

-
2. The second component is the project management service billing (man-hours) in support of each project. The man-hour rate is calculated by dividing the project management service budget by the number of man-hours available for billing. Man-hours are billed as actually incurred on behalf of the client. Residual amounts are cleared monthly by planned activities
 3. To facilitate regulatory auditing, the cost of Facilities' management oversight will load follow the use of man-hours, rather than being incorporated into the rate.

Service Cost Drivers:

If no services are used, no costs will be billed to the client. If there is the need for this service, common cost drivers include:

- * The scope and scale of the project
- * Requests for an accelerated construction or furniture procurement schedule
- * Requirements for after hours or weekend work
- * Non standard requests that increase expenditure of design resources and construction or furnishings costs.

Service Provider Initiatives:

Provide alternative solutions, including least cost alternatives, for all projects.
Assist client in evaluating alternatives in order to select those which will best satisfy their requirements.



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Finance
Location: Houston
Center: Accounting
Service: Benefits Accounting

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Accounting for benefit-related plans.

Responsibilities

Service Provider:

1. Provide general accounting function for benefits related plans
 - a. Prepare journal entries (see listing at bottom)
 - b. Prepare account reconciliations as assigned per policy
 - c. Properly compile, document and archive all journal entries, analysis, reports and other products
 2. Manage financial data to support external reporting for:
 - a. 10-Q
 - b. 10-K
 3. Provide data and information to clients & others
 - a. Prepare external reports as required
 - b. Prepare audit schedules as required for Deloitte & Touche (external auditors) and Internal Audit.
 - c. Respond to requests for information for Rate Cases
 - e. Respond to requests for information for Internal Revenue Service (IRS) Information Data Requests (IDRs)
 - d. Respond to requests for information from internal and external audit.
 - e. Prepare schedules and documentation for distribution to the Compensation Committee related to executive compensation
 - f. Perform quarterly SOX testing
 - g. Prepare schedules used for quarterly tax computation
 4. Compile data to support budgeted costs for the next five years for the executive benefits area (company wide)
 5. Complete benefits plan audits and financials for required filings (11-k, 5500, 990) for benefit plans, including: Savings Plan, Pension Plans, and Post-Retirement Plans.
 6. Perform all work with the highest efficiency
- Specific Journal Entries Prepared (see 1a. above):
- a. Deferred Compensation Plans
 - b. Long Term Incentive Plan
 - c. Executive Split-Dollar Life Insurance Plan
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- d. Directors Benefit Plan
- e. Directors Stock Plan
- f. Old and Deferred Vested EICP
- g. Corporate Owned Life Insurance
- h. Health & Welfare IBNR
- i. Pension
- j. Post-Retirement
- k. Post Employment
- l. Benefits Restoration Plan

Business Unit:

Identify informational needs and provide feedback

Performance Standards:

- 1. Close financial records monthly without significant error by due dates
- 2. Complete journal entries and reports without significant error by due dates
- 3. Operate within approved budget

Pricing Methodology:

Direct charges are tracked and charged directly to the applicable business unit.
Assignable internal labor charges are billed directly to the applicable business unit.
All remaining cost are assigned based on number of employees.

Service Cost Drivers:

Cost drivers:

- 1. Number of profit centers
- 2. Number of manual journal entries
- 3. Complexity of systems, in particular cost flows
- 4. Complexity of allocations and number thereof
- 5. Number of entities
- 6. Changes in headcount
- 7. Number of ad-hoc requests and special projects
- 8. Number of rate case filings

Service Provider Initiatives:

Continued training and retention of staff will improve responsiveness and accuracy and will reduce costs of this service.



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Finance
Location: Houston
Center: Financial Services
Service: OnePay Administration

Business Unit Information

Business Unit: Houston Electric

Scope of Service

OnePay Card Administration provides services necessary for the issuance, maintenance, and closure of Company OnePay Cards in compliance with the CNP General Expense and Reimbursement Policy.

Responsibilities

Service Provider:

These services will include the following activities:

- * Verify that employees requesting a new OnePay Card have taken the General Expense and Reimbursement training before requesting a new card
- * Submit to issuing Bank applications for OnePay Cards
- * Enter new OnePay Card information into SAP
- * Monitor employee termination list from SAP Security to cancel OnePay Cards assigned to terminated employees
- * Cancel OnePay Cards upon request or when an employee leaves the company
- * Increase OnePay Card limits upon employee request and with proper management approval.
- * Monitor the application limits requested to confirm they comply with the CNP Authorization Policy
- * Monitor bank reporting system for OnePay Card activity
- * Review and respond to OnePay Help Emails
- * Answer employee questions on OnePay Help Line
- * Monitor unassigned Lodge Transactions (Ghost Card transactions) and assign to appropriate employee ID.
- * Review cardholder single transaction limit increase requests
- * Work with vendor if problems occur with the OnePay system application

Business Unit:

- * Submit OnePay card application and acknowledgement of responsibilities form with proper authorization signatures and card limit specified.
- * Notify Credit Card Administration if a card is lost or stolen.
- * Notify Credit Card Administration if a cardholder is retired or employment is terminated.
- * CNP card holders are required to use the card for all general business and travel expenses associated with company business.
- * Submit expenses with required documentation according to the CNP General Expense and Reimbursement Policy.
- * Submit all expenses on a timely basis.
- * Approvers have the primary responsibility for ensuring that expenses are reviewed and approved according to the CNP General Expense and Reimbursement Policy.

Performance Standards:

- * OnePay Card Applications are entered within 48 hours of receipt if proper training has been completed.
- * Newly assigned OnePay Cards are entered in SAP within 48 hours after receipt of the information.
- * Phone calls and email are answered within 48 hours of receipt.

Pricing Methodology:

Rate Calculation:

- * The annual cost of service for OnePay Administration is divided by total estimated volume of expense reports to determine the standard rate.
- * Actual costs are calculated monthly by multiplying the standard rate times the actual expense reports created.
- * Rates may be adjusted periodically.
- * Residual amounts cleared using number of planned transactions.

Service Cost Drivers:

- * Completing required training before submitting OnePay Card Application.
- * Combining all expenses related to a trip into one Expense Report.
- * Combining all general expenses for a month into one Expense Report.

Service Provider Initiatives:



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Finance
Location: Houston
Center: Financial Services
Service: Payroll Administration & Compliance

Business Unit Information

Business Unit: Houston Electric

Scope of Service

The Payroll Department provides the following services for CenterPoint Energy clients: Full scale payroll services including maintenance of master data life events, issuing payments (direct deposit and paper paychecks), voluntary and involuntary deductions, generating year-end earnings and tax statements (Form W-2, Form 1099R).

Supporting activities for those services are:

Payroll Administration:

- * Process multiple pay frequency payroll cycles for all companies within CNP
- * Process off-cycle payments
- * Process non-qualified benefit plan payments for retirees and survivors
- * Process payments for Board of Directors
- * Process annual bonus payments and salary changes (STI, CPA)
- * Process employee cash awards and imputed income items, such as gift certificates
- * Set up and maintain Master Data and Organizational Management Data
- * Administer executive MBA tuition program
- * Administer special payment plans
- * Administer corporate aircraft imputed income
- * Administer relocation imputed income and tax gross-up
- * Administer Travel Advances
- * Administer OnePay vendor file for out-of-pocket employee business expense reimbursements
- * Administer military vouchers and salary reductions for employees in the Armed Forces
- * Administer worker compensation deductions
- * Administer voluntary deductions and wage garnishments
- * Administer United Way employee charity payments
- * Administer employee loan programs
- * Process vacation cash out payments and holiday carryover hours
- * Administer employee overpayments and issue Form W2C as necessary
- * Prepare payroll funding wires for the Cash Management dept.
- * Process third party payments

Payroll Compliance:

- * Audit OnePay system for taxable items and impute income as necessary
- * Comply with union agreements as they relate to payroll
- * Maintain internal controls and data integrity in compliance with Sarbanes-Oxley and company policies
- * Research and comply with all payroll related laws and regulations (IRS, DOL, etc...)

Payroll Accounting and Funding:

- * Prepare Journal Entries from Payroll Runs
- * Prepare Severance Entries
- * Prepare all necessary funding related to Payroll Runs

Client Support:

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- * Provide Employment and Wage verifications and payroll data for subpoenas
 - * Provide data support to Legal, Audit Services and Regulatory dept.
 - * Provide ad-hoc management reports
 - * Provide statistical data reporting to the Department of Labor
 - * Provide client support for taxability issues
 - * Provide BU client support including time administrator training and new hire orientation
 - * Participate in cross-functional teams with HR, Finance (i.e.: policy development)
- System:**
- * Act as a liaison between BU and IT department for SAP configuration needs
 - * Ensure that the SAP HR/Payroll module is in compliance with regulatory requirements (system testing)
 - * Maintain disaster recovery plan
 - * Ensure payroll data security and segregation of duties
- Record Keeping:**
- * Maintain the record retention of payroll records in accordance with company policy and federal/state requirements
 - * Adhere to internal controls documentation requirements

Responsibilities

Service Provider:

Business Unit:

- * Submit accurate and timely Organizational Management and Master Data change information
- * Provide timely and accurate Time Management entries
- * Report timely and accurate employee awards and non-employee travel expense information

Performance Standards:

- * Process authorized transactions only
- * Ensure that wages are taxed correctly
- * Processing of payroll payments on time
- * Process and issue off-cycle payments and Travel Advances in 3-5 days. (If there is a system problem, conflict with a union agreement or the law, Payroll will do everything possible to correct the problem ASAP)
- * Respond to initial payroll inquiry within 24 hours

Pricing Methodology:

The costs for payroll payments, including direct deposit and printed checks, will be allocated among all the Business Units based on the active and inactive employee headcount.

Service Cost Drivers:

- * Reduce the number of off-cycle payments by timely and accurate time entry and by timely and accurate data submission for master data and organizational changes
- * Reduce the number of inquiries to the Payroll Department by utilizing available on-line tools
- * Increase participation in voluntary electronic paystub program (Paperless Pay)
- * Limit the number of voluntary deductions

Service Provider Initiatives:

- * Continue to educate clients on automated payroll tools, i.e., ESS/MSS, online time approval and Payroll Website to better serve clients
- * Continue to sponsor time administrator training classes
- * Continue to increase percentage of participation in paperless pay
- * Continue to promote on-line enrollment for United Way
- * Continue to research electronic W-2 distribution



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Finance
Location: Houston
Center: Accounting
Service: Property Accounting

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Provide Property Accounting services in compliance with GAAP and FERC to include the following:

- * Maintain fixed asset records and associated accumulated depreciation.
- * Provide guidance in making capital and expense determinations.
- * Calculate and apply AFUDC to eligible capital projects.
- * Provide fixed asset accounting and reporting to support corporate, financial, operational and regulatory requirements.
- * Record quarterly entries regarding non-service benefit costs in capital assets per ASC 715.
- * Record monthly entries regarding lease accounting per ASC 842.
- * Maintain current disposal calculations associated with Asset Retirement Obligations.
- * Maintain an interactive online catalog of retirement unit information, including criteria for capitalization.

Responsibilities

Service Provider:

- * Provide analysis and reporting on fixed assets to support timely release of financial statements and attest to reasonableness, completeness and accuracy of property schedules, reports, etc.
- * Provide information to support depreciation studies as needed.
- * Support jurisdictional regulatory reporting and rate filings.
- * Research proposed changes to the capitalization policy for FERC/GAAP compliance and make recommendations on changes
- * Maintain accurate fixed asset records.
- * Follow Accounting Policies.
- * Manage internal controls related to Property Accounting functions and test controls in compliance with Sarbanes-Oxley.
- * Leverage available technology to maximize efficiencies in the delivery of service provider responsibilities.

Business Unit:

- * Proactively seek counsel and advice of service provider regarding GAAP and/or FERC (Regulatory) treatment of fixed assets to insure compliance with CenterPoint policy and reporting requirements.
- * Properly charge expenditures to capital, manage capital work orders and report asset retirements in a timely and accurate manner.
- * Adhere to all Accounting Policies.
- * Evaluate Asset Retirement Obligations on an annual basis.

Performance Standards:

- * Timely close of Property Systems.

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- * Timely delivery of reports/schedules.
 - * Timely support of regulatory filings.
 - * Timely implementation of process changes due to changes in GAAP or regulatory requirements.

Pricing Methodology:

Billable hours

Residual amounts are cleared monthly by planned activities.

Service Cost Drivers:

- * Accuracy and quantity of work order data received and application of automated system processing.
- * Availability of data requested.
- * Number of rate filings.
- * System enhancement projects.
- * Number of ad hoc requests and special projects from Corporate, Operations and Regulators.
- * Changes in accounting standards or regulation that affects Property, Plant and Equipment.
- * Compliance Audit requests.
- * Number and complexity of asset retirement obligations.
- * Number and complexity of lease agreements.
- * Depth and frequency of reports/schedules needed to support Corporate, Operations and Regulatory Reporting.

Service Provider Initiatives:

- * Enhance operational training on proper use of capital work orders.
- * Improve reporting for operations on processing capital transactions.
- * Enhance Property Accounting reporting for regulated operations, non-regulated operations, and tax support.



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Finance
Location: Houston
Center: Financial Services
Service: Remittance Processing

Business Unit Information

Business Unit: Houston Electric

Scope of Service

CNP Remittance Processing will provide the following services for Company Code 0003-Houston Electric:

- * Reconcile the bank remittance advice (RA 820) to the remittance payment instructions (820-02) received from all competitive retailers.
- * Release the payment instruction files for posting and notify the appropriate departments of postings, irreconcilable files, and payment advices.
- * CNP Remittance Processing will open, process, create payment deposits, update and correct customer accounts for all ARO payments processed by Remittance received via US Mail, Courier, ACH, Wire, and EFT.
- * Research ARO payments as required.
- * Resolve discrepancies in bank deposits, balance sheets, and General Ledger entries created by Remittance.

Responsibilities

Service Provider:

1. Competitive Retailers:

- * Retrieve Bank Administration Institute (BAI) file.
- * Support matching of RA 820 and payment instruction 820-02.
- * Notify Technology Operations as needed of issues
- * Notify the Credit and Revenue Accounting Departments as needed.
- * Post General Ledger journal entries of funds.
- * Record deposit and file totals on internal Remittance balance sheet for each day's deposits and transmissions.
 - Competitive Retailer Research and Resolution:
- * Provide support documentation upon request.
- * Research payments that go to Clarification/Distribution Lot
- * Transfer payments from Clarification/Distribution lot to correct account

2. Accounts Receivable Other (ARO):

- * Open, process and post payments received via US mail and courier service, wires and ACH.
- * Prepare deposit and forward checks, images or data deposits to the bank.
- * Record transmission and deposit on internal remittance balance sheet.
- * Transmit payment information, check, and stub images to FileNet for archive.
- ARO Research and Resolution:
- * Provide support documentation upon request.
- * Research payments received without payment data.
- * Process returned checks.

Business Unit:

- * CEHE Credit will notify Remittance to release unbalanced competitive retailer files.
- * CEHE Credit will notify competitive retailers of unbalanced or missing files/payments.
- * Revenue Accounting will determine if all invoices are paid.
- * Revenue Accounting will verify balance sheet with invoices posted.
- * ARO accounts will be created and billed by CNP designated departments and forwarded to Remittance Department with check and bill stub.

Performance Standards:

- * ARO Payments will be processed within 2 business days of receipt of all posting information.

Pricing Methodology:

SERVICE BILLINGS

- * Remittance Processing Research and Resolution is billed hourly at a standard rate. This rate will be used to bill the Business Unit for processing Accounts Receivable Other (ARO) payments and Competitive Retailer payments.
- * Rate Calculation: The annual cost of service is divided by the total billable hours based on number of employees multiplied by annual estimated time per employee.
- * Actual hours per client will be tracked on a monthly basis.
- * Monthly billing will be calculated using the standard hourly rate times the actual number of hours dedicated to the Business Unit.
- * Rates may be adjusted periodically.
- * The hourly rate does NOT include fees that are/may be directly requested by the Business Unit. These fees are paid directly by each Business Unit.
- * Residual amounts are cleared monthly by planned activities.

Service Cost Drivers:

- * Bank account changes
- * Non-automated validation process for competitive retailers
- * Non-matching funds and payment instructions
- * Non-automated release of files to post
- * ARO payments received prior to account set up
- * Payments made without remittance stub with or without account number or work order written on check.
- * Customers who make payments for multiple BU's with one check.
- * SAP configuration to post to a particular/designated invoice requires manual posting.
- * Contacting sending department for payment information.

Service Provider Initiatives:

- * Increase conversion from manual to automated processes
- * EIP - Oracle to SAP



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Finance
Location: Houston
Center: Financial Services
Service: Revenue (Electric) Billing

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Industrial, Commercial, Residential, Street Light and Guard Light Electric Billing; Metered Interval Data Translation and Processing

Responsibilities

Service Provider:

Industrial, Commercial, Residential, Street Light and Guardlight billing services for approximately 2.5 million electric customers. Additional products, services and policies or enhancements to existing products, services and policies may impact the Service Level Agreement and are therefore subject to review/agreement by both parties.

*Support and facilitate billing data interfaces between the automated systems (SAP, EAI, TMH, MV90, MDM).

*Develop, monitor and prioritize legacy systems change activities and coordinate system testing and implementation with Technology Operations.

*Support ad hoc data retrieval as needed for various information requests.

*Monitor and resolve billing exceptions due to meter readings failing internal system parameters.

