62
11/4/2021	Exchange Repair Plan	\$	21.95		\$ 4,802.57
11/4/2021	Optn Refrigerator				\$ 4,802.57
11/4/2021	Optn Clothes Washer	\$	5.95		\$ 4,808.52
11/15/2021	Payment			\$ 151.00	\$ 4,657.52
11/15/2021	Payment			\$ 125.27	\$ 4,532.25
11/17/2021	Late Fee or Loss of Discount	\$	1.10		\$ 4,533.35
12/6/2021	Dr-Consumption	\$	151.00		\$ 4,684.35
12/6/2021	Pipe Protection Plan	\$	4.95		\$ 4,689.30
12/6/2021	Exchange Repair Plan	\$	21.95		\$ 4,711.25
12/6/2021	Optn Refrigerator				\$ 4,711.25
12/6/2021	Optn Clothes Washer	\$	5.95		\$ 4,717.20
12/14/2021	Payment			\$ 151.00	\$ 4,566.20
12/14/2021	Payment			\$ 114.39	\$ 4,451.81
12/14/2021	Payment			\$ 4.95	\$ 4,446.86
12/14/2021	Payment			\$ 8.63	\$ 4,438.23
1/5/2022	Dr-Consumption	\$	151.00		\$ 4,589.23
1/5/2022	Pipe Protection Plan	\$	4.95		\$ 4,594.18
1/5/2022	Exchange Repair Plan	\$	21.95		\$ 4,616.13
1/5/2022	Optn Refrigerator				\$ 4,616.13
1/5/2022	Optn Clothes Washer	\$	5.95		\$ 4,622.08
1/13/2022	Late Fee or Loss of Discount	\$	4.62		\$ 4,626.70
1/19/2022	Payment			\$ 3.85	\$ 4,622.85
1/19/2022	Payment			\$ 151.00	\$ 4,471.85
1/19/2022	Payment			\$ 38.18	\$ 4,433.67
1/19/2022	Payment			\$ 9.90	\$ 4,423.77
1/19/2022	Payment			\$ 75.07	\$ 4,348.70
1/26/2022	Payment			\$ 151.00	\$ 4,197.70
1/26/2022	Payment			\$ 125.22	\$ 4,072.48
2/4/2022	Dr-Consumption	\$	151.00		\$ 4,223.48
2/4/2022	Pipe Protection Plan	\$	4.95		\$ 4,228.43
2/4/2022	Exchange Repair Plan	\$	21.95		\$ 4,250.38
2/4/2022	Optn Refrigerator				\$ 4,250.38
2/4/2022	Optn Clothes Washer	\$	5.95		\$ 4,256.33
2/14/2022	Late Fee or Loss of Discount	\$	1.07		\$ 4,257.40
2/15/2022	Payment			\$ 4.62	\$ 4,252.78
2/15/2022	Payment			\$ 134.68	\$ 4,118.10
2/15/2022	Payment			\$ 151.00	\$ 3,967.10
2/15/2022	Payment			\$ 9.90	\$ 3,957.20
2/15/2022	Payment			\$ 55.80	\$ 3,901.40

