

Chair Sieben Decision Option

Docket No. G-008/C-24-191

In the Matter of the Consumer Appeal of Consumer Complaint 82340

Chair Sieben offers the following new decision option 29.

SIEBEN New 29. Require CenterPoint to adequately train all affected personnel, including customer service representatives, about the billing and payment system changes, website changes, and customer communication requirements adopted in this order. Require CenterPoint to file a compliance report in Docket No. E,G-999/PR-YR-2 summarizing which employee groups received the training and what information was provided.