*Audit bills to confirm accuracy of billing.

*Perform billing for special handled accounts.

*Maintain system tables for rate factor and rate code changes.

*Prepare monthly and yearly read schedules and processing schedules.

*Provide internal client support for communicating with internal and external customers.

*Communicate with internal and external (MarkeTraks) customers on inquiries related to billing matters. Provide support regarding billing disputes and/or general questions regarding any electric invoicing.

*Provide data and schedules for regulatory filings and requests for information.

*Support audit functions relating to revenue related items.

Interval data translation and processing are Multi-Vendor 90 activities which will support the industrial and large commercial billing process. Interval data will be validated, edited and estimated. Support will be provided in filling Interval Data Recorder (IDR) gaps. Other activities will include ad hoc reporting and graphics, pulse meter service order entry, trouble reports, and verification of transformer losses. Load research data will be provided to the market as required.

Business Unit:

Provide meter readings.

Provide meter completion information on installations/exchanges/repairs/investigations.

Provide rate and premise location information.

Use information in manner intended.

Performance Standards:

Industrial, Commercial, Residential, Street Light and Guardlight accounts accounts will be billed according to the monthly processing schedule prepared for each respective month. Each month will have twenty (21) billing cycles.

Street light billing accounts will be billed primarily in cycles 10 through 18.

Yearly meter read schedules will be provided after the release of the annual Company Holiday Schedule.

Legacy system changes will be tested and placed into production by the effective date of each respective change.

Billing and Exceptions will be processed in accordance with Market Protocols.

Monthly closing of the billing systems will comply with the Financial Accounting close schedule.

Pricing Methodology:

Billable hours

Service Cost Drivers:

Drivers of revenue (Electric) billing costs are:

"Bad" meter readings

Meter exchanges not worked timely

The number of ESI ID accounts

The number/type of transactions

The number/type of exceptions

The number of rates/billing complexity

The scope and scale of projects

The degree of automation/system capabilities

Regulatory and Legal requirements

Competitive Retailer requests and inquiries.

Service Provider Initiatives:

Other Process Improvement Initiatives as appropriate



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Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Finance
Location: Houston
Center: Risk Control
Service: Risk Management/Control

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Weather hedges: Risk Control will provide professional services and advice for weather hedges.

Responsibilities

Service Provider:

Weather hedges: Primary responsibilities are:

- * Work with executive leadership to advise of the design and implementation of the seasonal weather hedges
- * Perform the monitoring (daily margining) and evaluation (analysis of effectiveness) of the seasonal weather hedges
- * Develop and prepare weather hedge presentations (as necessary) for respective committees such as the Risk Oversight and Executive committees.

Business Unit:

Weather hedges: Provide consultation regarding potential transaction/transactions when necessary.

Performance Standards:

Active participation in team meetings
Accurate reporting of completed risk evaluations

Pricing Methodology:

Billable hours
Residual amounts are cleared monthly by planned activities.

Service Cost Drivers:

Service Provider Initiatives:



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Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Finance
Location: Houston
Center: Financial Services
Service: Accounts Payable

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Accounts Payable provides three (3) services billed on a "per transaction" basis. They are: * Automated Invoice Processing (APAUTO), for all invoices processed via electronic payment. * Manual Invoice Processing (APMANI), for invoices manually entered into SAP by the central A/P staff. * Special Payment Runs, authorized only in an emergency (outside of normal payment runs (requires approval by Vice President level)).

Responsibilities

Service Provider:

The following are typical "Detail of Service" processes, procedures and functions that comprise the Automated and Manual services. They are provided as a reference to give the client for an appreciation of the fiduciary rigor that is necessarily associated with each service. Not every procedure or process listed is required to be performed for each service activity. Some are performed only on an as-needed or as-requested basis. Others are performed in aggregate.

INVOICE SCANNING AND INDEXING:

*Open all mail received in Specified P.O. Boxes designated to Vendor invoices; *Separate US mail by invoice type (Purchase Order, Non-Purchase Orders, Utility Invoices, Accounts Payable Payment Request, Credit Memo's; *Scan all invoices received by US mail into system. *Index necessary fields required for payment of the invoice. *Manually post those invoices which cannot be auto-posted. *Notify clients and vendors of missing information which prevents invoices from auto-posting.

AUTOMATED INVOICE PROCESSING: * Monitor automated entry of invoice data from Automated Feed or electronic flat files, such as: - Purchase Order (PO) Evaluated Receipt Settlement - Electronic Data Interchange (EDI). * Process rejects (bad or missing account info; closed work orders (WO's) rejected by SAP, etc.) * Monitor and clear exception items to the EDI 820 (payment) File * Provide Standard Accounts Payable Reports as needed * Respond to vendor/client inquiries and research requests * Perform all vendor master related maintenance i.e. adds/changes/etc.) for both and related invoices * Check Processing: - Investigate fraudulent checks - Monitor and clear exception items to the Positive Pay File * Returned Check Processing: - Research for correct vendor information (remit-to address) - Maintain Returned Check Log - Cancel original check returned and re-Issue * Stop Payment Request processing: - Process Stop Payment Requests same day when received by 3:00 P.M. (CST) * 1099 Tax Reporting Including: - Identify vendors requiring 1099Misc, 1099NEC and 1099S's as applicable - Request and update Vendor Tax Identification Numbers - Prepare and remit 1099Misc, 1099NEC and 1099S's to qualified vendors as applicable - Submit file to Internal Revenue Service reporting all issued 1099Misc, 1099NEC and 1099S's * Audits: Support internal and external audits including representation and use of Kofax AP Essentials for document retrieval and recovery * Workshops and Training: provide as needed **MANUAL INVOICE PROCESSING:** * Invoice Processing: - Research Vendor files to ensure accurate vendor payment and mailing address - Notify responsible buyer of PO non-compliance and/or Lack of material receipt - Manually enter invoice into the Accounts Payable System (on emergency basis) - * Internal Audit Updates the

Automated Approval Table for Accounts Payable invoices as indicated by the Authorization Policy Section 3 (for non-fuel related expenditures) and Accounts Payable is the backup. Image Processing (for records retention and retrieval): - Open and sort all incoming mail - Image all non-automated invoices and supporting documentation via Kofax AP Essentials system - Image void checks generated from manual and automated invoice processing * Error Processing: Notify initiator of payment requests containing errors (i.e. invalid or missing authorization, etc.) * Account Reconciliation: - 176986 Temp. Suspense Clearing; 176999 Clearing Accounts/Suppl Discounts; 201010 Accounts Payable - Trade Count; 213890 AP - Disb Clearing Account Citi - Virtual Card; 213994 Unrecorded Liabilities; 213999 Goods Rec'd / Inv Rec'd * Monitor Reports, including: - Daily Check Proposal - Job Overview (SM37) - Blocked Report (MRO2) - Duplicate Invoice Report - Payment Exception Report - Pending AP Workflow Report

Business Unit:

Provide vendors with correct Purchase Order (PO) Number, or Work Flow (WF) Number prior to invoice submission as appropriate.

* Ensure that vendors comply with CNP's standard formatting for invoices. Each invoice should have at a minimum (Vendor name; vendor address; invoice #; invoice date; PO # or Contract # and WF # or WF #; invoice amount)

*Ensure that all invoices are received directly from the vendor into Accounts Payable. Required to have all invoice billing (except for utilities) submitted via email to AP.invoices@centerpointenergy.com. *Utility invoices should be mailed to P. O. Box 209, Evansville, IN 47708; *APPR's should be sent via email to APinvoice.review@centerpointenergy.com

*Timely entry of goods receipts or contract releases * Daily review of SAP Accounts Payable Work Flow In-box * Timely coding and approval of non-PO related invoices

*Require completed and verifiable CNP Form 474 for all vendor creates/changes and W-9 form for all new Vendor set-ups.

Performance Standards:

*(1) Operate within approved budget; *(2) Achieve payment timing standards: (a) Vendor invoices emailed to ap.invoices@centerpointenergy.com will be scanned (includes OCR) and committed to SAP on the same day. Invoice received by AP via US Mail will be scanned and committed to SAP within 72 hours of receipt of mail. Vendors maintenance is performed on average within 3 working days of receipt of required vendor documentation/information (verification of information by a third may extend this time); (c) Payments made outside of the normal scheduled payment run, will be processed within 24 hours of receipt of the "invoice" with the proper authorization; (d) Perform duplicate review within 3 working days of item being flagged a suspected duplicate.

Pricing Methodology:

TRANSACTION SERVICES AND SERVICE RATES * A/P provides three (3) transaction driven services, each with its own fixed annual rate. They are: Manual Invoice Processing, Automated Invoice Processing, and Special Payment Runs. * Emergency payments (requiring special payment run) are billed at a flat rate of \$250 per payment. * Manual and Automated Invoice Processing services are billed to a client (monthly) based on the number of transactions times the service rate. * Individual service rates are determined annually by calculating the total annual cost of providing a given service by the number of annual transactions estimated for the service. * The estimated number of annual transactions is determined by historical precedent, modified by projected levels of future activity. * Billable Hour Service - Workflow invoices that require a processing type change. * Residual amounts are cleared monthly by planned activities. 1099 assessed penalties will be charged to the business unit who contributed to the penalty.

Service Cost Drivers:

Number of line item transactions.
Number of vendor creations and changes.
Duplicate invoice submission
Completeness and accuracy of information provided
Method of invoice entry into the Accounts Payable System.

Service Provider Initiatives:

Partner with Internal and External Clients to create maximum process efficiencies. Continued assessment of technologies to create more effective and efficient payment process flows.



CenterPoint Energy Service Company, LLC
Service Level Agreement
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Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Finance
Location: Houston
Center: Financial Services
Service: Bank Recon and Escheat Processing

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Provide timely reconciliation of all bank accounts assigned to Bank Reconciliation on the Treasury Allbank file. Perform all activities required to satisfy the unclaimed property laws of the various states. Perform Escheat General Ledger Due Diligence Review to identify unclaimed property.

Responsibilities

Service Provider:

For bank reconciliation services:

1. Obtain bank statements with assistance as needed from Cash Management
2. Monitor receipt of daily bank activity files into SAP, resolving errors and notifying technical group when files do not arrive
3. Reconcile differences between the bank statement and the general ledger in SAP
4. Generate a reconciliation report detailing the results of the account reconciliation per Accounting policy 07 Account Reconciliation Policy
5. Refer unbooked or misbooked general fund activity to Accounts Payable, Remittance Processing or Cash Management for correction as appropriate
6. Refer check cashing errors to Accounts Payable for correction in the General Ledger or to Corporate Disbursements for correction by the bank as appropriate
7. Refer all other bank errors to Cash Management for correction by the bank
8. Suggest correcting journal entries to client-designated contact as appropriate
9. Monitor correction processes to ensure corrections are made within 90 days of the bank statement date
10. Follow up with proper management when corrections are not being made in a timely manner
11. Respond to requests from internal and external auditors regarding bank reconciliation matters
12. Manage internal controls related to bank reconciliation functions and test controls in compliance with Sarbanes-Oxley
13. Monitor Treasury's ALLBANK file listing of all company bank accounts and communicate differences between this list and the reconciliation review log immediately to Treasury

For escheat processing and reporting services per Accounting policy 32 Escheat Policy:

1. Periodically examine the SAP check registers for the bank accounts to determine eligibility for transfer of checks to the escheat tracking database, Tracker
2. Periodically examine the SAP General Ledger to determine if there is any unclaimed property included in the balances. Determine if the new property is escheatable and include with Escheat reporting
3. Verify the list of escheat eligible checks with client
4. Refer check classification errors to A/P for correction in the General Ledger or to Corporate Disbursements for correction by the bank as appropriate

5. Prepare journal entries for outstanding checks to be reclassified as unclaimed property as appropriate
6. Reconcile escheat payable General Ledger account to Tracker database
7. Attempt to contact via mail the claimants of unclaimed property
8. Remit to responding claimants their previously unclaimed property
9. Report and remit to the proper agencies any remaining unclaimed property
10. Respond to unclaimed property audits as necessary
11. Manage internal controls related to Escheat functions and test controls in compliance with Sarbanes-Oxley
12. Introduce the Unclaimed Property/Escheat Website and provide training.
13. Periodically examine the SAP General Ledger to determine if there is any unclaimed property included in the balances. Determine if the new property is escheatable and include with Escheat reporting.
14. Assure that 3rd party service providers making payments on behalf of CenterPoint Energy are reporting unclaimed property.

Business Unit:

For bank reconciliation services:

1. Review suggested correcting journal entries submitted by Bank Reconciliation and within 30 days post either the entry as suggested or an alternate correcting entry
2. Notify Bank Reconciliation of the document number of the journal entry when posted

For escheat processing and reporting services:

1. Review list of outstanding checks for accuracy when requested
2. Review General Ledger accounts for unclaimed property and report abandoned property prior to dormancy period due date
3. Assist with claimant contact information when requested
4. Reference Unclaimed/Property Escheat Website for information.

Performance Standards:

Measures:

1. Bank account analysis completed in accordance with the timeline for the Account Reconciliation Policy.
2. Unclaimed property remitted and reported to each agency by the dates prescribed.

Pricing Methodology:

Employees no longer reside in a separate cost center, and instead will reside in 125093 after June. For the first part of year, the cost will be captured in Oracle with intercompany to SAP.

Service Cost Drivers:

Number of labor hours required to complete each reconciliation and escheat on time.
License/maintenance fee for escheat data base software.

Service Provider Initiatives:

Continued training and retention of staff will improve responsiveness and accuracy and will reduce costs of this service.



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Finance
Location: Houston
Center: Treasury
Service: Cash Management

Business Unit Information

Business Unit: Houston Electric

Scope of Service

- Determine the daily cash position for CNP and its subsidiaries
 - Administer the pooling of funds by CNP and its subsidiaries according to the terms of the money pool agreement(s)
 - Initiate borrowings and repayments under bank credit facilities of CNP and its subsidiaries
 - Administer commercial paper programs for CNP and its subsidiaries
 - Invest available cash
 - Process electronic transactions for CNP and its subsidiaries
 - Open, maintain and close banks accounts
 - Assist IT with banking file transmission issues
 - Assist with projects that involve banking matters
 - Maintain a cash forecast
- Maintain internal controls

Responsibilities

Service Provider:

- Determine the daily cash needs for every money pool participant and the resulting money pool borrowing/investing position
- Initiate borrowings and repayments under bank credit facilities of CNP and its subsidiaries
- Determine rates for commercial paper offerings and communicate issuance requirement to dealers
- Manage investment of excess cash
- Process electronic transactions on dates requested by CNP and its subsidiaries
- Upload General Ledger information relating to transactions initiated by Treasury to SAP each business day
- Prepare and distribute the money pool memo each business day
- Monitor bank accounts for CNP and its subsidiaries
- Review and allocate bank fees to CNP and its subsidiaries
- Maintain a Business Continuity Plan
- Maintain a rolling twelve-month cash forecast to assist in determining cash needs, liquidity and to reduce borrowing costs
- Adhere to internal controls by reviewing and testing each quarter

Business Unit:

- Provide cash forecast information via the SharePoint website or directly to Treasury
 - Submit and approve wire transfer and ACH tax payment requests prior to deadlines as stipulated by Treasury
 - Reconcile bank accounts timely
-

- Provide IT support for FIS Treasury Management System, SAP, FileNet and LAN

Performance Standards:

- Wire transfers made on dates indicated by clients
- ACH tax payments made on dates indicated by clients
- Cash positions of client companies determined each banking day
- Compliance with the borrowing and investing terms of money pool agreements
- Credit facility borrowings and repayments made each banking day by the time deadlines specified in each facility agreement
- Credit facility fees paid and notices provided in accordance with the terms of each facility agreement
- Commercial paper issuance and repayments executed timely and accurately
- No defaults resulting from failure to pay principal, interest or fees
- Investments made in accordance with CNP Short Term Investment Policy
- Distribution of the money pool memo each business day
- Reasonable bank fees when compared to bank fees of peers

Pricing Methodology:

- Billable hours
- Direct costs associated with maintenance of bank accounts
- Non-interest related costs associated with Money Pool borrowings

Service Cost Drivers:

- Number of subsidiaries
- Number of credit facilities
- Number of bank accounts and number of different banks utilized by CNP and its subsidiaries
- Number of wire transfer and ACH tax payment transactions
- Number of companies making external investments
- Number of commercial paper programs and associated dealers
- Number and complexity of exceptions during daily upload of GL posting data to SAP and next day exceptions which appear on daily SAP settlement reports
- Extent of client counseling on the processes to follow when completing wire transfer and ACH tax payment requests
- Source of borrowed funds (commercial paper or bank loans) which is affected by credit ratings
- Federal and State regulatory requirements
- Whether CNP (on a consolidated basis) is in a borrowing position or an investment position

Service Provider Initiatives:

- Periodically conduct benchmarking studies of service charges to ensure that current fees are reasonable
- Continue to reduce the number of bank service providers and to consolidate services in order to reduce costs



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Finance
Location: Houston
Center: Financial Services
Service: Check Printing

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Corporate Disbursements provides services necessary for the printing and distribution of checks in compliance with the CNP Check Disbursement Policy. These services will include the following activities:

- * Print checks, insert into envelopes, and prepare for distribution.
- * Assist in the investigation of fraudulent checks.
- * Provide copies of cashed checks upon client request.
- * Monitor bank Positive Pay and Positive Payee files, which are files sent from SAP to notify the bank of checks issued.
- * Provide ongoing review/investigation of new security features for Company check stock.