3/7/2022	Dr-Consumption	\$	151.00		\$ 4,052.40
3/7/2022	Pipe Protection Plan	\$	4.95		\$ 4,057.35
3/7/2022	Exchange Repair Plan	\$	21.95		\$ 4,079.30
3/7/2022	Optn Refrigerator				\$ 4,079.30
3/7/2022	Optn Clothes Washer	\$	5.95		\$ 4,085.25
3/22/2022	Payment			\$ 93.05	\$ 3,992.20
3/22/2022	Payment			\$ 130.03	\$ 3,862.17
3/22/2022	Payment			\$ 1.07	\$ 3,861.10
3/22/2022	Payment			\$ 4.95	\$ 3,856.15
3/22/2022	Payment			\$ 27.90	\$ 3,828.25
4/5/2022	Dr-Consumption	\$	174.00		\$ 4,002.25
4/5/2022	Pipe Protection Plan	\$	4.95		\$ 4,007.20
4/5/2022	Exchange Repair Plan	\$	21.95		\$ 4,029.15
4/5/2022	Optn Refrigerator				\$ 4,029.15
4/5/2022	Optn Clothes Washer	\$	5.95		\$ 4,035.10
4/19/2022	Payment			\$ 93.83	\$ 3,941.27
4/19/2022	Payment			\$ 173.32	\$ 3,767.95
4/19/2022	Payment			\$ 4.95	\$ 3,763.00
4/19/2022	Payment			\$ 27.90	\$ 3,735.10
5/4/2022	Dr-Consumption	\$	174.00		\$ 3,909.10
5/4/2022	Pipe Protection Plan	\$	4.95		\$ 3,914.05
5/4/2022	Exchange Repair Plan	\$	21.95		\$ 3,936.00
5/4/2022	Optn Refrigerator				\$ 3,936.00
5/4/2022	Optn Clothes Washer	\$	5.95		\$ 3,941.95
6/3/2022	Dr-Consumption	\$	174.00		\$ 4,115.95
6/3/2022	Pipe Protection Plan	\$	4.95		\$ 4,120.90
6/3/2022	Exchange Repair Plan	\$	21.95		\$ 4,142.85
6/3/2022	Optn Refrigerator				\$ 4,142.85
6/3/2022	Optn Clothes Washer	\$	5.95		\$ 4,148.80
6/3/2022	Late Fee or Loss of Discount	\$	2.59		\$ 4,151.39
6/6/2022	Payment			\$ 172.74	\$ 3,978.65
6/6/2022	Payment			\$ 92.37	\$ 3,886.28
6/6/2022	Payment			\$ 4.95	\$ 3,881.33
6/6/2022	Payment			\$ 27.90	\$ 3,853.43
6/22/2022	Payment			\$ 176.39	\$ 3,677.04
6/22/2022	Payment			\$ 92.37	\$ 3,584.67
6/22/2022	Payment			\$ 4.95	\$ 3,579.72
6/22/2022	Payment			\$ 26.29	\$ 3,553.43
7/6/2022	Dr-Consumption	\$	174.00		\$ 3,727.43
7/6/2022	Pipe Protection Plan	\$	4.95		\$ 3,732.38
7/6/2022	Exchange Repair Plan	\$	21.95		\$ 3,754.33
7/6/2022	Optn Refrigerator				\$ 3,754.33
7/6/2022	Optn Clothes Washer	\$	5.95		\$ 3,760.28
8/3/2022	Payment			\$ 174.00	\$ 3,586.28
8/3/2022	Payment			\$ 92.37	\$ 3,493.91
8/3/2022	Payment			\$ 4.95	\$ 3,488.96
8/3/2022	Payment			\$ 28.68	\$ 3,460.28
8/5/2022	Dr-Consumption	\$	174.00		\$ 3,634.28
8/5/2022	Pipe Protection Plan	\$	4.95		\$ 3,639.23
8/5/2022	Exchange Repair Plan	\$	22.95		\$ 3,662.18
8/5/2022	Optn Refrigerator				\$ 3,662.18
8/5/2022	Optn Clothes Washer	\$	6.95		\$ 3,669.13
8/29/2022	Payment			\$ 111.17	\$ 3,557.96
8/29/2022	Payment			\$ 0.83	\$ 3,557.13
9/6/2022	Dr-Consumption	\$	174.00		\$ 3,731.13
9/6/2022	Pipe Protection Plan	\$	4.95		\$ 3,736.08
9/6/2022	Exchange Repair Plan	\$	22.95		\$ 3,759.03
9/6/2022	Optn Refrigerator				\$ 3,759.03
9/6/2022	Optn Clothes Washer	\$	6.95		\$ 3,765.98
9/15/2022	Late Fee or Loss of Discount	\$	4.62		\$ 3,770.60
9/20/2022	Payment			\$ 62.84	\$ 3,707.76

