

CenterPoint Energy Response to COVID-19

Minneapolis Clean Energy Partnership Board Update - May 15, 2020

CenterPoint Energy's mission is to deliver energy, service, and value to our customers, who are at the center of everything we do. In response to the coronavirus (COVID-19), CenterPoint Energy has activated its Pandemic Preparedness Plan and continues to monitor updates and follow protocols from the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), and state and local officials.

To address the needs of our customers in Minnesota, CenterPoint Energy is:

- Suspending residential disconnections for non-payment for the duration of the national security or peacetime emergency in Minnesota,
- Waiving late fees for residential and small business customers during the crisis,
- Continuing to arrange payment plans for customers requesting help, and
- Responding to service calls while following social distancing guidelines to keep everyone safe.

CenterPoint Energy Conservation Improvement Program (CIP)

To ensure we can safely engage our employees, customers, and communities in achieving the benefits of energy savings, CenterPoint Energy has made several modifications to the delivery of its Conservation Improvement Program (CIP).

[Residential Energy Efficiency Programs](#)

- Continue to offer rebates and resources for new and existing home efficiency upgrades,
- Deliver virtual Home Energy Squad visits at no-cost while in-home audit and direct install services are put on hold, and
- Promote complimentary and deeply discounted, mail-order, energy-saving products that offer do-it-yourself improvements as customers spend more time in their homes.

[Income-Qualified Energy Efficiency Programs](#)

- Continue to accept and process customer applications for income-qualifying energy efficiency projects,
- Provide emergency equipment replacement/repair services for program participants while in-home audits, tune-ups, and direct install services are put on hold, and
- Implement energy efficient design in new construction or major retrofit non-profit affordable housing projects on a case by case basis.

Commercial Energy Efficiency Programs

- Continue to offer rebates and resources on commercial energy efficiency upgrades,
- Deliver virtual audits for commercial customers via the Natural Gas Energy Analysis and Multifamily Building Efficiency programs while in-person audits and direct installs are put on hold, and
- Implement energy efficient design and engineering in new construction, recommissioning, and process efficiency programs on a case by case basis.

Charitable Giving

Through the CenterPoint Energy Foundation, the company will contribute \$1.5 million to nonprofit organizations, agencies, and causes committed to supporting those who have been disproportionately impacted by COVID-19. Organizations interested in applying for a CenterPoint Energy COVID-19 Relief Fund grant should visit centerpointenergy.com/cnpgives.

As we adapt to meet the needs of the current situation, the safe delivery of natural gas and our services will continue to be a top priority for CenterPoint Energy. For more information on the company's response to COVID-19 please visit [our website](#).