Types of check to be printed/disbursed for this client include:

- * Accounts Payable Checks
- * Customer Refund Checks
- * Claims Checks
- * Payroll Checks/Stubs

Responsibilities

Service Provider:

- * Manually review check registers for special handling and distribute checks as needed (interoffice mail, US Postal Service, overnight courier, or pick-up).
- * Hold selected customer accounts payable checks, per client request.

Business Unit:

- * Provide control totals for incoming print file. Totals to include number of checks and total dollars in file.
- * Notify Corporate Disbursements that print file has been sent and is ready to be downloaded.

Performance Standards:

- * Accounts Payable checks will be mailed within 24 hours after receipt of a correct print file.
- * Customer refund checks are mailed according to the date on the check.
- * Claims and Payroll Checks are mailed or distributed according to business unit instruction.

Pricing Methodology:

SERVICE BILLINGS

-
- * Rate Calculation: The annual cost of service for Check Disbursements is divided by total estimated volume of printed checks to determine the standard rate.
 - * Actual costs are calculated monthly by multiplying the standard rate times the actual check volume.
 - * Rates may be adjusted periodically.
- DIRECT CLIENT INCURRED
- * Check courier costs will be charged directly to the client.

Service Cost Drivers:

- * Incorrect customer addresses add to re-work for check disbursements.

Service Provider Initiatives:



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Finance
Location: Houston
Center: Accounting
Service: Gas Cost Accounting

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Perform monthly inventory accounting duties for Electric Operations.

Responsibilities

Service Provider:

1. Perform Inventory Accounting
 - a. Prepare inventory adjustment journal entries due to cycle count.
 - b. Monitor and reconcile MMS inventory balances by G/L balances
 - c. Properly compile, document and archive all journal entries and reports according to CNP Journal Entry Documentation and Record Retention policies.
 - d. Respond to requests for information
 - e. Monitor and reconcile consignment inventory accounts.
 - f. Perform Sarbanes Oxley compliance duties as required.
2. Follow all accounting policies.
3. Perform all work with the highest efficiency.
4. Use new technology as applicable:
 - a. Blackline
 - i. Journal Entry Module
 - ii. Account Reconciliation Tool
 - iii. Smart Close
 - b. Master Data Governance (MDG) Tool
 - c. Onenote
5. Proactively review work for innovation/automation opportunities.

Business Unit:

1. Identify informational needs and provide feedback
2. Timely and accurate completion of data.

Performance Standards:

1. Complete journal entries and reports without significant error by due dates
2. Operate within approved budget.

Pricing Methodology:

Billable Hours

Residual amounts are cleared monthly by planned activities.

Service Cost Drivers:

Cost Drivers:

1. Number of /profit centers/plant locations/cost centers.
2. Frequency of rate orders filings
3. Complexity of account analysis
4. Compliance requirements
5. Number of data requests or request for information

Service Provider Initiatives:

None at this time.



CenterPoint Energy Service Company, LLC
Service Level Agreement
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Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Finance
Location: Houston
Center: Accounting
Service: General Accounting - Electric

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Attest to financial data in compliance with GAAP, FERC and regulatory requirements. Perform general and revenue accounting functions. Includes CC 125119 Financial Accounting Electric & Corporate.

Responsibilities

Service Provider:

1. Manage financial data to support external reporting
 - a. Review and attest to trial balance for monthly close per policy 06 Monthly Closing General Ledger Review Policy
 - b. Prepare audit schedules as required for external and internal audits
 - c. Implement changes as required from issuance of new GAAP
2. Provide general accounting functions
 - a. Prepare journal entries
 - b. Determine contingencies and other liabilities per Accounting policy 08 Contingency Policy and 14 Accrued Liabilities Policy
 - c. Maintain debt structure
 - d. Prepare account reconciliations as assigned per policy 07 Account Reconciliation Policy
 - e. Properly compile, document and archive all journal entries, analysis, reports and other products
 - f. Coordinate and process quarter-end and year-end accruals and accrual reversals
3. Provide data and information to clients & others
 - a. Prepare schedule of significant events monthly
 - b. Prepare schedules for SEC and FERC filings
 - c. Respond to requests for information (provide revenue analysis and prepare ad hoc revenue schedules and data retrieval requested from other internal departments, municipalities, auditors and consultants)
 - d. Prepare external reports as required
 - e. Provide data and schedules for regulatory filings
4. Manage internal controls related to general accounting functions and test controls in compliance with Sarbanes-Oxley
5. Follow Accounting Policies

6. Control costs and maintain accuracy
7. Use new technology as applicable
 - a. Blackline
 - i. Journal Entry Module
 - ii. Account Reconciliation Tool
 - iii. Smart Close
 - b. Master Data Governance (MDG) Tool
 - c. Wires Automation Tool
 - d. Treasury Management System
8. Proactively review work for innovation/automation opportunities
9. Prepare and submit daily the Transition Charge Bond and System Restoration Bond Wires (EFT) to be sent to Deutsche Bank
10. Prepare and submit weekly the Nuclear Decommissioning Charge Wire (EFT) to be sent to Boston Safe Deposit and Trust Company
11. Support and invoice Miscellaneous Non-Electric Services for Transmission Cost of Service revenues and customer pay jobs such as line relocations, damaged poles, wireless and fiber leases, and other similar services
12. Prepare franchise fee payments (ACH or check) for the City of Houston and certain other incorporated cities that have a monthly fixed franchise fee payment
13. Prepare the franchise fee payments (ACH and check) for incorporated cities within Houston Electric's service area that receive quarterly franchise payments based on Kilowatt Hour
14. Support and facilitate the interface between systems
15. Coordinate with CenterPoint Energy's Regulatory & Rates Department regarding the Transmission Cost Recovery Factor and related Transmission Cost of Service expense recovery.
16. Prepare the annual Transition Charge & Charge Off Allowance True-Up Schedules for CenterPoint Energy's Regulatory Department
17. Prepare annually new monthly fixed franchise fee recurring payment form for the City of Houston and certain other incorporated cities
18. Develop, monitor, and prioritize system change activities and coordinate system testing and implementation with IT
19. Additional products, services, and policies or enhancements to existing products, services and policies may impact this Service Level Agreement and are therefore subject to review/agreement by both parties

Business Unit:

1. Monthly closing of the revenue systems and adherence to the Financial Accounting close schedule
2. Analysis of monthly and periodic financial data and provide information for journal adjustments required
3. System changes will be tested and placed in production by the effective date of each respective change
4. Assess operational changes in the business unit for determination of proper accounting treatment or impacts to the financial statements
5. Identify informational needs and provide feedback
6. Provide Accounts Receivable Other balance verification and write-offs for electric customers
7. Use information in manner intended
8. Compliance with CNP Code of Conduct
9. Adhere to all Accounting Policies
10. Provide miscellaneous non-electric billing information
11. Miscellaneous non-electric billing accounts will be billed daily according to client's needs

Performance Standards:

1. Complete journal entries and reports without significant error by due dates
2. Prepare and submit payment information accurately and by due dates
3. Close financial records monthly without significant error by due dates
4. Operate within approved budget

Pricing Methodology:

Billable hours

Residual amounts are cleared monthly by planned activities.

Service Cost Drivers:

1. Number of profit centers
2. Number of manual journal entries
3. Degree of automation/system capabilities
4. Complexity of systems, in particular cost flows
5. Complexity of allocations and number thereof
6. Regulatory and legal requirements
7. Municipalities and other tax authorities requests and inquiries
8. Scope and scale of projects

Service Provider Initiatives:

1. Continued training and retention of staff will improve responsiveness and accuracy and will reduce costs of this service
2. Other Process Improvement Initiatives as appropriate



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Finance
Location: Houston
Center: Treasury
Service: Financing & Investment Management

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Finance seeks to ensure compliance with regulatory and legal requirements, support the decision making process associated with the investment of funds held in trust, administer trust fund investments and implement appropriate financings to ensure liquidity.

Responsibilities

Service Provider:

- Evaluate and implement financing alternatives
- Administer investment of benefit plan assets and other funds held in trust
- Provide support for investment decisions relating to funds held in trust
- Ensure compliance with legal agreements
- Support filing requirements under the 1934 Act

Business Unit:

Performance Standards:

- Timely execution of financings to meet cash needs
- Effective support for decisions made by the Benefits Committee
- Comply with requirements in existing financing agreements

Pricing Methodology:

- Costs associated with outstanding debt of a company
- Actual costs incurred in connection with a financing
- Billable hours
- Residual amounts are cleared monthly by planned activities

Service Cost Drivers:

- Amount of debt outstanding
- Number of financings
- Complexity of financings
- Aggregate principal amount of financings

-
- Time needed to administer benefit plan investments and other investments
 - Number and complexity of regulatory filings including 1934 Act filings and rate cases

Service Provider Initiatives:

- Refinancing of existing debt
- Execution of pre-issuance interest rate hedging to reduce interest rate risk associated with future financings



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Business Unit Information

Company: CenterPoint Energy Service Co LLC

Business Unit: Houston Electric

Organization: CNP Financial Planning & Analysis

Location: Houston and Indiana

Center: Financial Planning & Analysis

Service: Financial Planning & Analysis

Scope of Service

Financial planning and analysis (FP&A) is a set of planning, forecasting, budgeting, and analytical activities that support CNP's major business decisions and overall financial health. FP&A works with the business units to identify and improve financial performances. In addition, FP&A maintains master data and manages the month-end close process.

Responsibilities

Service Provider:

FP&A involves analysing quantitative and qualitative data to assess business performance. FP&A teams take this data from internal and external sources and use it to build reports and forecasts. The insights that emerge from this process help build recommendations that will maximise operational efficiency and ultimately steer top level business strategy.

Works with the business units to create/maintain master data objects and manages the month-end close process.

Business Unit:

Clients will provide information and resources in a timely manner in order to maintain the planning and forecasting timetables leading up to and during the planning season.

Performance Standards:

- Prepare and maintain accurate and timely planning and forecasting models to the business units.
- Organize and hold planning and forecast meetings with the clients and to adjust as needed.
- Ensure the business units are updated with any additional changes.
- Work with the business units to ID and recommend adjustments when actuals start to deviate from the plan.
- Maintain master data within SAP
- Maintain the month-end close process and systems

Pricing Methodology:

- Billable hours
- Residual amounts are cleared monthly

Service Cost Drivers:

- Degree of automation/system capabilities
- Complexity of systems, in particular cost flows
- Complexity of allocations and number thereof
- Regulatory and legal requirements
- Municipalities and other tax authorities requests and inquiries
- Scope and scale of projects

Service Provider Initiatives:

- Continued training and retention of staff will improve responsiveness and accuracy and will reduce costs of this service
- Proactive review for innovation/automation to control cost and maintain accuracy
- Other Process Improvement Initiatives as appropriate



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Finance
Location: Houston
Center: Accounting
Service: Financial Acctg - Gas

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Prepare financial data in compliance with Generally Accepted Accounting Principles. Perform general accounting functions which consists of accounting services, reporting and analysis for Gas Operations in Texas, Minnesota, Indiana and Ohio.

Also includes CenterPoint Energy Intrastate Pipeline (CEIP) and Home Service Plus North (HSPN).

Responsibilities

Service Provider:

The following are typical processes, procedures and functions that comprise the financial accounting process. These items occur in various frequencies, such as monthly, quarterly, annually or on an as-needed basis.

- Provide various reports monthly, quarterly and annually.
- Calculate, prepare, submit payment and handle correspondence for franchise fees for certain incorporated cities within jurisdictional service areas
- Prepare schedules, journal entries and reports
- Prepare general ledger account reconciliations and reviews
- Review Trial Balance monthly
- Perform internal controls and related testing for Sarbanes Oxley controls.
- Support Regulatory Reporting in the preparation and/or review of schedules, workpapers, exhibits, witness testimony and responses to data requests related to rate case proceedings, internal and external auditors.
- Properly compile, document and archive all journal entries, analysis, reports and other products

Business Unit:

- Timely and accurately provide support and information for accounting-related financial activities, reporting and analysis
- Analyze financial data and provide information for journal adjustments required
- Communicate operational changes in the business unit for determination of proper accounting treatment or impacts to the financial statements

Performance Standards:

- Complete journal entries and reports without significant error by due dates
- Prepare and submit payment information accurately and by due dates
- Close financial records monthly without significant error by due dates
- Operate within approved budget

Pricing Methodology:

- Billable hours
- Residual amounts are cleared monthly

Service Cost Drivers:

- Number of cost or profit centers
- Number of manual journal entries
- Degree of automation/system capabilities
- Complexity of systems, in particular cost flows
- Complexity of allocations and number thereof
- Regulatory and legal requirements
- Municipalities and other tax authorities requests and inquiries
- Scope and scale of projects

Service Provider Initiatives:

- Continued training and retention of staff will improve responsiveness and accuracy and will reduce costs of this service
- Proactive review for innovation/automation to control cost and maintain accuracy
- Other Process Improvement Initiatives as appropriate



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Human Resources
Location: Houston
Center: Learning & Organizational Development
Service: Learning & Organizational Development

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Provide services to support Corporate HR strategy including, but not limited to:

- * Corporate culture initiatives
- * Employee and leadership development through CNP University
- * Employee survey design/administration
- * Consulting services - management and team development (assessments and teambuilding), analysis and diagnosis of organization issues (develop and implement solutions)
- * Learning Technology services - virtual learning tools, consulting and support for learning management system
- * Learning Content - instructional design and third-party content providers
- * Customer Service Learning services - training support for all new and existing call center service agents and sales training support for HSP North and South

Responsibilities

Service Provider:

Provide services and satisfy client needs in a timely and cost efficient manner

Business Unit:

- * Partner with Human Resources to identify needs and implement solutions
- * Timely request of services

Performance Standards:

Provide value added service within the timeframe and cost agreed upon at the time of the request

Pricing Methodology:

Direct charges from items such as assessments, late cancellation/no show fees, etc. are tracked and charged directly to the business unit; all remaining costs are allocated to business units proportionally based on number of employees.

Service Cost Drivers:

- * Number of trainees
- * Number of Corporate initiatives

* Provider and client driven travel expenses

Service Provider Initiatives:

Leadership Development for Succession Planning Candidates



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Human Resources
Location: Houston
Center: HR Business Partners
Service: Labor Relations

Business Unit Information

Business Unit: Houston Electric

Scope of Service

- Labor Relations support services are provided to employees in states: Indiana and Texas.
- Labor Relations activities include: Planning and leading the collective bargaining process for the business unit, interpreting labor agreements, and providing direction for the proper application of the agreements to management.
- Labor Relations partners with Human Resources Business Partner(s) on employee relations issues and processes. It manages grievances, coordinates arbitrations with Legal and other departments.
- Develops and delivers Labor Relations Training to management and non-exempt employees as required.
- Labor Relations provides consultation to management on labor issues, implements and develops labor strategies, and coordinates labor relations within CNP.
- Labor Relations participates in industry and regional labor relations activities and builds relationships.
- Labor Relations leads, coordinates and executes comprehensive employee activities within unrepresented work groups when faced with organizing activities.

Responsibilities

Service Provider:

- To provide a full array of Labor Relations expertise and support to CenterPoint Energy.
- Services are designed to meet the needs specified by management, this includes mitigation of risk, advancement of labor relationships and optimization of each contract relationship, as well as developing tactics tailored to each business unit while meeting overall corporate interests.

Business Unit:

- To adhere to our contractual obligations, assist in the consistent application of corporate and business unit Labor Relations strategies.
- Work in coordination with corporate Labor Relations to ensure compliance with senior management business objectives.

Performance Standards:

- Align operations with the company's strategic objectives and provide value added labor relations services.

Pricing Methodology:

- Direct charges are tracked and charged directly to the applicable business unit.
- All remaining cost are assigned based on number of employees.

Service Cost Drivers:

- Percent of organized workforce
- New unionization activities
- Market trends
- Change issues
- Cost controls
- Level of service requested and required by business unit
- Travel requirements to service the business needs

Service Provider Initiatives:

- To provide excellent service at the least cost.



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Human Resources
Location: Houston
Center: Compensation & Benefits
Service: Compensation & Benefits

Business Unit Information

Business Unit: Houston Electric

Scope of Service

General activities and costs to support Compensation and Benefits groups

- * Salaries and related expenses
- * Design, price and administer benefit plans
- * Negotiate and manage vendor contracts relating to the provision of and administration of benefits
- * Manage Family Medical Leave Act (FMLA) leaves and reasonable accommodations under Americans with Disabilities Act
- * Monitor Long Term Disability referrals, active cases and appeals
- * Ensure regulatory compliance with the many laws and regulations impacting Compensation and Benefits (Internal Revenue Service, Department of Labor, and Security and Exchange Commission)
- * Coordinate annual benefit enrollment activities
- * Monitor competitive developments and conduct annual market pricing
- * Design and administer job structure, base, variable, long-term pay, employee recognition programs
- * Coordinate, review and analyze total company benefits budget
- * Adhere to internal controls documentation requirements
- * Conduct merger and acquisition cost benefit analyses and recommendations
- * Manage wellness programs and initiatives

Responsibilities

Service Provider:

- * Provide and manage employee benefits
- * Design, develop, communicate and maintain compensation programs designed to attract, motivate and retain human capital
- * Manage employee financial security plans in a cost effective manner
- * Maintain vendor relations

Business Unit:

Align operations with the company's strategic objectives and adhere to Human Resources standards and policies.