9/20/2022	Payment		\$ 92.37	\$ 3,615.39
9/20/2022	Payment		\$ 4.95	\$ 3,610.44
9/20/2022	Payment		\$ 29.90	\$ 3,580.54
10/5/2022	Dr-Consumption	\$ 212.00		\$ 3,792.54
10/5/2022	Pipe Protection Plan	\$ 4.95		\$ 3,797.49
10/5/2022	Exchange Repair Plan	\$ 22.95		\$ 3,820.44
10/5/2022	Optn Refrigerator			\$ 3,820.44
10/5/2022	Optn Clothes Washer	\$ 6.95		\$ 3,827.39
10/14/2022	Late Fee or Loss of Discount	\$ 4.62		\$ 3,832.01
10/18/2022	Payment		\$ 173.99	\$ 3,658.02
10/18/2022	Payment		\$ 26.01	\$ 3,632.01
11/4/2022	Dr-Consumption	\$ 212.00		\$ 3,844.01
11/4/2022	Pipe Protection Plan	\$ 4.95		\$ 3,848.96
11/4/2022	Exchange Repair Plan	\$ 22.95		\$ 3,871.91
11/4/2022	Optn Refrigerator			\$ 3,871.91
11/4/2022	Optn Clothes Washer	\$ 6.95		\$ 3,878.86
11/16/2022	Late Fee or Loss of Discount	\$ 4.62		\$ 3,883.48
12/6/2022	Dr-Consumption	\$ 284.71		\$ 4,168.19
12/6/2022	Pipe Protection Plan	\$ 4.95		\$ 4,173.14
12/6/2022	Exchange Repair Plan	\$ 22.95		\$ 4,196.09
12/6/2022	Optn Refrigerator			\$ 4,196.09
12/6/2022	Optn Clothes Washer	\$ 6.95		\$ 4,203.04
12/6/2022	Settlement for BB		\$ 345.67	\$ 3,857.37
12/6/2022	Late Fee or Loss of Discount	\$ 6.36		\$ 3,863.73
12/15/2022	Late Fee or Loss of Discount	\$ 4.62		\$ 3,868.35
12/20/2022	Payment		\$ 46.21	\$ 3,822.14
12/20/2022	Payment		\$ 297.63	\$ 3,524.51
1/5/2023	Payment		\$ 71.77	\$ 3,452.74
1/5/2023	Payment		\$ 28.23	\$ 3,424.51
1/5/2023	Dr-Consumption	\$ 459.33		\$ 3,883.84
1/5/2023	Pipe Protection Plan	\$ 4.95		\$ 3,888.79
1/5/2023	Exchange Repair Plan	\$ 22.95		\$ 3,911.74
1/5/2023	Optn Refrigerator			\$ 3,911.74
1/5/2023	Optn Clothes Washer	\$ 6.95		\$ 3,918.69
1/13/2023	Late Fee or Loss of Discount	\$ 4.62		\$ 3,923.31
1/31/2023	Payment		\$ 13.86	\$ 3,909.45
1/31/2023	Payment		\$ 169.74	\$ 3,739.71
1/31/2023	Payment		\$ 19.80	\$ 3,719.91
1/31/2023	Payment		\$ 119.60	\$ 3,600.31
2/6/2023	Dr-Consumption	\$ 369.35		\$ 3,969.66
2/6/2023	Pipe Protection Plan	\$ 4.95		\$ 3,974.61
2/6/2023	Exchange Repair Plan	\$ 22.95		\$ 3,997.56
2/6/2023	Optn Refrigerator			\$ 3,997.56
2/6/2023	Optn Clothes Washer	\$ 6.95		\$ 4,004.51
2/6/2023	Late Fee or Loss of Discount	\$ 6.89		\$ 4,011.40
2/13/2023	Late Fee or Loss of Discount	\$ 4.62		\$ 4,016.02
2/17/2023	Payment		\$ 408.08	\$ 3,607.94
3/7/2023	Dr-Consumption	\$ 335.14		\$ 3,943.08
3/7/2023	Pipe Protection Plan	\$ 4.95		\$ 3,948.03
3/7/2023	Exchange Repair Plan	\$ 22.95		\$ 3,970.98
3/7/2023	Optn Refrigerator			\$ 3,970.98
3/7/2023	Optn Clothes Washer	\$ 6.95		\$ 3,977.93
3/7/2023	Late Fee or Loss of Discount	\$ 6.41		\$ 3,984.34
3/16/2023	Late Fee or Loss of Discount	\$ 4.62		\$ 3,988.96
3/20/2023	Payment		\$ 273.39	\$ 3,715.57
4/4/2023	Online Payment Offset	\$ 131.24		\$ 3,846.81
4/4/2023	Online Payment Request		\$ 131.24	\$ 3,715.57
4/5/2023	Online Bill Payment		\$ 131.24	\$ 3,584.33
4/5/2023	Dr-Consumption	\$ 231.80		\$ 3,816.13
4/5/2023	Pipe Protection Plan	\$ 4.95		\$ 3,821.08
4/5/2023	Exchange Repair Plan	\$ 22.95		\$ 3,844.03

