

Process for Customers Needing Temporary Disconnections for Repair Purposes

Customers who return to their homes and find that water has risen above the electrical outlets need to call an electrician to assess damage and verify the residence's electrical is safe to receive power. The electrician may need to either call CenterPoint Energy or direct the customer to call CenterPoint Energy at 713.207.2222. To ensure the electrician can safely perform their work, CenterPoint Energy may temporarily disconnect service at the weatherhead or transformer, or remove the meter.

For Customers Who Call CenterPoint:

If the customer or electrician call CenterPoint Energy for a lockband removal or temporary disconnect, they will need to call CenterPoint Energy when they are ready to have service reconnected. **Question: Do we send a 650_04 to the CR when we do these disconnections?**

For Customer Who Call Their Competitive Retailer:

CRs that are Option 1 for Service Orders and normally send 650 transactions for temporary disconnects may send a 650_01 transaction for a MM002 (Lockband Removal) or DC002 (Temporary Disconnect for Clearance).

For Lockband Removals (MM002) please follow the normal process of sending the MM001 Lockband Install transaction at the same time the 650 MM002 is sent.

For Temporary Disconnects (DC002) please submit a 650 RC002 when the customer is ready to have service reconnected. Note that there may be permit requirements.

If you are **not** an Option 1 CR, please direct the customer to call CenterPoint Energy.

Please Note: This is a different process from the process for REMOTE disconnection for customers who want to be remotely disconnected due to standing or rising water still in the structure. For remote disconnections, please continue to follow the process that was distributed earlier and which can be found at the following link: <http://www.centerpointenergy.com/en-us/Services/Pages/Operational-Information-Harvey.aspx?sa=ho&au=bus>