Performance Standards:

Pricing Methodology:

Direct charges are tracked and charged directly to the applicable business unit.

All remaining cost are allocated to business units proportionally based on number of employees.

Service Cost Drivers:

Cost drivers for Human Resources include:

Compensation:

- * Number of surveys in which we participate in and purchase data. (We seek three credible sources for general industry jobs and seek at least one credible source for specialty jobs such as gas or electric industry specific jobs.)

- * Functionality required from compensation planning system. (Annually we endeavor to improve the Compensation Planning System in order to deliver a user friendly and robust planning tool.)

- * Degree to which special studies and analysis are required including the pricing of new positions and reevaluation of existing positions and progressions.

- * Degree to which special educational programs are requested which require design and development of educational materials regarding compensation programs and strategies.

Financial Security and Benefits Administration:

- * Required compliance activities related to Employee Retirement Income Security Act of 1974, Health Insurance Portability and Accountability Act of 1996, etc. such as Summary Plan Descriptions, Summary of Material Modifications, Form 5500s, Family Medical Leave Act (FMLA) and Americans with Disabilities Act (ADA)

- * Degree to which multiple vendors are required to provide benefit options for active and retired employees located in non-urban locations

- * Plan design studies, analysis and contract reviews necessary to maintain cost effective benefit options

- * Communications and systems required to conduct user friendly annual enrollment activities

- * Ability and need to investigate and address specific employee or retiree concerns in addition to plan appeal procedures

Disability Management:

- * Frequency and support provided for FMLA leaves and ADA accommodations

- * Number of long-term disability cases

Employee Services:

- * Number of severances and degree to which termination documentation is prepared and made available to the vendor, timeliness of vendor requests for termination information (unemployment insurance)

- * Complexity of an amount of participation in programs administered within this area

- * Health Plan Initiatives (for Ex. – Flu shots and other vaccines)

Service Provider Initiatives:



CenterPoint Energy Service Company, LLC
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Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Human Resources
Location: Houston
Center: HR Business Partners
Service: Client Direct Support

Business Unit Information

Business Unit: Houston Electric

Scope of Service

- Human Resources Client Direct support services are provided to employees in states: Indiana and Texas.
- Provide direct Human Resources consulting services as follows:
 1. Employee Relations
 - Conduct employee investigations.
 - Interpret and administer corporate policies and labor contracts (as applicable).
 - Counsel employees and management on issues related to disciplinary actions, terminations, promotions, selection and hiring, etc.
 2. Compensation and Benefits – in collaboration with the Corp. HR groups
 - Administer base and variable pay process and budgets.
 - Provide education, communication and training to managers and employees on comp matters.
 - Support job documentation process and assist management in use of salary surveys.
 3. Organization Effectiveness
 - Facilitate leadership and employee development activities.
 - Conduct assessments of training and development needs.
 - Partner with leadership by collaborating, coaching and influencing to achieve top organizational performance.
 4. Disability Management – Coordinate personal disability management activities with the Corp. HR disability management group
 5. Coordinate additional activities such as employee transfers and relocations, drug and alcohol testing, etc.
 6. Workforce, Diversity and Inclusion

Responsibilities

Service Provider:

- Satisfy client needs in a timely and cost-effective manner.

Business Unit:

- Partner with HR to identify needs and implement solutions.

Performance Standards:

- Client satisfaction feedback (formal and informal).

Pricing Methodology:

- Direct charges are tracked and charged directly to the applicable business unit.
- All remaining cost are assigned based on number of employees.

Service Cost Drivers:

- Client Demand
- Litigation
- Policy/Regulatory Changes
- Employee Investigations
- Travel Costs
- Level of service requested and required by business unit
- Travel requirements to service the business needs

Service Provider Initiatives:

- To provide excellent service at the least cost.



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Human Resources
Location: Houston
Center: HRIT Technology
Service: HR Technology

Business Unit Information

Business Unit: Houston Electric

Scope of Service

- * Provide in-depth knowledge and understanding of HR, systems, resources, and key personnel.
- * Serves as liaison between HR/HR users and Technology Operations.
- * Provide clarity around HR data for users.
- * Research and resolve data integrity issues.
- * Advise and assist management in handling organizational changes and related employee changes.
- * Coordinate and/or design various HR Form changes or creation of new forms that support processes and systems.
- * Train Company personnel on the use of HR applications and processes through systems demonstration and customized training classes. Prepare and design training materials/manuals.
- * Analyze, propose and execute enhancements to improve functionality & increase effectiveness of systems including incorporation of changes as the Company pursues new business opportunities.
- * Interface with clients to determine their technical needs and requirements for configuration and enhancements to the various HR systems.
- * Work with the technical support teams to provide input and coordination of activities related to routine systems, interfaces, third party bolt-on, production support activities and customization requests and programs.
- * Monitor and audit data integrity issues in HR applications
- * Manage the security process for the HR applications and other non-HR applications that retrieve HR data. Design new security roles when business process dictates.

Responsibilities

Service Provider:

- * Provide subject matter expertise on SAP and related HR applications
- * Provide training on use of HR reporting tools
- * Provide skills of business analyst for SAP efficiency
- * Liaison between HR business units and Technology Operations

Business Unit:

Align operations with the company's strategic objectives and adhere to Human Resources standards and policies.

Performance Standards:

Provide value added services within the timeframe agreed upon at the time of the request.

Pricing Methodology:

Internal labor charges are assigned based on the number of employees in the applicable business unit.

Service Cost Drivers:

Service Provider Initiatives:



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Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Human Resources
Location: Houston
Center: HR Talent Management
Service: HR Talent Acquisition

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Provide leadership with support and advisory assistance, and ensure execution of day-to-day functions for the following:

- Serve as primary contact for all levels of management, business unit and functional leadership for all talent acquisition activities for full-time, experienced, entry-level and college interns/co-ops.
- Develop and adhere to compliant sourcing and recruiting processes that include:
 - a) Workforce planning and forecasting for resources
 - b) Job Postings, recruitment advertising and employer branding
 - c) Candidate evaluation and assessments
 - d) Skills testing and pre-employment assessments
 - e) Interview and selection processes and job offers
 - f) Post offer screening (background checks, drug screen, physicals and motor vehicle records)
 - g) Responsible for on campus college recruiting programs
- h) Responsible for intern and co-op program management
- i) partnerships with schools and student organizations including sponsorships, donations and program development
- Vendor management and program administration including but not limited to: applicant tracking system, technical support, relocation, recruitment branding, diversity outreach, background services and digital interviewing
- Candidate records maintenance and administration
- Support inclusion and diversity initiatives:
 - a) Diversity – Race/Ethnicity and Gender
 - b) Veterans and Military recruiting
 - c) People with disabilities
 - d) Inclusion and engagement programs

Responsibilities

Service Provider:

Provide services and satisfy client needs in a timely and cost-efficient manner

Business Unit:

- Partner with internal business units and HR Business Partners to identify needs and implement solutions
- Timely responses to requests for services

Performance Standards:

- Provide value added service within the timeframe and cost agreed upon at the time of the request

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- Provide qualified candidates for open positions based on timeframe agreed upon with hiring manager

Pricing Methodology:

- Costs are allocated based on headcount
- Direct charges from items such as post offer screens, contingent staffing, placement relocation and outplacement fees are tracked and charged directly to the business unit. Remaining costs are allocated to business units proportionally based on number of employees.

Service Cost Drivers:

- Demand for corporate and Business Unit initiatives
- Compliance requirements
- Level of service requested and required
- Volume of hiring and resources required

Service Provider Initiatives:

- Inclusion, Diversity, and Engagement
- Technology solutions
- Metrics, Reports and Analytics



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Information Technology
Location: Houston
Center: Information Technology
Service: Enterprise Computing; Multifunction Devices; Technology Support Services; Programming/ Applications; IT Cyber Security

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Scope of Service

Information Technology

These service levels apply to support for hardware and software acquired and installed by Information Technology (IT) in CenterPoint Energy offices and other contracted locations. These service levels apply only to CenterPoint Energy production systems and not test or development environments. Support of test and development environments will be on a "best effort" basis only and will not be factored into performance calculations. IT reserves the right to temporarily redirect test resources for other purposes when deemed necessary.

We have Service Level Agreements around Programming Applications, Technology Support Services, Telecommunications, Enterprise Network Services, Multifunction Devices, IT Cyber Security and Enterprise Computing. For these services we have provided the follow information where applicable: Scope of Service, Service Provider Responsibilities, Business Unit Responsibilities, Performance Standards, Pricing Methodologies, Service Cost Drivers and Service Provider Initiatives.

Multifunction Devices

This service will provide assistance for multifunction devices in many locations, including administrative supervision for vendor contract compliance, EOP requirements, new request processing, and administrative device maintenance and repairs.

Technology Support Services

Business Technology Services

Consulting and testing of new products are performed. This service also manages CenterPoint Energy Common Operating Environment (COE) build images for hardware and deployment standards. This service is also responsible for Software delivery release orchestration for Microsoft and CenterPoint Energy approved applications, enforcing patches and updates to all corporate computers. In addition to overseeing multi-site Executive / C-Suite technical support, audio-visual integrations and video streaming / conferencing events. This service includes the packaging and distribution of applications and management of workstation policies and user profiles for all workstations (office desktops and mobile data workforce computers.) This service also includes the training and management of Microsoft O365 products and cloud-based services.

Business User On-Site Support

This sub-service includes second-level IT support for office desktop and laptop computers, as well as mobile data workforce computers. Desktop support encompasses hardware, software, printers, the operating system, mobile devices, and telecommunications systems. As needed, desktop support includes visits to the user's workstation. Installation and maintenance of mobile data computer hardware and software are included in mobile data computer support. As needed, mobile data workforce assistance includes visits to the vehicle or workplace of mobile data users. On-site support may involve instruction on the use and applications of computers and mobile devices. This subservice also offers hands-on implementation, troubleshooting, and telephonic equipment

support under the supervision of the Enterprise Network Services and/or Enterprise Compute teams.

Business Device Management Support Technology Basic Services

This sub-service aids in the procurement of personal computers and associated hardware for business customers and is responsible for the Life Cycle management of business technology equipment, including acquisition for large-scale replacements and Asset Management. These services provide on-site warranty repair; warranty repairs in remote places are done by third-party contractors. This service also offers Mobility Services, which include New Requests, Upgrades, Replacements, and Reassignments, as well as the optimization of cellular plans. When requiring these types of services, business customers will contact the Technical Support Desk by telephone, chat, or the Self-Service site. Business Device Management Support will then receive the service request and, following Computer and Mobile Management Guidelines, determine the requirements based on the business user's job requirements. This service also involves the procurement and management of Multi-Function Devices, the movement of computer hardware (Moves), and the coordination of material recovery and disposal at the request of facilities or business users.

Programming/Applications

1. Production Support:

Production Support includes problem identification and resolution for existing functionality, monitoring systems, and routine maintenance.

2. SAP Support:

Information Technology (IT) provides ongoing baseline support for enterprise applications (SAP) that run numerous critical business systems including general ledger, asset management, payroll, accounts payable, accounts receivable, human resources, materials management, purchasing and logistics, budgeting, work management, customer care, customer relationship management, electric commercial and industrial, electric residential, sales/distribution, SRM, GRC, SPM, EWM, streetlight and business warehouse reporting. Functions include deployment and training as well as configuration and programming teams.

3. Enterprise Database:

Database Administration: Database Administration involves creating, updating, monitoring, and tuning databases through the phases of initiation, assessment, design, development, deployment, and maintenance on the compute platforms and includes the maintenance and support of the Database software. Sub-services include database maintenance, performance and tuning services, operating system interfacing, security interfacing, and backup and recovery. Enterprise Database supports the following database platforms and their respective database tools: DB2, MS-SQL Server, Suite on HANA, S/4 HANA and Oracle. The Enterprise Database team maintains the physical databases following their implementation.

4. FileNet Enterprise Document Management System (EDMS):

Information Technology (IT) provides an Enterprise Document Management System (EDMS) service that is scalable to the current and future needs of CenterPoint Energy. EDMS reduces handling of paper documents and paper storage costs, eliminates microfilming activities, supports online access to all document records and multiple online users, and improves customer support and access time to stored documents. EDMS utilizes FileNet Paragon IDM software and provides two separate platforms for document management: FileNet Image Services, which runs on a UNIX platform, and FileNet P8 Services, which also runs on UNIX. EDMS services for Image Services include hardware and software support, FileNet IDM desktop software and custom application support, scan/indexing support, and Print Manager support. EDMS FileNet P8 services include document storage, versioning, and records management.

5. NAESB Texas Market Interface System (NAESB): Effective June 23, 2007:

The NAESB Texas Market Interface system includes NAESB, TMH and the firewalls, routers, switches, servers, databases, hardware, software, and networks that support those systems. It does not include CIS & SAP/CCS (Industrial Clients and EMR formerly BES) or Service Suite. In other

words, the NAESB Texas Market Interface system needs to be single fault tolerant. For single failures the NAESB Texas Market Interface system needs to be up and running in one hour. For multiple failures (which should be rare given proper maintenance and a single fault tolerant configuration) the NAESB Texas Market Interface system needs to be back up and operating within 4 hours.

In the event of a major disaster CNP would declare force majeure. However, regarding the Houston Electric Market Interface systems only, the focus of IT should be to restore NAESB first and then endeavor to provide restoration of service to the other Electric Market Interface systems within 4 hours of an outage.

6. Portals, Collaboration & Web Content Management Support:

IT provides ongoing baseline support for enterprise portals and team collaboration sites that interface with numerous critical business systems including SharePoint, Online Customer Self Service, My Account Online, Regulatory sites and SAP human resources. Functions include deployment and training as well as system administration, monitoring through the Technology Systems Control Center (TSCC) and application development teams.

Telecommunications

These service levels apply to support for hardware and software acquired and installed by Information Technology (IT) in CenterPoint Energy offices and other contracted locations. These service levels apply only to CenterPoint Energy production systems and not test or development environments. Support of test and development environments will be on a "best effort" basis only and will not be factored into performance calculations. IT reserves the right to temporarily redirect test resources for other purposes when deemed necessary.

1. Telephone Basic Line:

Telephone Basic Line service includes support and maintenance of analog, digital and VoIP line connections to CenterPoint Energy's private telephone system. Telephone basic line service includes the following: daily production, service management, cost management, problem resolution (24x7 for Severity 1 problems), chargeback billing, preventive maintenance, vendor management, capacity planning, releases/upgrades, long distance access, 911 emergency access, voice messaging where available, technical research, and audio conference bridge service.

2. Telecom Move/Add/Change:

This service includes labor for telephone, fax, modem, and ISDN/SIP trunk programming, installation, removal, or any change other than a repair. Programming phone features is also included in this service.

3. Call Center Basic Line:

This service provides an agent connection to CenterPoint Energy's Automated Call Distribution (ACD) phone system. Call Center Basic Line service includes the following: daily production, service management, cost management, problem resolution (24x7 for Severity 1 problems), chargeback billing, preventive maintenance, vendor management, capacity planning, releases/upgrades, technical research, and Interactive Voice Response (IVR), Computer Telephony Integration (CTI), and Automatic Call Distribution (ACD) operations/maintenance.

Enterprise Network Services

This service provides the design, configuration and deployment of network components that comprise the IT enterprise network. These components consist of devices such as: routers, switches, virtual private network (VPN) appliances, application load balancers, rack mounted uninterruptible power supply (UPS) equipment, wireless access points, wireless controllers, and data circuits.

Key business services consist of:

- Multiple Data Center connectivity and solutions

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- VPN branch office connectivity
 - Application load balancing
 - Call Center and Contact Center platform hosting
 - Server connectivity for all applications
 - Desktop access
 - End point security solution referred to as Cisco Identify Services Engine (ISE)
 - Internet access and connectivity via data centers
 - Cloud access and connectivity via data centers
 - IP Management
 - Disaster Recovery support
 - Wide Area Network (WAN) connectivity to remote offices
 - Detailed performance analysis for application and infrastructure platforms

IT Cyber Security

Corporate Technology Security provides services necessary to plan and implement cyber security measures for the protection of personnel, assets, and ensure compliance with requirements of the Department of Homeland Security and other regulatory entities. These services include providing:

1. Standards for the installation and maintenance of electronic security systems in all business units, with special attention to critical infrastructure facilities.
2. Security risk assessments of new and existing technologies and systems.
3. Security event monitoring and response services
4. Assessments of technology systems threats and vulnerabilities in all business units, even those not installed or maintained by IT, to ensure compliance with CNP policies and standards. (Includes security inspection of servers, appliances, routers, modems, firewalls, etc.)
5. Identity and access management services to provide approved/authorized access to CNP Systems and data
6. Security Awareness and education services, including Phishing simulations
7. Cybersecurity Incident Response plan, including readiness exercises.
8. Secure Socket Layer encryption certificates/keys for servers, WEB applications and ERCOT access.
9. Confidential cyber security investigations.
10. 24/7 on call for critical services
11. Provide required services in a timely and cost-effective manner using CNP security staff and/or external contractors.

Enterprise Computing

Compute

This service identifies hardware and software that is managed by Information Technology and is unique to the business unit. It provides use and support of the compute environments (Windows, UNIX, Linux, Gateways and specialized servers) platforms DIRECTLY attributable to specific clients, along with related hardware and software, staff, and environmental elements. Included are the hardware systems, data storage, operating systems, related software, operations, and technical support functions.