4/5/2023	Optn Refrigerator			\$ 3,844.03
4/5/2023	Optn Clothes Washer	\$ 6.95		\$ 3,850.98
4/14/2023	Late Fee or Loss of Discount	\$ 4.62		\$ 3,855.60
5/4/2023	Dr-Consumption	\$ 115.37		\$ 3,970.97
5/4/2023	Pipe Protection Plan	\$ 4.95		\$ 3,975.92
5/4/2023	Exchange Repair Plan	\$ 22.95		\$ 3,998.87
5/4/2023	Optn Refrigerator			\$ 3,998.87
5/4/2023	Optn Clothes Washer	\$ 6.95		\$ 4,005.82
5/4/2023	Late Fee or Loss of Discount	\$ 10.91		\$ 4,016.73
5/9/2023	MN Interim Adjustment	\$ 3.00		\$ 4,019.73
5/15/2023	Late Fee or Loss of Discount	\$ 4.62		\$ 4,024.35
6/5/2023	Dr-Consumption	\$ 27.79		\$ 4,052.14
6/5/2023	Pipe Protection Plan	\$ 4.95		\$ 4,057.09
6/5/2023	Dr-Consumption			\$ 4,057.09
6/5/2023	Exchange Repair Plan	\$ 22.95		\$ 4,080.04
6/5/2023	Optn Refrigerator			\$ 4,080.04
6/5/2023	Optn Clothes Washer	\$ 6.95		\$ 4,086.99
6/5/2023	Dr-Consumption			\$ 4,086.99
6/5/2023	Late Fee or Loss of Discount	\$ 12.81		\$ 4,099.80
6/12/2023	Late Fee or Loss of Discount	\$ 4.62		\$ 4,104.42
6/15/2023	Payment		\$ 100.00	\$ 4,004.42
7/4/2023	Dr-Consumption-Final	\$ 12.20		\$ 4,016.62
7/14/2023	Late Fee or Loss of Discount	\$ 144.26		\$ 4,160.88
7/21/2023	Payment		\$ 175.44	\$ 3,985.44
8/31/2023	Cleared		\$ 29.70	\$ 3,955.74
8/31/2023	Collectible write-off	\$ 29.70		\$ 3,985.44
8/31/2023	Cleared		\$ 179.40	\$ 3,806.04
8/31/2023	Collectible write-off	\$ 179.40		\$ 3,985.44
USD		\$ 17,729.61	\$ 13,744.17	\$ 3,985.44

Partner [REDACTED] / Company Code 0072



Post Date	Transaction Text	Debit	Credit	Balance
	Payment		\$ 123.22	\$ (123.22)
	Payment	\$ 123.22		
	Dr-Consumption		\$ 123.22	\$ (123.22)
	Dr-Consumption		\$ 297.63	\$ (420.85)
	Payment	\$ 247.44		\$ (173.41)
2/5/2021	Dr-Consumption	\$ 216.20		\$ 42.79
3/8/2021	Dr-Consumption	\$ 204.65		\$ 247.44
3/22/2021	Online Payment Offset	\$ 123.22		\$ 370.66
3/22/2021	Online Payment Request		\$ 123.22	\$ 247.44
4/6/2021	Online Payment Request		\$ 247.44	
4/6/2021	Dr-Consumption	\$ 129.00		\$ 129.00
5/5/2021	Dr-Consumption	\$ 129.00		\$ 258.00
5/12/2021	Payment		\$ 129.00	\$ 129.00
6/4/2021	Dr-Consumption	\$ 129.00		\$ 258.00
6/14/2021	Online Payment Offset	\$ 254.22		\$ 512.22
6/14/2021	Online Payment Request		\$ 254.22	\$ 258.00
6/14/2021	Dr-Consumption		\$ 129.00	\$ 129.00
6/14/2021	Payment	\$ 254.22		\$ 383.22
6/14/2021	Payment		\$ 254.22	\$ 129.00
7/2/2021	MN Interim Adjustment		\$ 24.79	\$ 104.21
7/7/2021	Dr-Consumption	\$ 129.00		\$ 233.21
7/26/2021	Payment		\$ 129.00	\$ 104.21
8/6/2021	Dr-Consumption	\$ 129.00		\$ 233.21
8/6/2021	Late Fee or Loss of Discount	\$ 1.56		\$ 234.77
8/10/2021	Payment		\$ 104.21	\$ 130.56
9/7/2021	Dr-Consumption	\$ 129.00		\$ 259.56
9/7/2021	Late Fee or Loss of Discount	\$ 1.60		\$ 261.16
9/13/2021	Payment		\$ 130.56	\$ 130.60
10/6/2021	Dr-Consumption	\$ 151.00		\$ 281.60
10/11/2021	Payment		\$ 130.60	\$ 151.00
11/4/2021	Dr-Consumption	\$ 151.00		\$ 302.00
11/15/2021	Payment		\$ 151.00	\$ 151.00
12/6/2021	Dr-Consumption	\$ 151.00		\$ 302.00
12/14/2021	Payment		\$ 151.00	\$ 151.00
1/5/2022	Dr-Consumption	\$ 151.00		\$ 302.00
1/19/2022	Payment		\$ 151.00	\$ 151.00
1/26/2022	Payment		\$ 151.00	
2/4/2022	Dr-Consumption	\$ 151.00		\$ 151.00
2/15/2022	Payment		\$ 151.00	
2/15/2022	Payment		\$ 20.97	\$ (20.97)
3/7/2022	Dr-Consumption	\$ 151.00		\$ 130.03
3/22/2022	Payment		\$ 130.03	
3/22/2022	Payment		\$ 0.68	\$ (0.68)
4/5/2022	Dr-Consumption	\$ 174.00		\$ 173.32
4/19/2022	Payment		\$ 173.32	
4/19/2022	Payment		\$ 1.46	\$ (1.46)
5/4/2022	Dr-Consumption	\$ 174.00		\$ 172.54
6/3/2022	Dr-Consumption	\$ 174.00		\$ 346.54
6/3/2022	Late Fee or Loss of Discount	\$ 2.59		\$ 349.13
6/6/2022	Payment		\$ 172.74	\$ 176.39
6/22/2022	Payment		\$ 176.39	
7/6/2022	Dr-Consumption	\$ 174.00		\$ 174.00
8/3/2022	Payment		\$ 174.00	
8/5/2022	Dr-Consumption	\$ 174.00		\$ 174.00
8/29/2022	Payment		\$ 111.17	\$ 62.83
9/6/2022	Dr-Consumption	\$ 174.00		\$ 236.83
9/20/2022	Payment		\$ 62.84	\$ 173.99
10/5/2022	Dr-Consumption	\$ 212.00		\$ 385.99
10/18/2022	Payment		\$ 173.99	\$ 212.00
11/4/2022	Dr-Consumption	\$ 212.00		\$ 424.00
12/6/2022	Dr-Consumption	\$ 284.71		\$ 708.71

12/6/2022	Settlement for BB		\$ 345.67	\$ 363.04
12/6/2022	Late Fee or Loss of Discount	\$ 6.36		\$ 369.40
12/20/2022	Payment		\$ 297.63	\$ 71.77
1/5/2023	Payment		\$ 71.77	
1/5/2023	Dr-Consumption	\$ 459.33		\$ 459.33
2/6/2023	Dr-Consumption	\$ 369.35		\$ 828.68
2/6/2023	Late Fee or Loss of Discount	\$ 6.89		\$ 835.57
2/17/2023	Payment		\$ 408.08	\$ 427.49
3/7/2023	Dr-Consumption	\$ 335.14		\$ 762.63
3/7/2023	Late Fee or Loss of Discount	\$ 6.41		\$ 769.04
3/20/2023	Payment		\$ 273.39	\$ 495.65
4/4/2023	Online Payment Offset	\$ 131.24		\$ 626.89
4/4/2023	Online Payment Request		\$ 131.24	\$ 495.65
4/4/2023	Payment	\$ 131.24		\$ 626.89
4/5/2023	Online Bill Payment		\$ 131.24	\$ 495.65
4/5/2023	Dr-Consumption	\$ 231.80		\$ 727.45
5/4/2023	Dr-Consumption	\$ 115.37		\$ 842.82
5/4/2023	Late Fee or Loss of Discount	\$ 10.91		\$ 853.73
5/9/2023	MN Interim Adjustment	\$ 3.00		\$ 856.73
6/5/2023	Dr-Consumption	\$ 27.79		\$ 884.52
6/5/2023	Late Fee or Loss of Discount	\$ 12.81		\$ 897.33
6/15/2023	Payment		\$ 100.00	\$ 797.33
7/4/2023	Dr-Consumption-Final	\$ 12.20		\$ 809.53
7/21/2023	Payment		\$ 175.44	\$ 634.09



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\$ 853.73

SERVICE ADDRESS

Comments
PO Box 1144
Minneapolis, MN 55440-1144

Meter number: _____

- To learn about potential ways to avoid disconnection, including any health-related or other special rights you might have, please see the information on page 2 of this notice.***



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CenterPointEnergy.com

CUSTOMER

[REDACTED]

SERVICE ADDRESS

[REDACTED]

ACCOUNT NUMBER

[REDACTED]

DATE MAILED
Jun 06, 2023

Page 2 of 7

Your account is past due.