Responsibilities

Service Provider:

Service Provider Responsibilities

Nonstandard Hardware/Software

1. The Corporate Technology Review Council (CTRC), comprised of management representation from both Business Units and Information Technology, have delegated responsibility to develop and enforce CenterPoint Energy Technology Operation standards to the Solutions Review Board (SRB). All Information Technology work requests involving new or nonstandard technology will require an SRB review as part of the Information Technology methodology and
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process. SRB will assess and recommend new or nonstandard technology consistent with the SRB assessment processes and procedures. The business user may appeal SRB decisions to either the CIO or the CTRC. The CTRC recognizes the potential support and financial implications of nonstandard technology. Further information can be found under the Information Technology SharePoint forum.

2. **Unsupported Hardware/Software:** Information Technology support for hardware or software which is unsupported by the vendor will be provided on a "best effort" basis and will not be included in SLA performance calculations.

3. **Application Removal:** Information Technology reserves the right to remove from production, without prior notice, any applications which cause server or network problems or failures.

4. **Incident Resolution:** The Technology Service Desk will receive, record, resolve or assign/dispatch, monitor, and track all Information Technology related incidents and service requests. A service ticket will be created for all incidents and requests. The Technology Service Desk hours of operations is 24x7x365 days including holidays via Chat and Phone mediums. Standard Information Technology hours of operation are Monday - Friday 07:00 - 18:00 (excluding holidays). After hours support will be provided only for critical production systems at designated critical sites. The after-hours TSCC hotline has been established for designated representatives at critical sites to address critical applications, functions and production system issues. On-call Information Technology personnel and a designated business unit representative will be notified upon entry of any critical problem in Information Technology problem management system. The Technology Service Desk maintains a list (provided by Business Units) of designated critical sites, applications, and business unit representatives. Updates to this list (which is available on request) will be accepted only from each BU's designated CTRC member.

5. In the event of multiple concurrent critical problems under the responsibility of the same Information Technology work group, Information Technology will prioritize the problems based on available resources and resolve the problems on a "best effort" basis.

6. **Emergency Conditions.** This agreement will be suspended for a mutually-agreed-upon time in cases of gas or power outages, "acts of God," declaration by the company of an "Emergency Condition," or initiation of Technical Recovery procedures -- unless otherwise stated in the agreement.

7. **PEOP (Planned Event Operations Process)** When a change owner has submitted a Risk level 2 change or higher there is a requirement to gather and perform a PEOP. This document provides guidelines for implementing our Planned Event Operations Process when performing any risk level 2 changes on the production network. This plan is divided into four levels of implementation based on the type of event and the impact or reliance on our energy infrastructure and employees.

Multifunction Devices

1. Recommend and communicate status on equipment relocation, removal, upgrade, or downgrade
2. Conduct on-going product evaluations
3. Coordinate lease or purchase of equipment
4. Administer maintenance and lease contract
5. Work with vendors to maintain adequate support level on equipment for repair service, parts, and supplies.
6. Maintain accurate equipment inventory and volume counts.
7. Ensure the processing of equipment maintenance and capital purchase invoices to the appropriate charge codes.
8. Ensure accuracy of vendor billings
9. Submit monthly meter counts to ensure accurate billing
10. Emergency Operations Support

Technology Support Services

Monthly Security Desktop Patching

Technology Support Services will perform monthly security, and virus protection patching and updates.

- Communication of Changes: Changes to the production desktop environment will be communicated to business users according to Information Technology Change Management process.

Programming/Applications

Maintenance

Preventive maintenance and upgrades of an enterprise nature will be conducted during Block Maintenance Time (BMT). Such maintenance will be excluded from availability calculations and will require no advance notification. System access will be unavailable for client use during BMT. The Client or IT management may issue a request to have the application processing schedule and/or online availability schedule altered on a given date. Such mutually-agreed-upon revisions will not be counted as downtime against the Service Level Agreement. Changes to application processing schedules and/or online availability schedules will be documented according to Information Technology Change Management System. IT also will work with the Business Units to coordinate maintenance to minimize downtime on any given date.

- BMT for IT maintenance windows is 00:00-06:00 Sunday
- BMT for Windows security patching is 00:00-06:00 Friday and Sunday

Note: Enterprise Computing and End User Computing BMTs may impact application availability.

1. Maintenance Outside Block Time Business-unit-driven projects approved by the IT Working Council, essential infrastructure and environmental upgrades, and preventive maintenance may require outages or reboots outside or beyond scheduled Block Maintenance Time (BMT). Site-specific maintenance may be conducted during regular business hours with business unit approval and coordination. Maintenance conducted outside BMT will be coordinated and scheduled (usually during slow or weekend periods) with the client's designated representative, will be subject to postponement in the event of significant storm activity or gas outage, and will be excluded from availability calculations if the client agrees to do so.

2. Communication of Changes to the production infrastructure environment will be communicated to clients according to IT's Change Management System. A Corporate Communication may be issued for infrastructure changes designated risk level 1 or 2 with widespread potential impact.

3. Downtime Statistics Clients may obtain access to available statistics indicating the number, frequency, timing, duration, etc. of IT service outages -- planned and unplanned, approved and unapproved, during and outside Block Time.

Application Decommissioning

Information Technology will adhere to decommissioning schedules mutually-agreed-upon with the Business Units (BUs).

Technical Recovery

Application Recovery (AR) Teams have been established for each BU with responsibility in the event of a disaster for validating and supporting all critical application systems at the recovery center and subsequent interim moves. The teams also serve as liaisons to the end user community and are responsible for all backlog processing from the Business Units and ensuring that all online/batch processing input is defined and functioning properly. AR Teams ensure that applications and databases are in a consistent state prior to resumption of production processing. They are responsible for ongoing applications support as well as ongoing user liaison/Service Desk support.

Performance Reporting

Information Technology will track and report service performance on a monthly basis. Service performance will be cumulative: each standard will be met or not met on an annual basis.

Telecommunications

Maintenance

Preventive maintenance and upgrades of an enterprise nature will be conducted during Block Maintenance Time (BMT). Such maintenance will be excluded from availability calculations and will require no advance notification. System access will be unavailable for client use during BMT. The Client or IT management may issue a request to have the application processing schedule and/or online availability schedule altered on a given date. Such mutually-agreed-upon revisions will not be counted as downtime against the Service Level Agreement. Changes to application processing

schedules and/or online availability schedules will be documented according to the Information Technology Change Management System. IT also will work with the Business Units to coordinate maintenance to minimize downtime on any given date.

- BMT for IT maintenance windows is 00:00-06:00 Sunday
- BMT for Windows Server patching is 00:00-06:00 Friday and Sunday

1. Maintenance Outside Block Time: Business-unit-driven projects approved by the CTRC, essential infrastructure and environmental upgrades, and preventive maintenance may require outages or reboots outside or beyond scheduled Block Maintenance Time (BMT). Site-specific maintenance may be conducted during regular business hours with business unit approval and coordination. Maintenance conducted outside BMT will be coordinated and scheduled (usually during slow or weekend periods) with the client's designated representative, will be subject to postponement in the event of significant storm activity or gas outage, and will be excluded from availability calculations if the client agrees to do so.

2. Communication of Changes: Changes to the production infrastructure environment will be communicated to clients according to IT's Change Management System. A Corporate Communiqué may be issued for infrastructure changes designated risk level 1 or 2 with widespread potential impact.

3. Downtime Statistics: Clients may obtain access to available statistics indicating the number, frequency, timing, duration, etc. of IT service outages -- planned and unplanned, approved and unapproved, during and outside Block Time.

Enterprise Network Services

Preventive maintenance and upgrades an enterprise nature will be conducted during Block Maintenance Time (BMT). Such maintenance will be excluded from availability calculations. System access will be unavailable for client use during BMT. The Client or IT management may issue a request to have the application processing schedule and/or online availability schedule altered on a given date. Such mutually-agreed-upon revisions will not be counted as downtime against the Service Level Agreement.

- BMT for Enterprise Network maintenance windows is 00:00-04:00 Sunday
- Extended BMT will be reviewed for management approval as needed.

IT Cyber Security

Provide required services in a timely and cost-effective manner using CNP security staff and/or external contractors.

Enterprise Computing

Maintenance

Preventive maintenance and upgrades of an enterprise nature will be conducted during Block Maintenance Time (BMT). Such maintenance will be excluded from availability calculations and will require no advance notification. System access will be unavailable for client use during BMT. The Client or IT management may issue a request to have the application processing schedule and/or online availability schedule altered on a given date. Such mutually-agreed-upon revisions will not be counted as downtime against the Service Level Agreement. Changes to application processing schedules and/or online availability schedules will be documented according to Information Technology's Change Management System. IT also will work with the Business Units to coordinate maintenance to minimize downtime on any given date.

- BMT for IT maintenance windows is 00:00-06:00 Sunday
- BMT for Windows security patching is 00:00-06:00 Friday and Sunday

1. Maintenance Outside Block Time

Business-unit-driven projects approved by the CTRC, essential infrastructure and environmental upgrades, and preventive maintenance may require outages or reboots outside or beyond scheduled Block Maintenance Time (BMT). Site-specific maintenance may be conducted during regular business hours with business unit approval and coordination. Maintenance conducted outside BMT will be coordinated and scheduled (usually during slow or weekend periods) with the client's designated representative, will be subject to postponement in the event of significant storm activity or gas outage, and will be excluded from availability calculations if the client agrees to do so.

2. Communication of Changes

Changes to the production infrastructure environment will be communicated to clients according to IT's Change Management System. A Corporate Communiqué may be issued for infrastructure changes designated risk level 1 or 2 with widespread potential impact.

3. Downtime Statistics

Clients may obtain access to available statistics indicating the number, frequency, timing, duration, etc. of IT service outages -- planned and unplanned, approved and unapproved, during and outside Block Time.

Business Unit:

Business Unit Responsibilities

1. Nonstandard Hardware/Software: The Performance Standards described below apply only to CenterPoint Energy standard hardware and software that has been approved by the Solution Review Board (SRB). Additional support costs of nonstandard equipment authorized for implementation will be the responsibility of the client. In addition, nonstandard hardware and software are not covered by the terms of this Service Level Agreement, and nonstandard items will not be factored into any SLA computations. Unsupported nonstandard software runs the risk of being lost in cases in which re-imaging is required.

2. Maintenance: The Client or IT management may issue a request to have the application processing schedule and/or online availability schedule altered on a given date. Such mutually agreed upon revisions will not be counted as downtime against the Service Level Agreement. If the client requests a delay or postponement of Block Maintenance Time (BMT), time will be added to BMT equal to the length of the delay. For example, if the start of BMT for SAP is delayed from 00:00 a.m. to 3:00 a.m., the conclusion of BMT will be 7:00 a.m. instead of 4:00 a.m. If BMT is canceled altogether on a given date, IT may bring down the system prior to the next scheduled BMT at a time to be negotiated with the client for whatever time required up to the usual duration of BMT.

3. Problem Resolution: The following Performance Standards are based upon the assumption that user-identified problems are promptly reported to the Business User Support at (713) 207-HELP (4357) or 1-888-207-HELP. Problems will be addressed only after the creation of a service ticket.

Multifunction Devices

1. Assign a key operator to each device who will be responsible for ordering supplies (toner, staples, waste toner bottles) and communicate reoccurring device issues like paper jams or lines on the paper to the appropriate vendor.

2. Contact Technology Self Service Support portal for assistance with network issues

Technology Support Services

Monthly Security Desktop Patching: The Business Unit or Information Technology management may issue a request to have the desktop security patching schedule altered on a given date. Schedule changes typically occur for EOP or weather events.

Installations and Large-scale Relocations: Standard hardware unit installations will be conducted by an in-house certified Information Technology technician. A certified Value-Added Reseller (VAR) may be retained for large-scale installations. In such cases, the cost for the installations will result in additional charges which will be billed directly to the business unit. A standard hardware unit is defined as a PC, printer, scanning device, or laptop with docking station. Relocations of more than five (5) units will be handled by Facilities Management. Relocation of more than ten (10) units will be handled by a relocation company and will result in relocation charges to the business unit.

Information Technology will assist in all relocations.

Programming/Applications

New EDMS (FileNet) Users: Clients adding new FileNet users will need to contact the EDMS team for an estimate of costs. These could include scanning device and software costs, FileNet user licenses,

and EDMS support for document class and user setup. Other costs may be applicable based on client requirements.

Telecommunications

1. Telephones, Conference Phones, Video Conference Units, and Fax Machines: If a unit fails and cannot be repaired, or a department needs a new unit, the preference is to locate an item that can be moved from an existing area and redeployed. TO will work with the client to help identify equipment for redeployment. If none can be identified, the BU must authorize and pay for the purchase of a new unit.

2. Audio Conferencing: BUs are responsible for all long-distance charges associated with audio conferencing. The company has limited facilities allocated on a first-requested, first-served basis. Some audio-conferencing requests may have to be served by an outside vendor with the resulting cost paid by the BU.

IT Cyber Security

Contact IT Security to request or change security services

Performance Standards:

Performance Standards

General Incident Resolution: Resolution of Incident Management (IM) tickets opened by the Technology Service Desk will be measured according to Internal Priority level SLA for Incident Response & Resolution Time*

Business Hours are defined as Monday – Friday, 07:00 am to 06:00 PM, excludes holidays

Priority 1

Response- 30 minutes

Priority 2

Response – 1 hour

Resolve – 1 business day

Priority 3

Response - 2 business day

Resolve – 5 business days

Priority 4

Response - 3 business days

Resolve - 10 business days

1. A Priority 1 event occurs when a designated business critical application is unavailable in total or at a designated critical site, or when a significant "safety event" occurs that requires immediate action. The Technology Service Desk maintains a list of designated critical sites and applications. Updates to this list will be accepted only from the business unit's Business Technology Support Manager. Information Technology will respond to Priority 1 events within 30 minutes of notification and work to resolve the issue so that total system availability metrics are met for each specific application. Priority 1 events are provided 24x7 IT support. All downtime resulting from a Priority 1 event is counted against SLA availability. In the event of multiple concurrent Priority 1 incidents under the responsibility of the same Information Technology work group, Information Technology will prioritize the incidents based on available resources and resolve them on a "best effort" basis.

2. A Priority 2 event occurs when a component or function of a system or business critical application is unavailable. (See the Applications SLA for a list of critical applications or request one from the Technology Service Desk) A Priority 2 event also occurs when a designated business critical application is unavailable to BU location(s) that have not been designated as critical. Information Technology will respond to Priority 2 events within 1 business hour of notification and work to resolve the issue so that total system availability metrics are met for each specific application. Ninety percent (90%) of Priority 2 events will be resolved within one (1) business day of the opening of a problem ticket or arrival of Information Technology personnel on site (see Travel Time below). One business hour refers to a 60-minute period between 7:00 a.m. and 5:00 p.m.

excluding weekends and official company holidays. Priority 2 events are provided Information Technology support during business hours Monday through Friday (excluding weekends and holidays). Downtime during these periods is counted against SLA availability.

3. A Priority 3 event occurs when a component issue occurs that impacts an individual's ability to perform work or when a procedural issue has significant potential to impact Information Technology ability to deliver service to the business user. Information Technology will respond to Priority 3 events within 1 business day of notification and work to resolve the issue so that total system availability metrics are met for each application. Ninety percent (90%) of Priority 3 events will be resolved within three (3) business days of the opening of a problem ticket or arrival of Information Technology personnel on site (see Travel Time below). Priority 3 events are provided Information Technology support during business hours Monday through Friday (excluding weekends and holidays). Downtime during these periods is counted against SLA availability.

4. A Priority 4 event occurs when a component issue occurs that has minimal impact (the business user can continue to perform the job), or when an incident occurs that requires extended resolution time (e.g., parts on order) for which the business user has an available workaround (e.g., another printer to use). Information Technology will respond to Priority 4 events within three (3) business days of notification and work to resolve the issue so that total system availability metrics are met for each application. Ninety percent (90%) of Priority 4 events will be resolved within ten (10) business days of the opening of a problem ticket or arrival of IT personnel on site (see Travel Time below). One business day refers to a 24-hour period excluding weekends or official company holidays.

5. Travel Time: These performance standards apply to locations that have on site Information Technology personnel. At these locations, response timing begins when a service ticket is opened and routed to the correct department. For all other locations, delivery of services will be delayed by the travel time to the location, if travel is required. While a service ticket will be created promptly and response resources dispatched as agreed upon, response timing begins when the Information Technology personnel or their proxies arrive on site.

6. Repair and Maintenance: Repair and maintenance of warranty premise equipment will be completed according to severity level (see General Problem Resolution above). Typically, resolution will occur within three (3) business days of opening an Incident ticket (Level 3) unless circumstances dictate otherwise. One business day refers to a 24-hour period not including weekends or official company holidays.

7. Sample Availability Calculation (99.9% and 99%): Incident resolution provides 24x7 support for access to critical applications from designated critical locations only. Consequently, the calculation varies by critical versus non-critical sites.

8. Critical Site: $31 \text{ days} \times 24 \text{ hours} - 16 \text{ hours block time} = 728 \text{ hours per month}$. $728 \times 0.999 = 727.27 \text{ target hours of availability}$. $728 - 727.27 = 0.73 \text{ hours (43.7 minutes) allowable downtime}$.

9. Non-Critical Site: $21 \text{ days} \times 9 \text{ hours (7 a.m. to 5 p.m.)} = 189 \text{ hours per month}$. $189 \times 0.99 = 187.11 \text{ target hours of availability during M-F/8-5 business days}$. $189 - 187.11 = 1.89 \text{ hours (1 hour, 45 minutes) allowable downtime per month during M-F/7-5 business days}$.