AMOUNT DUE

\$ 853.73

Potential ways to avoid disconnection

Health-related extension: If you or a permanent occupant of your premise is seriously ill, or may be made seriously ill by discontinuance of service, a limited extension of time may be obtained.

Payment assistance: You may qualify to pay your past due amount in installments and avoid disconnection, but you must contact CenterPoint Energy now to make arrangements. You might be eligible for other types of assistance. Options that might be available include:

- LIHEAP - The Low Income Home Energy Assistance Program (LIHEAP) helps pay home heating costs. Households with the lowest incomes and highest energy costs receive the greatest benefit.
- Customer Care Fund - CenterPoint Energy works with social service agencies to distribute customer contributions to qualified neighbors in the community.
- Payment Arrangements - You may qualify to pay your past due amount in installments.
- Payment Extensions - You may qualify for a payment extension on your past due amount.

For more information on these and other programs, visit: www.CenterPointEnergy.com/paymentassistance

Aviso de desconexión

Número de medidor:

[REDACTED]

No hemos recibido el pago total del monto vencido. Ahora debe **\$ 853.73**

A fin de evitar la desconexión, debe pagar **\$ 853.73** o aceptar un plan de pagos y realizar el primer pago antes del **Jun 16, 2023** o:

1. Su servicio será desconectado el Jun 16, 2023 o en una fecha posterior.
2. Si se corta su servicio, debe pagar su monto vencido más un mínimo de **\$ 28.00 por cargos de reconexión** o aceptar un plan de pagos, para que se restablezca su servicio. Su cargo puede ser mayor, según el método de desconexión.
3. Es posible que se requiera un nuevo depósito.
4. Para informar un pago y programar la reconexión del servicio, llame al 800-245-2377. Es posible que la reconexión del servicio no ocurra hasta el siguiente día hábil en que se recibe el pago.

Si el Jun 16, 2023 es un fin de semana o una fecha en que nuestras oficinas están cerradas, no se realizará ninguna acción hasta el siguiente día hábil.

Para conocer posibles formas de evitar la desconexión, incluidos derechos relacionados con la salud u otros derechos especiales, puede consultar la siguiente información.

Posibles formas de evitar la desconexión del servicio

Extensión relacionada con la salud: Si usted o algún ocupante de su unidad sufre una enfermedad grave o puede enfermarse gravemente debido a la interrupción del servicio, tiene la posibilidad de obtener una extensión limitada de tiempo.

Asistencia con el pago: Puede calificar para pagar su monto adeudado en cuotas y evitar la desconexión, pero debe contactar a CenterPoint Energy ahora para acordar arreglos de pago. Puede ser elegible para otros tipos de asistencia. Las opciones que podrían estar disponibles incluyen:

- LIHEAP (Low Income Energy Assistance Program): El programa de ayuda para el pago de la electricidad en los hogares con bajos ingresos ayuda a los clientes a pagar los costos de calefacción del hogar. Las familias que cuentan con bajos ingresos y tienen costos energéticos altos reciben los mayores beneficios.
- Fondo de Ayuda al Cliente: CenterPoint Energy trabaja con organismos de servicio social para distribuir contribuciones destinadas a clientes calificados en la comunidad.
- Acuerdos de pago: Puede calificar para pagar su monto vencido en cuotas.
- Extensiones de pago: Puede calificar para obtener una extensión de pago sobre el monto vencido.

Para más información sobre este y otros programas, ingrese a: **www.CenterPointEnergy.com/paymentassistance**



CenterPointEnergy.com

CUSTOMER

[REDACTED]

SERVICE ADDRESS

[REDACTED]

ACCOUNT NUMBER

[REDACTED]

DATE MAILED
Jun 06, 2023

Page 4 of 7

Your account is past due.

AMOUNT DUE

\$ 853.73

OGEYSIISKA UGU DAMBEEYA

Lambarka Mitirka

[REDACTED]

Ma aanan helin lacag bixinta oo dhameystiran cadadkii lagaa rabay ee lasoo dhaafey. Waxaad haddeertaan leedahay \$ 853.73

Si aad uga fogaatid in lagaa jaro, wa inaad bixisaa \$ 853.73 ama aad aqbashaa qorshaha lacag bixinta ah oo aadna lacag bixintaada ugu horeysa bixisaa ka hor Jun 16, 2023 ama:

1. Adeegaada waa la jarayaa xiliga eytahay ama kadib Jun 16, 2023
2. Haddii adeega lagaa jaro, waa inaad bixisaa intii lagugu lahaa ee hore aadna ku dartaa ugu yaraan \$ 28.00 oo ujirada dib-u-xariirinta ah ama aad aqbashaa qorsho lacag bixin ah, si adeegaada dib laguugu soo celiyo. Ujirada aad bixiso way badnaan kartaa iyadoo la eegayo nooca jarista.
3. Carbuun cusub ayaa loo baahnaan karaa.
4. Si aad usoo wargeliso lacag bixin ama u jadwaleysato dib-u-xiriirin adeeg, fadlan wac 800-245-2377. Waxaa laga yaabaa ineysan dhicin dib-u-xiriirinta adeega ilaa maalinta xigta ee shaqo kadib helitaanka lacagta.