Multifunction Devices

Operate within the approved budget (subject to changes in scope by client).

Measures:

- Vendor will provide repair response time reports on a quarterly basis.

Variation:

- Vendor response time for service calls (4 hours in Metro Houston - 8 hours outside Metro Houston)
- Rush orders for devices

Technology Support Services

Programming/Applications

1. SAP and Legacy Application and Database Availability: Availability of applications and databases designated as "critical" will be 99.8% outside scheduled maintenance, which equates to less than 90 minutes unscheduled downtime per month. Availability of non-critical applications

will be maintained on a "best effort" basis. Application-related problem calls to the Business Technology Support will be resolved according to severity level (see General Problem Resolution above).

Critical Applications

Critical Applications: The following applications have been designated as "critical" and will be available 99.8% outside scheduled maintenance, which equates to less than 90 minutes unscheduled downtime per month. Applications not designated as critical will be maintained on a "best effort" basis.

- Advance Metering Systems (AMS)
- Bill Print Delivery
- CNP – Contact Center (Customer Service) including all Call Processing applications, IVR self Service, Recording, Reporting and Agents End points
- CNP – My Account Online
- CNP Internet Web site (centerpointenergy.com)
- CNPToday.com
- CyberArk PAM
- DARTS
- Demand and Energy Information System (DEIS)
- Distribution Design Studio (DDS)
- Enterprise Application Integration (EAI)
- Enterprise Document Management System (FileNet)
- Field Collection System (FCS)
- Hybris
- Image RPS / Remittance FTP Processing
- Mobile Data System (Service Suite)
- MV90
- NAESB
- Network Node Manager (NNMI)
- Outage Tracker
- Preference Center
- Quorum Transaction Management System
- SAP BW
- SAP BPC
- SAP CCS
- SAP CRM
- SAP ECC
- SAP EWM
- SAP HCM
- SAP HR
- SAP MM
- SAP S/4 Advanced Finance
- SAP SRM
- Service Suite Mobile and Dispatch Applications
- SharePoint

1. If a "Storm Condition" is declared by Distribution Dispatching, the ADMS will remain available until mutually agreed upon by Distribution Dispatching and Information Technology.
 2. Technical Recovery: In the event of a disaster, applications will be recovered within the Recovery Time and Recovery Point specified in the IT Application Portfolio. The Recovery Time Objective (RTO) is the total elapsed time (expressed in hours) from the event to restoration of the business operation. RTO includes the time required to evaluate the event, mobilize, and deploy resources, and re-establish the environment at an alternate location. The RTO requires a recovery plan supported by the technical teams (see Provider Responsibilities above) assigned to recover the environment and applications. The Recovery Point Objective (RPO) is the amount of data that the
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business can afford to lose. The RPO is based on the data captured by the system since the last backup and off-site storage movement. An application that is backed up nightly has a 24-hour RPO. The formula to compute RTO is "frequency of backup + duration of backup + time to move off-site." Below is a list of 72-hour applications supporting this business unit. See IT's Application Portfolio for a complete list of application RTO/RPOs.

Telecommunications

1. Response timing will be suspended/adjusted under the following conditions:
 - The client or contact is not available when a technician arrives for repair or to verify a repair was made
 - An outside vendor is required to make repairs for fax machines or VoIP equipment connected from the wall jack to the desktop
 - An outside vendor such as AT&T, Comcast, or Lumen is required to make repairs to a circuit, telephone, or VoIP line.
 - The Service Desk opens an old problem ticket for additional repairs not on a previous ticket (unless the original problem reoccurs)
2. Dial Tone Availability: Dial Tone Availability is defined as a state in which the phone system is operating to receive a dial tone from an outside vendor or the internal CNP network. Dial tone availability of TO-provided basic telephone lines will be 99.9% at BU designated critical sites and 99% at other, non-critical sites. Critical sites are provided 24 x 7 support; 99.9% equates to less than 44 minutes of unplanned downtime per month. Non-critical sites are supported from 7:00 a.m. to 5:00 p.m., Monday - Friday, except official company holidays; 99% equates to less than 1 hour, 54 minutes per month of unplanned downtime during 8-5/M-F. Downtime calculations exclude scheduled maintenance. Availability is measured through the telephone network reports and individual switch phone system reports.
3. Telephone Basic Line: Problem Resolution/Repairs Telephone Basic Line issues will be diagnosed remotely if possible and dispatched when necessary, with ninety-five percent (95%) of analog or digital line problems to be resolved within three (3) business days of being received by the CenterPoint IT Service Desk via telephone call or through the IT Web (Service Desk) intranet site. (One business day consists of twenty-four hours excluding weekends and official company holidays.) SLA reports are performed monthly through IT's problem management system.
4. Telecom Moves/Adds/Changes: Ninety-five percent (95%) of MAC service requests will be completed within five (5) business days (i.e., 120 hours excluding weekends and official company holidays) of being received by the CenterPoint IT Service Desk through the IT Web (Service Desk) intranet site. Moves/Adds/Changes will be conducted during regular business hours (7:00 a.m. - 5:00 p.m.).

To ensure that service is provided at the required date, authorized requests should be submitted at least five (5) business days in advance of the desired date of service. In cases when infrastructure availability limits service delivery, a mutually-agreed-upon service date will be negotiated with the client's representative based on the time required to obtain the necessary additional equipment. In all cases, every effort will be made to provide service on a timely basis.

Response timing will be suspended/adjusted under the following conditions:

 - The client or contact is not available when the technician arrives for a move or to verify a move was made
 - Facilities Management changes information on the move list submitted to Information Technology
 - Information provided on the service ticket is inaccurate
 - Telephone or electrical lines are not in place prior to a move
 - The client requests that a move not be performed or asks the technician to return later

SLA reports are performed monthly through IT's problem management system. The number of tickets completed on time (5 days) each month is divided into the total number of tickets and multiplied by 100 to determine the percentage successfully completed.
5. Call Center Availability: Availability of Call Center basic lines will be 99.9%, excluding scheduled maintenance, which equates to less than 44 minutes of unplanned downtime per month.

Downtime calculations exclude scheduled maintenance. Availability is measured by dividing call center uptime by the total amount of available time for the month and multiplying by 100.

6. IVR Availability: Interactive Voice Response availability will be 99.9%, which equates to less than 44 minutes of unplanned downtime per month. Downtime calculations exclude scheduled maintenance. Availability is measured by dividing IVR uptime by the total amount of available time for the month and multiplying by 100.

IT Cyber Security

KEY METRIC: IT security will operate the security controls with no significant deficiencies within industry average cost. IT security will provide bi-annual statistics of industry average security cost. Enterprise Computing:

Dedicated Server Availability: Availability of all, aggregated dedicated servers will be at least 99.9% at BU-designated critical sites and 99% at other, non-critical sites. Critical sites are provided 24x7 support; 99.9% equates to less than 44 minutes of unplanned downtime per month. Non-critical sites are supported 7:00 a.m.-5:00 p.m., Monday-Friday (except official company holidays); 99% equates to less than 1 hour, 54 minutes per month of unplanned downtime during 7-5/M-F. Downtime calculations exclude scheduled maintenance as well as applications/platforms running software not supported by the vendor. IT does not provide on-call support for Development and Test Servers. These servers have no availability guarantees and are not reported on.

Pricing Methodology:

Pricing Methodology

1. Residuals: Residual amounts are cleared monthly based on planned activities.
2. Rent & Depreciation: Rent and depreciation associated with each service are included in the total cost of the service. The service rates applied to the BU's volumes per service include rent and depreciation

Multifunction Devices:

1. Service Billing Rate Calculation Method

Total labor and expenses for administrative oversight divided by the total number of devices owned/leased.

2. Billing method

Rate multiplied by devices owned/leased by client. Billed monthly.

3. Direct Client Incurred

Third party cost for maintenance and lease or acquisition costs will be charged directly to the appropriate client.

Technology Support Services

Desktop Device: Charges will be allocated based on the number of login IDs for a given BU

Programming/Application

1. Programming: Programming Usage of this service is determined by estimating the work effort required to support ongoing baseline activities. Costs are calculated by estimating the number of full-time employees (FTEs) and contractors required for the baseline applications for each given business unit. The number of available annual work hours is considered to be 1720 per FTE (2080 available hours in the year minus 360 hours for vacations, holidays, illness, and general training).

2. SAP Support: SAP Production Support costs are allocated to Business Units based on the BU's operating expenses (67% weighting) and headcount (33%)

3. Billable Hour Rate: The billable hour rate is calculated by dividing the total incurred applications budget by the total number of billable hours.

Telecommunications:

1. Telephone Basic Line: Each telephone instrument, fax machine, or modem requires a dedicated port on the telephone network. Each connection counts as one unit. The volume of this service is determined by a percentage based upon the number of clients per billing unit divided by
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the total number of clients in the Houston telephone network supported area. This percentage is then used to allocate a portion of the total Telecom expenditures for all lines to the billing unit.

2. Telecom Moves/Adds/Changes: Telecom Moves/Adds/Changes are billed monthly at an hourly rate for labor including consultation and technician time for services rendered as recorded on service request tickets.

3. Call Center Basic Line: Call Center volume is based on the actual number of agent licenses. Volume represents annual usage. For example, one agent license for 12 months equals a volume of 12.

IT Cyber Security:

SERVICE BILLINGS: The Client Billing Plan reflects cost transfer pricing for the following:

- The Cyber Security service is billed based on the total IT O&M spend allocated to each business unit. In some cases, services are directly billed to Capital Projects

Enterprise Computing

- Compute: Specific software that is shared among Business Units is distributed. Hardware services are direct billed based on calculated percentages.

Multifunction Devices

1. Requests for non-contract multifunctional machines without contacting Information Technology for contract pricing.

2. Equipment repairs due to abuse identified as out of scope of normal use.

3. Purchase of multifunctional equipment from vendors outside of the CNP approved vendor selections.

Technology Support Services

1. Maintain standardized desktop images

2. Maintain standardized operating system(s) of Windows 10 (64 bit)

3. Standardize PC - enterprise image and additional applications based on BU requirements and defined business user profiles (no customization)

4. Managed Workstation Environment - Local administrator access to workstations will be restricted.

5. Centralized Software Upgrade & Deployment - Software upgrades and deployment through a central managed push or pull process

Business User On-Site Support

1. Ensure support staff have proper training / certifications

2. Outsource site support if cost/quality justified

3. Hardware repair service vendor if justified

Programming/Applications

Application maintenance costs can be reduced by:

1. Decommissioning applications that are no longer in heavy use by the BU.

2. Adhering to mutually agreed-upon legacy decommissioning schedules.

3. Reducing the number and frequency of jobs to be run.

4. Reducing the amount of data stored online for a given application.

5. Moving toward one of three common databases (DB2, Oracle, SQL) rather than remaining with a proprietary database.

Telecommunications

Telephone Basic Line

1. Size of the network

2. Congestion resolution and re-routing call flows based on traffic patterns

3. Maintaining interfaces to clients' special voice processing applications such as Predictive Dialing system, fax servers, and Automatic Call Distributions (ACD). This includes special routing implementation for various applications.

4. Performing database backups, traffic reports, and applying software patch fixes to multiple voice processing platforms.

5. Telephone network battery replacement and maintenance.

Telecom Moves/Adds/Changes

1. Minimize convenience moves

2. Coordinate employee moves so that an employee is moved into a cubicle or office with an appropriate handset to avoid phone change outs.

3. Plan moves well and minimizes last minute changes.

Call Center Basic Line

1. Call center agent licenses

2. Number of trunks required based on volume

3. Hardware and software vendor maintenance escalations

IT Cyber Security

1. Increase in national security threat levels.

2. Service Provider Initiatives

3. Enterprise Computing

Compute

1. Adopt common software products (i.e. database, reporting etc.) to eliminate unique business unit costs and encourage common processes

2. Share servers across Business Units to enable full utilization

3. Maintain consistent version levels of standard software across Business Units to simplify the environment and reduce support costs

Service Cost Drivers:

Service Cost Drivers

Multifunction Devices

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Enterprise Network Services

1. Support employee relocations

2. Application deployments and required network configurations.

3. Application load balancing.

4. Detailed performance analysis

5. System upgrades for business systems and platforms.

6. Design for new facilities.

7. Security reviews and updates.

8. Support of other departments projects and initiatives.

IT Cyber Security

1. Increase in national security threat levels.

2. Service Provider Initiatives

3. Enterprise Computing

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2. Share servers across Business Units to enable full utilization

3. Maintain consistent version levels of standard software across Business Units to simplify the environment and reduce support costs

Service Provider Initiatives:

Service Provider Initiatives

Multifunction Devices

1. Continue equipment evaluation to ensure standardization and optimization.

2. Reduce overall cost to CNP by reducing printer usage and increase volume on digital multifunction devices.

Technology Support Services

2022 Technology Support Services initiatives include:

Panasonic Toughbook CF-33 Upgrades for Gas Operations – begin upgrade of 5-year-old Panasonic CF-33 Toughbook's in Gas Operations. 40% to be replaced in 2023 and the remainder in 2024.

Programming/Applications

Initiatives and/or Project implementations may impact production environments for durations outside normal Block Maintenance Times. In those instances, Information Technology will notify the affected business organizations in advance, and will work with business areas to align required downtime such that business impacts are minimized

1. Telecommunications

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2. IT Cyber Security
 3. Process Improvement



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Legal
Location: Houston
Center: Legal
Service: Legal

Business Unit Information

Business Unit: Houston Electric

Scope of Service

CORPORATE LEGAL

Areas of responsibility include:

- * Corporate and securities law
- * Employment/Benefits law
- * Contract and Patent law
- * Litigation
- * Manage outside counsel from various firms

Responsibilities

Service Provider:

Legal will be responsible for the provision of legal advice and counsel and the retention of outside counsel or inside counsel depending on efficiency and expertise.

Business Unit:

Business Unit will act in accordance with CenterPoint Energy, Inc. Legal Services Policy and other policies governing involvement by Legal in matters involving the Business Unit.

Performance Standards:

- Representing the Company in proceedings before regulatory authorities
- Maintaining compliance with securities laws and regulations
- Representing the Company in corporate transactions such as mergers, acquisitions, and financings
- Managing litigation and other disputes
- Reviewing and negotiating contracts
- Overseeing corporate governance matters
- Internal and external costs (e.g., outside counsel spend)
- Legal Scorecard that has KPIs

Pricing Methodology:

Direct charges for legal are tracked and charged directly to the applicable business unit. All remaining costs are assigned based on operating expense (less fuel) of the Business Units. Governance costs are allocated on the composite ratio formula.

Service Cost Drivers:

Cost Drivers for Outside Legal Fees:

- * SEC Reporting
- * Financings
- * Contracts
- * Bankruptcy and credit
- * Dispute resolution
- * Litigation

Service Provider Initiatives:



CenterPoint Energy Service Company, LLC
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Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Legal
Location: Houston
Center: Legal
Service: Risk Management/Insurance

Business Unit Information

Business Unit: Houston Electric

Scope of Service

THIS INCLUDES THE FOLLOWING BUSINESS UNITS:

Houston Electric and SIGECO (Electric)

The Risk Management (Insurance) department protects the Company's human, physical and financial assets against accidental loss in the most cost-effective manner available either through transfer of risk via a conventional insurance product, alternative risk transfer mechanisms, third party contractual transfers, retention of risk, or a combination of these techniques. Services shall include consulting on insurance requirements in contracts and agreements and procurement of surety bonds.