Haddii Jun 16, 2023 aytahay asbuuc dhamaad ama taariikh aan xafiiskeenu shaqeyn, wax tallaabo ah lama qaadi doono ilaa maalinta shaqo ee xigta.

Si aad u barato waddooyinka macquul galka ee ee looga fogaado jaritaan, oo ey ku jirto wax walbo caafimaad la xiriira ama xuquuqaha gaarka ah ee kale ee laga yaabo inaad leedahay, fadlan eeg macluumaadka hoose.

Waddooyinka macquul galka ee ee looga fogaado jaritaan

Wakhti-kordhinta caafimaadkala xiriirta: haddii adiga ama qof si joogto ah ugu nool gurigaaga uu si daran u xanuunsanyahay, ama adeeg jaritaan awgeed si xun ula xanuunsaday, wakhti kordhin xadidan ayaa la heli karaa.

Gargaarka lacag-bixinta: Waxaad uqalmi kartaa in cadadkaada hore ee laguulu lahaa aad u bixiso qeyb-qeyb aadna ka fogaato jaritaan, laakiin waa inaad hadda xiriir la samaysaa CenterPoint Energy si aad qabanqaabadaas u meelmariso. Waxaad uqalmi karaysaa noocyo kale ee gargaar. Dooqyada laga yaabo iney furanyihiin ayaa kamida:

- LIHEAP – Barnaamijka Gargaarka Tamarta ee Guryaha Dakhligooda Hooseeyo (LIHEAP) waxay kaa caawisaa qarashaadka kululeynta guriga. Qoysaska leh dakhliga ugu yar misna gala qarashaadka tamarta ee ugu badan ayaa hela faaiidooyinka ugu badan.
- Maalgelinta Daryeelka Macmiilka – CenterPoint Energy waxay la shaqeysaa hay'adaha adeega bulshada si ay ugu qeybiso tabarucaadyo derisyada uqalma ee bulshada.
- Qabanqaabada Lacag-bixinta – Waxaad uqalmi kartaa inaad cadadkii laguugu lahaa ee hore ku bixiso qeyb-qeyb.
- Wakhti-kordhinta Lacag-bixinta – Waxaad uqalmi kartaa wakhti-kordhin lacag-bixineed ee quseysa cadadka laguugu leeyahay ee lasoo dhaafey

Wixii xog ah ee ku aadan midan iyo barnaamojyada kale, booqo: www.CenterPointEnergy.com/paymentassistance

NTAWV CEEB TOOM KEV TXIAV KEV SIB TXUAS

Tus naj npawb lub ntsuas:

[REDACTED]

Peb tseem tsis tau txais kev them nyiaj tag nrho rau koj qhov nqi uas txog sij hawm yav dhau los. Tam sim no koj muaj nuj nqis \$ 853.73

Txhawm rau zam qhov kev txiav kev sib txuas, koj yuav tsum them \$ 853.73 los sis pom zoo rau qhov phiaj xwm kev them nyiaj thiab them thawj qhov kev them nyiaj ua ntej Jun 16, 2023 los sis:

1. Koj qhov kev pab cuam yuav raug txiav kev sib txuas hauv los sis tom qab Jun 16, 2023.
2. Yog tias koj qhov kev pab cuam raug txiav, koj yuav tsum them koj tus nqi uas txog sij hawm yav dhau los ntxiv rau tus nqi rov txuas dua \$ 28.00 yam tsawg los sis pom zoo nrog rau qhov phiaj xwm kev them nyiaj, txhawm rau kom tau rov txhim kho koj qhov kev pab cuam. Tej zaum koj tus nqi yuav siab dua nce rau txoj hauv kev ntawm kev txiav kev sib txuas.
3. Tej zaum yuav muaj kev them nyiaj ua ntej tshiab.
4. Txhawm rau qhia tawm kev them nyiaj thiab los teem sij hawm rov txuas kev pab cuam dua, thov hu rau 800-245-2377. Tej zaum yuav tsis muaj kev rov txuas kev pab cuam dua kom txog hnuv ua kev lag luam tom ntej tom qab kev tau txais kev them nyiaj.