Responsibilities

Service Provider:

- Analyze exposures to determine the appropriate risk transfer mechanism
- Select insurance companies, sureties and insurance brokers and manage their performance
- Procure insurance policies in accordance with approved retention levels and limits
- Procure surety and notary bonds
- Obtain and distribute workers' compensation posters, automobile liability insurance cards, state issued automobile liability self-insurance certificates and/or various proof of financial responsibility documents
- Procure, conduct, coordinate and/or monitor loss control activities associated with the various insurance policies in an effort to reduce frequency and severity of claims.
- Report claims on all lines of insurance to underwriters, except those reported by CNP Claims department or CNP Legal. Coordinate and facilitate communications between parties and the Legal Department
- Claims administration will be accomplished using outside vendors where the expertise and related costs are justified
- Assist in obtaining collateral to support insurance and surety programs
- Review and recommend insurance terms in contracts and provide consultation as requested
- Manage issuance of the Company's certificates of insurance
- Consult with the Business Units with respect to mergers, acquisitions and/or divestitures and develop estimated cost of risk
- Prepare budgets, disseminate information to Business Units, answer budget RFIs.
- Assist with rate cases as respects insurance matters.
- Special projects as needed/requested

Business Unit:

- Advise Risk Management of new exposures and/or operations for determination of proper risk treatment
- Report claims timely and assist with gathering data to substantiate the claim
- Provide underwriting information as requested for new and/or renewal of insurance policy
- Assist with loss control; provide business unit expertise.
- Advise Risk Management of new exposures and/or operations for determination of proper risk treatment
- Report claims timely and assist with gathering data to substantiate the claim
- Provide underwriting information as requested for new and/or renewal of insurance policy
- Assist with loss control; provide business unit expertise.
- Provide bond form and required information to execute bonds
- Provide contracts/agreements timely for review of insurance terms and conditions.
- Advise of any special projects
- Involve Risk Management in mergers, acquisitions and/or divestitures activities

Performance Standards:

- Renew insurance policies and surety bonds without lapse in coverage
- Report claims timely to avoid sanctions from the various states and to avoid prejudicing insurer
- Review standard single contracts/agreements and provide commentary within one week of receipt. Response time for Master Service Agreements and large contracts may require additional time to respond
- Procure license and permit bonds when requested. Financial guarantee and construction bonds (i.e. payment and performance bonds) may take longer or may not be available from the surety market.
- Provide certificates of insurance when requested
- Provide railroad protective liability binders when requested

Pricing Methodology:

- Broker, loss control and claim consulting services includes a negotiated fee based upon competitive bidding
- Insurance policy premium and associated taxes and fees are allocated on the basis of exposure and loss experience
- Surety bonds billed on premium
- Notary bonds include the premium and notary supplies
- Department hours are billed in accordance with 2021 Corporate Cost Model

Service Cost Drivers:

- Business Unit's basis of exposures
- Financial credit rating of the Company
- Insurance market financial condition and capacity
- Limits and retentions purchased
- Policy terms and conditions
- Claims experience including frequency and severity
- Broker, loss control and claim consulting service fees based upon volume and complexity of services
- Surety market financial condition and capacity

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- Governmental compliance
 - Contractual obligations

Service Provider Initiatives:

- Encourage and support compliance with safety requirements
- Transfer risks to another stakeholder through contractual agreements with insurance terms and conditions appropriate for the scope of work envisioned
- Collaborate with Treasury to determine most beneficial form of collateral to meet company needs.
- Collaboration with key stakeholders addressing initiatives to minimize physical risk to company



CenterPoint Energy Service Company, LLC
Service Level Agreement
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Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Legal
Location: Houston
Center: Legal
Service: Records Management

Business Unit Information

Business Unit: Houston Electric

Scope of Service

The Data Privacy Office provides legal, regulatory and compliance support in the areas of data privacy and records management. The Office is charged with developing and managing the Company's Data Privacy Program and managing the corporate response to a cyber event. The Office is also responsible for managing the Integrated Records and Information Management (IRIM) Program which focuses on creating, using, maintaining, and eventually deleting or disposing of the Company's records and information based on daily business needs and legal requirements.

Responsibilities

Service Provider:

Maintains working knowledge of applicable federal and state privacy laws and standards and advocates through industry trade groups to formulate policy positions on emerging state and federal privacy and security laws and regulations.
Reviews and negotiates privacy and data protection-related provisions of commercial and technology contracts.
Conducts internal investigations and together with IT manage data privacy breach incidents and any required breach notifications and any required remediation.
Performs privacy impact assessments of technology and business-related data initiatives, which identifies areas of potential risk impact and legal consideration and proposes and drives mitigations.
Provides guidance and maintains Company internal and external policies related to data privacy and records management and delivers training and communications to Company employees.
Develops, oversees, and maintains the Corporate Records Retention Schedule to meet operational and legal requirements.
Manages and coordinates offsite storage services, including retrieval of boxes and files and archiving of new boxes servicing of shred containers containing company information and sensitive documents.

Business Unit:

Reviews and negotiates data privacy/security terms and conditions of third-party service providers of the business unit.
Conducts Privacy Impact Assessments of technology.
Manages internal and external policies that govern the sensitive data associated with the business unit.
Provides Annual Data Privacy Training.
Manages the corporate response of a data privacy or security incident that impacts the business unit.

Stores records in a safe, secure, and approved CenterPoint Energy repositories and facilities.
Maintains the Records Retention Schedule for each record the business maintains.
Maintains all tracking information for records placed in offsite storage.
Follows storage archiving procedures, including proper indexing of records sent to offsite storage.

Performance Standards:

Annual percentage of records destroyed vs. total records eligible for destruction (excluding records on hold or that are required for continued operational use).
Number of boxes sent to storage on a yearly basis.
Number of data privacy and security investigations.
Number of Privacy Impact Assessments, contracts, and Cloud solution reviews completed on a quarterly basis.
Operate within the approved budget, subject to organizational and operational changes.
Number of training courses and communications per year.
Number of internal process enhancements and/or system improvements, including touch points where IRIM interacts with the business and the IRIM intranet site, privacy impact assessments, consumer rights requests, and lost devices.

Pricing Methodology:

Costs are assigned based on Composite Ratio Formula.
Where possible, direct charges are tracked and charged directly to the applicable business.

Service Cost Drivers:

Increase in data privacy legal regulatory requirements that increase external legal fees and/or compliance initiatives either in the Data Privacy Office or directly to the business.
Potential for increased storage or destruction costs will occur when: rush requests placed for offsite storage or shredding services, increased rates of offsite storage vendors, corporate transaction activities that require the divestiture/transfer of records.

Service Provider Initiatives:

Data Minimization Initiatives.
Training to employees on records management and data privacy policies and procedures.
Annual Data Privacy Compliance Training.
Shredding and Compliance Clean up initiatives.



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Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Legal
Location: Houston
Center: Legal
Service: Enterprise Risk Management

Business Unit Information

Business Unit: Houston Electric

Scope of Service

The Enterprise Risk Management (ERM) process covers the enterprise, including but not limited to corporate, business units (i.e., Electric Operations, Gas Operations, HSP and Energy Systems Group), as well as for selected major projects.

Services also include, but are not limited to, supporting the Risk Oversight Committee, and the Corporate Response Plan Team.

Results of Enterprise Risk activities are provided to management, as well as the Board of Directors.

Responsibilities

Service Provider:

Enterprise Risk will manage the risk assessments for the enterprise and will facilitate and lead the process while management is responsible for identifying and evaluating risks, developing mitigation plans, and executing and affirming progress on mitigation plans.

Responsibilities also include providing support for the Risk Oversight Committee, Corporate Response Plan Team and associated activities for these items including but not limited to leading activity, reporting to management, validation and monitoring of activities. Additionally, Enterprise Risk is responsible for coordinating review of the Risk Policy and supporting the Corporate Response Plan.

The responsibilities of CNP Enterprise Risk Management include:

- Follow the CNP Enterprise Risk Management Methodology and Approach.
- Provide guidance to identify, evaluate, measure, monitor, report risks, issues and actions and as needed, escalate risks, issues and actions through the appropriate leadership channels
- Provide the standards, guidelines and advice for the management and rollup of Risks, Issues and Actions identified by the work streams/project teams and interested stakeholders.

Business Unit:

Enterprise Risk Management team members work with the business as follows:

Risk Owners / Risk Mitigation Owners:

- Define identified risks
- Provide and identify risk details and risk attributes, including updates as needed
- Identify and implement risk mitigations
- On-going risk monitoring and review of risk mitigations
- Participate in risk surveys, risk workshops, and any of the risk management processes.

Performance Standards:

Provide guidance and advice as requested on ERM process.

Pricing Methodology:

Governance

Service Cost Drivers:

- Strategic plan initiatives.
- Time expenditures for guidance, analysis, review, and monitoring, including number of meetings necessary to complete risk evaluations and activities.
- Board of Directors reporting schedules.

Service Provider Initiatives:

Risk assessments provide a strategic and operational approach for governance and sound risk management practices. Enterprise Risk commits to consistent reviews of existing processes and procedures to ensure that CNP and its Business Units are aware of potential areas of enterprise risk.



CenterPoint Energy Service Company, LLC
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Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Legal
Location: Houston
Center: Legal
Service: Claims

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Areas of responsibility include:

- * General Liability property claims
- * Bodily Injury claims
- * Auto property claims
- * Advise and support operating company management in responding to major incident and claims
- * Third-party recovery claims
- * Provide support to the Legal Department and outside counsel

Responsibilities

Service Provider:

Service Provider:

Claims will be responsible for receiving, investigating, and handling claims for bodily injury, property damage, auto bodily injury, and property damages against and for CenterPoint Energy. Protect the assets of the Company from the financial impact of liability and receivable claims and lawsuits while analyzing potential risk. Investigates incidents and claims that present potential exposure to the company and evaluate liability exposures. Provides support to the Legal Department and outside counsel.

Business Unit:

Business Unit will act in accordance with CenterPoint Energy, Inc. Legal Services Policy and other policies governing involvement by Legal in matters involving the Business Unit.

Performance Standards:

Key Metrics:

Total collections by volume and dollars (Receivable)

Number of presentations per year (Department)

Strive to resolve claims within 7-10 business days (Liability)

Risk mitigation and drive awareness (Department)

Prompt, accurate investigation of claims to determine the facts and potential liability (Liability)

Pricing Methodology:

Direct charges for Claims are tracked and charged directly to the applicable business unit.

Service Cost Drivers:

Cost Drivers for Outside Legal Fees:

- * General Liability, Bodily Injury, and Auto Claims
- * Business Unit's basis of exposures
- * Governmental compliance
- * Dispute resolution
- * Expert fees
- * Litigation

Service Provider Initiatives:

- * Responsible for liability claims, including, but not limited to, Property Damage, Bodily injury, and Automobile, filed against the Company across its operations footprint
- * Provide assistance on all phases of claims including litigation
- * Collaborate with key stakeholders to address and mitigate risk to the company
- * Advise and support operating company management in responding to incidents and claims



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Legal
Location: Houston
Center: Legal
Service: Ethics/Compliance

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Engage as strategic partners with the business to promote compliance, minimize legal risk and foster a values driven culture. The process activity of the Ethics and Compliance program covers the enterprise, its subsidiaries and affiliates, and provides the framework for the company's commitment to lawful and ethical business conduct.

Responsibilities

Service Provider:

The Ethics and Compliance department is responsible for setting standards and creating policies, raising awareness through training and communications, monitoring and testing for violations, receiving, escalating, and investigating reports of misconduct, assessing third-party risk through the Vendor Risk Management Program, and influencing the organization's culture of business ethics.

Business Unit:

Ethics and Compliance team members assist in administering the Program, including significant support from other E&C related functions, such as Human Resources, Internal Audit, Corporate Security, and Data Privacy.

All Employees

- Are responsible for understanding and following our Code and other applicable policies and procedures;
- Stay informed and educated through our training opportunities;
- Cooperate with internal investigations and respect the non-retaliation policy;
- Seek advice, ask questions, and provide feedback;
- Protect, manage, and use resources wisely.

Management

- Set the right tone by acting ethically;
- Incorporate our values into communications, training, and awareness materials;
- Facilitate the reporting and investigations process and take prompt action to correct issues;
- Encourage employees to seek advice, ask questions, and provide feedback; and
- Protect CenterPoint Energy's reputation as a values-driven company.

Performance Standards:

Key Metrics:

- Number of E&C reports open/closed
- Percentage of E&C reports made on anonymous basis
- Average investigation cycle time
- Percentage of substantiated reports

-
- Number of disciplinary actions taken related to E&C reports
 - Roundtable Survey Results
 - Program benchmarking and assessments
 - Training Completion Statistics and Training Test Results

Pricing Methodology:

All costs are allocated on the composite ratio formula.

Service Cost Drivers:

- Severity of compliance incidents
- Changes to the size of the company
- Expansions or contractions of company jurisdictional footprint
- Government compliance requirements
- Evolution of expectations of company compliance programs

Service Provider Initiatives:

- Annual Ethics and Compliance training to all employees
- Program awareness through continuous training and communications
- Manage compliance and ethics risks, including third-party compliance
- Monitor and mitigate compliance risk exposure
- Oversee allegations of misconduct
- Reinforce behavioral expectations



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Legal
Location: Houston
Center: Legal
Service: Environmental

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Areas of responsibility include:

- * Compliance and Policy
- * Business Unit Operations Support
- * Risk Mitigation
- * Litigation Support
- * Manage contractors and consultants

Responsibilities

Service Provider:

The Environmental Department is responsible for supporting the Corporate and Business Unit functions to ensure compliance with federal, state, and local laws and regulations.

Business Unit:

Business Unit will act in accordance with CenterPoint Energy, Inc. Environmental Department policies and other company policies relating to the operation of the business unit.

Performance Standards:

- * Number of Environmental Review Worksheets completed
- * Tracking pounds of materials recycled
- * Tracking number of environmental incidents
- * Application for new and renewed operations permits

Pricing Methodology:

Labor and expenses generated in direct support of the business unit are charged to the business unit. Governance costs are allocated on the composite ratio formula.

Service Cost Drivers:

- * Contractor and consulting services
- * Tracking of current and pending regulations
- * Compliance training for Environmental Department staff

Service Provider Initiatives:

- * Training of company employees on Environmental Services Department policies
- * Risk mitigation through vendor reviews and audits
- * Unify CEHE, Gas Ops and Generation environmental project tracking software
- * Reduce the Company's carbon footprint through multiple initiatives



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Properties
Location: Houston
Center: CNP Properties
Service: Building Operations

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Facilities Management Operations Division will provide building operations services at CNP Tower and ECDC as follows:

- Building exterior and interior repairs and maintenance
- Building systems repairs & maintenance
- Site repairs & maintenance such as fencing and paving
- Operational needs such as grounds keeping, janitorial services, pest control, ice machine maintenance and other tenant services
- Utilities:
 - Electricity Management (procurement leadership, budget/usage monitoring & analysis, account management, billing reconciliations)
 - Water & sewer
- Furniture at CNP Tower and ECDC for use by the client business unit
- Assist Facilities Project Management Division with employee relocations/moves
- Assist Facilities Project Management Division with projects
- Billing of security services costs from Corporate Security
- Billing of base rent
- Billing of furniture rent

Responsibilities

Service Provider:

- Furniture standards have been developed and are in place for each location.
- Furniture will be maintained by Facilities Management

Business Unit:

Alterations of CNP Properties facilities (CNP Tower and ECDC)

1. All alterations, additions or improvements to CNP Properties owned facilities shall be designed and managed by Facilities Management on behalf of the client.
2. The cost of each project shall be borne by the client (or its corporate entity) and includes work such as:
 - Building modifications
 - Non-building standard furniture purchases
 - Reconfiguration of existing work stations
 - Relocation costs associated with the above types of projects
 - Facilities Project Management man-hours associated with the above types of projects
 - Information Technology overtime man-hours associated with personnel relocations
3. All alterations, physical additions or improvements (except furniture or other personal property) shall become the property of the landlord upon completion.

4. At Facilities Management's option, client shall bear the cost to return the premises to its previous use once vacated by the client.

Furniture

- Client is responsible for taking good care of the furniture consistent with normal office use. Repairs associated with other damaged shall be charged to client.
- Client shall notify Facilities Management of any furniture issues or needs.

Performance Standards:

KEY METRIC

- Operate within the approved budget, subject to changes in scope by client.

Pricing Methodology:

This service consists of three components: base rent, furniture rent, and building operations:

- The base rent rate is calculated by dividing the building's annual depreciation and allowed return on investment by the building's total net rentable area.
- The building operations rate is calculated by dividing the building's annual operations budget by the building's total net rentable area. These rates per square foot are multiplied by the number of square feet occupied by each client and billed accordingly, 1/12th per month.
- Furniture rent is calculated by dividing the furniture's annual depreciation and allowed return on investment by each building's net rentable area that is populated with CNP Properties owned furniture (i.e., areas with business unit owned furniture or no furniture are excluded). The resulting rate per square foot is multiplied by the number of square feet occupied by each client (less any square footage equipped with their own or no furniture) and billed accordingly, 1/12th per month.

Service Cost Drivers:

- Client occupancy
- Frequencies of services requested- Requests for out-of-scope services (i.e., extra janitorial services)
- Requests for after-hours work

Service Provider Initiatives:

- Continue to achieve the most cost-effective services available while maintaining levels of services requested by clients
- Manage quality of outsourced services through use of quality control audits.
- Facilities Management will make every effort to fully utilize company owned furniture and avoid the purchase of new furniture.



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Regulatory & Government Affairs
Location: Houston
Center: Regulatory
Service: Regulatory

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Regulatory personnel operate in corporate and business unit offices in the company's footprint in order to support the Business Unit (BU) to:

- *Provide the BU with regulatory policy and strategy; Regulatory Legal support; Rules and Procedures oversight; litigation support; establish rates; and coordinate administrative dockets, rule makings, and compliance filings with the Public Utility Commission of Texas (PUC) and other regulatory agencies.
- *Promote and maintain collaborative relationships with regulators and third parties.
- *Represent CNP's interests in interactions with national and regional trade, industry, and professional organizations.
- *Develop and execute regulatory policies and strategies that support CNP's corporate strategy, business model and processes, including monitoring and actively participating in regulatory and other governmental proceedings.
- *Develop and execute strategies for managing and mitigating regulatory risk.
- *Represent BU's position in regulatory matters before the PUC, including serving as a primary liaison with the PUC or any other regulatory agencies, counterparts at other jurisdictional utilities, and other key stakeholders.
- *Prepare and oversee all aspects of the rate case process (work plan, filing package, testimony, discovery, hearing, settlement, legal briefing, and implementation of rates) and legislative support process.
- *Prepare, review, and/or support regulatory filings (tariff filings, annual compliance filings, reports, earnings monitoring and other reports, etc.).
- *Allocate costs among rate classes, design rates, and maintain tariffs.
- *Monitor capital cost recovery, special surcharges, and other cost recovery mechanisms to ensure reasonable opportunity to recover costs and earn adequate return.
- *Respond to regulatory audits, reviews and other inquiries.
- *Provide support for other CNP process improvement initiatives, especially where they are linked to regulatory processes.
- *Other rate and regulatory services as requested by the BU or as required by law, regulation, order or best practices.

Responsibilities

Service Provider:

Regulatory - meet needs of BU by continuing to perform services detailed above.

Business Unit:

BU needs to remain responsive and timely in providing information for regulatory and legislative requests for information.

Performance Standards:

Pricing Methodology:

Direct charges are tracked and charged directly to the applicable business unit. All remaining costs are assigned based on planned billings.

Service Cost Drivers:

Cost Drivers for Regulatory include:

*PUC docketed proceedings - rate cases, number of managed dockets, process meetings, and compliance filings.

*Regulatory operations - cost analysis, rates, tariffs, and load research

*Policy initiatives - number of efforts across jurisdiction impacting company

* Business Unit initiatives - number of requests by BU to support its initiatives as they may be impacted by regulatory bodies, including ERCOT

Service Provider Initiatives:

Initiatives by Regulatory include:

* Cross utilization of personnel

* Utilization of consultants for specific expertise including regulatory legal expertise

* Awareness of travel costs and employee expenses

* Utilization of phone conferencing capabilities, email, electronic viewing of meetings, and coordination of meetings for same-day travel

* Efficient use of automated processes



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Regulatory & Government Affairs
Location: Houston
Center: Regulatory
Service: Regulatory Reporting

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Prepare accounting schedules for annual regulatory filings and rate cases. Prepare accounting rate case testimony, respond to intervener and regulator requests for information and other general inquiries related to accounting data required for regulated filings. Issue accounting memos and perform internal controls testing and compliance.

Responsibilities

Service Provider:

- 1) Preparation of annual filings including:
 - a) FERC Forms (e.g. FERC Form 1 and Form 3-Q, etc.)
 - b) Earnings Monitoring Report
 - c) Affiliate Report
 - d) Contributions Report
 - e) Transmission Cost Of Service and Distribution Cost Recovery Factor (interim filings)
- 2) Support of rate filings and other regulatory filings including:
 - a) Preparation of rate filing accounting schedules
 - b) Preparation of testimony
 - c) Preparation of responses to requests for information
 - d) Analysis of intervener testimony and preparation of rebuttal accounting schedules and rebuttal testimony
 - e) Support of all witnesses, as it pertains to accounting functions and information
 - f) Review the settlements and staff proposals
- 3) Respond to general inquiries for regulatory related information from Company personnel. This includes working with relevant parties on review of new rate mechanisms and financial plans for regulatory filings.
- 4) Review final orders from regulatory bodies and issuing accounting memos to document any required accounting procedures related to the order.
- 5) Perform SOX control 0203003001 testing and compliance related to Accounting Memos.

Business Unit:

- 1) Identify information needs and provide feedback
- 2) Ensure revenues and expenses are properly accounted in the correct profit centers.
- 3) Timely notification of any changes in use of cost centers, profit centers, allocation methodologies or new general ledger accounts.
- 4) Ensure steps are taken to map new cost objects to the correct FERC accounts..
- 5) Prepare plan for current rate filings and model new filings. Coordinate review of those plans with Regulatory Reporting.

Performance Standards:

1) Complete schedules, filings and responses to inquiries without significant error by the required due dates.

Pricing Methodology:

- 1) Billable hours
- 2) Residual amounts are cleared monthly by planned activity

Service Cost Drivers:

- 1) Number of filings and rate cases
- 2) Number of data requests or requests for information
- 3) Complexity of the filing

Service Provider Initiatives:



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Regulatory & Government Affairs
Location: Houston
Center: Government Affairs
Service: Government Affairs

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Government Affairs personnel operate in corporate offices in Houston (HQ), Austin, and Indiana (federal) in order to support the Houston Electric Business Unit to:

- * Maintain relationships with legislators, regulators, federal and statewide elected officials, and third parties
- * Develop company business unit legislative policy, planning and strategy
- * Monitor and actively participate in legislative and political proceedings
- * Perform lobbying activities related to electric transmission and distribution issues, environmental issues, land use issues, state and local taxes, tort reform, ethics, or other areas affecting the company

Responsibilities

Service Provider:

Government Affairs meets the needs of corporate clients by continuing to perform services detailed above.

Business Unit:

All Business Units of CenterPoint Energy, Inc. need to remain responsive and timely in providing information for regulatory and legislative requests for information.

Performance Standards:

Pricing Methodology:

Direct charges are tracked and charged directly to the applicable business unit. All remaining costs are assigned based on total asset values of the Business Units.

Service Cost Drivers:

Cost Drivers for Government Affairs include:

- * Legislative initiatives - Number of bills impacting company
- * Advocacy efforts - Communication of issues impacting the company
- * PAC - Reporting requirements of federal and state (TX, AR, OK) ethics commissions
- * Grassroots program - Communication of political issues

Service Provider Initiatives:

Initiatives by Government Affairs include:

- * Cross utilization of personnel
- * Utilization of consultants for specific expertise
- * Awareness of travel costs and employee expenses
- * Utilization of phone conferencing capabilities, email, electronic viewing of meetings, and coordination of meetings for same-day travel
- * Efficient use of automated processes



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Regulatory & Government Affairs
Location: Houston
Center: Local Relations
Service: Local Relations

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Local Relations will provide services including:

- * Assist greater Houston area regulators, mayors, city councils, county judges and commissioners, other local elected officials, and third parties with service related issues
- * Develop company local planning strategy
- * Support Regulatory communication efforts
- * Engage and support Community Relations' efforts
- * Monitor and actively participate in local government proceedings
- * Help develop operational process improvements related to electric transmission and distribution issues, environmental issues, local taxes, land use issues, ethics, or other areas affecting the company.

Responsibilities

Service Provider:

Local Relations meets the needs of corporate clients by continuing to perform services detailed above.

Business Unit:

All Business Units of CenterPoint Energy, Inc. need to remain responsive and timely in providing information for regulatory and local relations requests for information.

Performance Standards:

Pricing Methodology:

Direct charges are tracked and charged directly to the applicable business unit. All remaining costs are assigned based on total asset values of the Business Units.

Service Cost Drivers:

Cost Drivers for Local Relations include:

- * Local government impacts on operations or land use
- * Regulatory requirements and filings

-
- * Advocacy efforts - Communication of local issues
 - * Technology and infrastructure expansion
 - * Identifying economic development opportunities

Service Provider Initiatives:

Initiatives by Local Relations include:

- * Cross utilization of personnel
- * Utilization of consultants for specific expertise
- * Awareness of travel costs and employee expenses
- * Utilization of phone conferencing capabilities, email, electronic viewing of meetings, and coordination of meetings for same-day travel or overnight travel.
- * Efficient use of automated processes



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Supply Chain
Location: Houston
Center: Purchasing & Logistics
Service: Investment Recovery

Business Unit Information

Business Unit: Houston Electric

Scope of Service

- * Sell designated obsolete/surplus/scrapped materials, vehicles and equipment in a timely manner.
- * Establish and manage long term contracts for sale and disposal of obsolete/surplus material and equipment.
- * Coordinate backhaul of materials to be salvaged from field to most appropriate location.

Responsibilities

Service Provider:

Upon receipt of notification of required planning/action, Investment Recovery will proceed in a timely manner to remove material from CenterPoint Energy facilities in an appropriate manner.

Business Unit:

Involve/Notify Investment Recovery of plans to designate material(s) as obsolete/surplus/scrap so that Investment Recovery can remove the material from CenterPoint Energy in an appropriate manner.

Performance Standards:

Measures:

- * Optimize cost benefit of this service with revenue generation, disposal cost mitigation and avoided cost opportunities.
- * Operate within approved budget.

Pricing Methodology:

Billings based on actual monthly incurred expenses allocated to Clients by a ratio of Client specific revenues to total revenues as generated by Investment Recovery. Revenues will be posted back to a designated client account.

Service Cost Drivers:

Provider driven:

- * Activity Level / Labor.
- * Travel, advertising, and outside service expenses.

Client driven:

- * Quality and consistency of client planning/communication.
- * Requests for support.

-
- * Requests for change in scope of service.
 - *Review of Industry Best Practices and any required/approved changes

Service Provider Initiatives:

Minimize time from turnover of equipment/asset and final sale of the equipment/asset.



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Supply Chain
Location: Houston
Center: Purchasing & Logistics
Service: Logistics (Electric)

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Business Operations Support provides management oversight for the Logistics function which includes:

- * Receive, store and stage materials and supplies.
- * Issue materials, supplies, and spares.
- * Transport materials and supplies to client locations (job site deliveries) and between storage facilities. Coordinate as requested by Client.
- * Manage consigned material stored at Centerpoint Energy Houston Electric (CEHE) warehouses.
- * Manage Reverse Logistics by handling, classifying, and returning to inventory or dispositioning materials and supplies backhauled from the field.
- * Disposition materials into most appropriate waste or salvage stream (salvage and repair, recycle scrap, sale, disposal).
- * Provide safe working environment.
- * Provide Client services after hours or upon request, 24 hours a day.
- * Manage hazardous waste, rubber goods, and trash disposal services.
- * Manage operating costs.
- * Support repair program for stock and non-stock material.
- * Coordinate and support contractor warehouses.
- * Support the Emergency Operation Plan (EOP).
- * Ensure compliance with Sarbanes Oxley controls.
- * Support Supply Chain enhancement programs (i.e. Integrated Supply, kitting, Vendor Managed Inventory (VMI), etc.).

Responsibilities

Service Provider:

Perform scope of work with quality and consistency. Work with clients to ensure their performance expectations are known and met or exceeded.

Business Unit:

- * Quality and consistency in client job planning and Work Order (WO) preparation.
- * Timely communication of known activity increases/decreases.

Performance Standards:

KEY METRICS

1. Comparison of expenditure to plan

-
2. Inventory levels
 3. Inventory Fill Rates at Service Centers
 4. Inventory accuracy statistic of \$.15 per \$100.00 inventory through put
 5. Maintain a safety program consistent with CNP and Business Unit expectations.
 6. Achieve safety goals, reviewed annually.

Pricing Methodology:

- * Administrative billings to Client are based on actual monthly incurred expenses associated with managing the Logistics service, and are allocated based on a ratio of the cost center's incurred budget to the total incurred budget managed.
- * All other expenses are directly incurred by the relevant Client.

Service Cost Drivers:

- * Achieve and maintain SAP data integrity.
- * Significant changes in inventory levels.
- * Changes in inventory throughput (receipts, issues, returns, transfers).
- * Changes in requested manpower levels at local warehouses and special projects.
- * Changes in hours of operation (requiring additional shifts, overtime).
- * After hours service requests (overtime).
- * Requests for more service (e.g., increased jobsite deliveries, etc.).
- * Key supply chain process related changes.
- * Changes in environmental compliance regulations.
- * Client planning and scheduling, and adherence to plans and schedules.

Service Provider Initiatives:

- * Partner with Client to improve job planning and scheduling.
- * Continue inventory optimization and sustainability initiative
- * Implement EOP After Action Review (AAR) recommendations.
- * Implement logistics Supply Chain enhancements where appropriate (i.e, Integrated Supply, open stock, cross docking, VMI, kitting and direct shipment).
- * Optimize warehousing operations.



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Supply Chain
Location: Houston
Center: Purchasing & Logistics
Service: Purchasing

Business Unit Information

Business Unit: Houston Electric

Scope of Service

- * Manage the Supply Chain Process, including implementation of Buy-Right Pay-Right Initiative and Integrated Supply Programs.
- * Partner with client to provide Supply Chain analysis and solutions.
- * Obtain goods and services as indicated by SAP/material requirements planning (MRP) and/or client request.
- * Partner with Engineering and Standards to keep product specifications current.
- * Establish and maintain vendor agreements.
- * Coordinate the bid process, negotiation, development and award of contracts for goods and services.
- * Manage, in coordination with Logistics, central warehouse inventory stock quantities and, material requirements planning (MRP) parameters.
- * Perform inventory management of standard stock and non-stock material.
- * Coordinate repair process for stock and non-stock materials.
- * Manage operating costs within approved budget.
- * Support the Emergency Operating Plan (EOP).
- * Support eProcurement Program.
- * Continue development of and support process revisions and improvements.
- * Support initiative to reduce inventory and increase inventory turns.
- * Ensure compliance with Sarbanes Oxley Controls.

Responsibilities

Service Provider:

- * Perform scope of service with quality and consistency.
- * Work with client to ensure their performance expectations are known and met or exceeded.
- * Purchasing will process valid requests in a timely manner to ensure requested materials and services are delivered to the specified location at the required time, and at competitive prices.

Business Unit:

Responsible for planning and communicating the plan and requirements to Purchasing in accordance with Corporate Purchasing Policy and the CNP Authorization Policy.

Performance Standards:

METRICS

1. Comparison of expenditures to plan.

-
2. Minority-owned and Women-owned Business Enterprise (MWBE) Program Compliance.
 3. Fill Rate target of 97%.
 4. Turn target of 5.5
 5. Achieve savings targets .
 6. Maintain Safety Program consistent with BSS and client expectations.
 7. Achieve Safety Goals, reviewed annually.

Pricing Methodology:

- * Billings typically allocate incurred expenses to Clients according to a ratio of the number of Client specific Purchase Order line items to the total Purchase Order (PO) line item count. PO line item counts determined from SAP extracts.
- * Personnel working predominately on behalf of a definable client will direct bill their actual time to that client.
- * Residual amounts are cleared monthly by planned activities.

Service Cost Drivers:

Provider Driven: Travel costs.

Client Driven:

- * Changes in inventory (budget cuts, design changes, Inventory control Initiatives).
- * Quality and consistency of client planning/communication. * Material/Service requirements; not 1 for 1.
- * Requests for decentralized support.
- * Requests for change in scope of service.
- * Adaptation to client process changes.

Third Party Driven:

- * System modification/upgrade.
- * SAP learning curve.
- * Corporation initiative support.
- * SAP productivity increases/decreases.
- * Illness
- * Major storms

Service Provider Initiatives:

1. Cost of Service: Insure maximum utilization of resources across BUs for the overall benefit of the Company.
2. Service Contracts: Continue to team with Client in providing a value-added role in the negotiation, award and commercial administration of service contracts.
3. Implement Supply Chain enhancements (i.e. Integrated Supply, Buy-Right Pay-Right, etc.).
4. Sustain the Inventory Control Initiative for the Distribution area (includes implementing Vendor Managed Inventory and Consignment for Alliance Distributors).
5. Provide client training for SAP as required.
6. Continue to support e-Procurement.
7. Supply Chain Improvements:
 - Continue implementation of new cost savings initiatives to achieve targets reviewed annually.
8. Introduce/utilize reverse auction tools, as appropriate.
9. Supplier Diversity:
 - Provide opportunities for diversity suppliers in accordance with Diversity Policies and Procedures.
 - Champion and sponsor supplier diversity awareness and facilitate client support.
 - MWBE target spend as determined by Corporate Goals.
10. Identify and leverage spend opportunities that can benefit all CNP Supply Chain Processes.



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Company: CenterPoint Energy Service Co LLC
Organization: CNP Supply Chain
Location: Houston
Center: Purchasing & Logistics
Service: Fleet Services

Business Unit Information

Business Unit: Houston Electric

Scope of Service

Fleet Services is responsible for management of all vehicles and motorized equipment in the Houston Electric and Regulated Gas Operations fleet. The combined fleet inventory is approximately 6,000 pieces of equipment, which are purchased, fueled, maintained and disposed of by the Fleet Services Department.

Fleet Services has two Co 002 cost centers that are covered in this SLA:

159051 - Fleet Director cost center

159057 - Fleet Support cost center

Responsibilities

Service Provider:

Fleet services team is responsible for providing vehicle and motorized equipment support for the company's regulated customer service operations.

Business Unit:

The Business Unit is responsible for the safe and proper use of company vehicles and equipment. Employees assigned to vehicles are responsible for assuring that the vehicles/equipment are properly fueled and maintained through a network of identified vendors or through Fleet Services. Business Unit responsibility extends to reporting to Fleet services all vehicle/equipment transfers, excessive maintenance issues, issues with vendors, and damage to vehicles/equipment.

Performance Standards:

Cost are assigned based on total fleet dollars managed.

Pricing Methodology:

Direct charges are tracked and charged directly to the applicable Business Unit. Assignable internal labor charges are billed directly to the applicable Business Unit. All other costs are assigned based on total fleet dollars managed.

Service Cost Drivers:

Total fleet dollars managed

Service Provider Initiatives:

Drive down costs through innovative fleet management. Partner with Operations Departments to establish vehicle/equipment standards for the operations departments.



CenterPoint Energy Service Company, LLC
Service Level Agreement
The best source of business services for CenterPoint Energy clients.

Year: 2023

Service Provider Information

Business Unit Information

Company: CenterPoint Energy Service Co LLC

Business Unit: Houston Electric

Organization: CNP Continuous Improvement

Location: Houston and Indiana

Center: Continuous Improvement

Service: Continuous Improvement

Scope of Service

The Continuous Improvement (CI) team provides guidance and expertise in a consistent methodology, called Lean, that every business unit and department can utilize. CI partners works with the business to eliminate the human struggle by focusing on the process to improve operational efficiencies.

Responsibilities

Service Provider:

The Continuous Improvement group supports the business through planning and implementation of new or existing processes, products, or systems. The department manages scope, schedule, cost, and risks to deliver quality solutions.

The CI project management resources are dedicated to projects from start to finish and coordinates across project stakeholders throughout the enterprise

Business Unit:

Clients will provide information and resources in a timely manner as agreed upon in project communication plans to meet obligations for the execution of communication plans.

Performance Standards:

CI and the BU will follow mutually agreed-upon objectives as documented in project plans.