Yog tias Jun 16, 2023 yog hnuv xaus ntawm lub lim tiam los sis hnuv tim uas peb lub chaw lis hauj lwm kaw, yuav tsus muaj kev ua hauj lwm dab tsi kom txog hnuv ua lag luam tom ntej.

Txhawm kawm paub txog cov hauv kev uas tuaj yeem ua tau los zam kev txiav kev sib txuas, suav nrog suav nrog cov cai ntsig txog kev noj qab haus huv twg los sis lwm cov tshwj xeeb uas koj yuav muaj, thov saib qhov ntaub ntawv hauv qab no.

Cov hauv kev uas tuaj yeem ua tau los zam kev txiav kev sib txuas

Kev txuas sij hawm cuam tshuam txog kev noj qab haus huv: Yog tias koj los sis tus neeg nyob mus ib sim hauv koj qhov chaw mob nyhav, los sis tej zaum yuav raug ua rau mob nyhav los ntawm kev txiav kev txuas ntxiv ntawm kev pab cuam, tej zaum yuav tau txais kev txuas sij hawm uas muaj kev txwv ntawd.

Kev pab rau kev them nyiaj: Tej zaum koj yuav tsim nyog los them koj qhov nqi uas txog sij hawm yav dhau los hauv cov kev them ua ncua thiav txhawm rau zam kev txiav kev sib txuas, tab sis koj yuav tsum tiv tauj CenterPoint Energy tam sim no los ua cov kev npaj tseg. Tej zaum koj yuav tsim nyog rau lwm hom ntawm kev pab. Cov kev xaiv uas tej zaum yuav muaj suav nrog:

- LIHEAP - Txoj Hauj Lwm Kev Pab Lub Zog Hluav Taws Xob Hauv Tsev Uas Muaj Qhov Nyiaj Khwv Tau Los Qis (The Low Income Home Energy Assistance Program, LIHEAP) pab them rau cov nqi ua kom muaj cua sov rau hauv tsev. Cov yim neeg uas muaj cov nyiaj khwv tau los qis tshaj plaws thiab muaj cov nqi lub zog hluav taws xob siab tshaj plaws tau txais cov txiaj ntsig uas loj tshaj plaws.
- Qhov Nyiaj Pab Kev Saib Xyuas Rau Tus Neeg Siv Khoom (Customer Care Fund) – CenterPoint Energy ua hauj lwm nrog cov chaw hauj lwm kev pab cuam rau zej tsoom los faib cov kev koom tes ntawm cov neeg siv khoom mus rau cov neeg nyob ib ncig ze uas tsim nyog tau txais hauv zej zog.
- Cov Kev Npaj Rau Kev Them Nyiaj – Tej zaum koj yuav tsim nyog los them koj qhov nqi uas txog sij hawm yav dhau los hauv kev them ua ncua.
- Cov Kev Txuas Sij Hawm Kev Them Nyiaj – Tej zaum koj yuav tsim nyog rau kev txuas sij hawm rau kev them nyiaj txog koj qhov nqi uas txog sij hawm them yav dhau los.

Rau qhov ntaub ntawv ntxiv txog cov no thiab lwm cov hauj lwm pab cuam, mus saib hauv: www.CenterPointEnergy.com/paymentassistance

CENTERPOINT ENERGY
PO Box 1144
MINNEAPOLIS, MN 55440-1144

June 2, 2023

00001311 1

RE: CenterPoint Energy Home Services Repair Plan Cancelled
Account: [REDACTED]
Service address: [REDACTED]

Hello [REDACTED],

Your CenterPoint Energy Home Service Plus® repair plan account has been cancelled due to non-payment.

You remain liable for the amount owed at date of cancellation according to the terms and conditions of your service agreement.

To avoid further collection action, please pay your past due balance.

- Make a payment by telephone 877-HSP-1664
- Pay as [guest](#) - CenterPointEnergy.com/SelfService
- Find an authorized [Payment Center](#) - CenterPointEnergy.com/PayBill
- Mail payment to: CenterPoint Energy, P O Box 4671, Houston TX 77210-4671

Questions? Please call us at 612-333-6466. Representatives are available to assist you from 7 a.m. to 7 p.m.

CenterPoint Energy's Home Service Plus team
[CenterPointEnergy.com/HSP](#)

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*includes gas late fee of \$10.95