



Agency Extranet Information

Welcome to the Agency Extranet. This website allows our agency partners convenient access to CNP customer information. Much of the information and tasks completed by calling our Contact Center can be done via the Agency Extranet. We encourage you to utilize the Agency Extranet whenever possible to avoid potential wait times during peak calling periods.

We are still available via phone should you need to speak with an agent:

1-800-227-1376, press '5' after automated voice asks, "In a few words, how can I help you today".

Accessing the site:

<https://midwest.centerpointenergy.com/customerInquiry.do>

Username – *Your Email Address*

Password – *Your created password when you enrolled for access*

Once logged in, you may search by account number or social security number. When including the account number (including the 01, 02, or 03 depending on territory) with no dashes or spaces.

Key Features of the Agency Extranet:

- | | |
|------------------------------|----------------------------|
| -Search Customer Information | -Search Pledge(s) |
| -Make a Pledge | -View Pledge |
| -View Customers Bills | -View Customers Letters |
| -View Bill Inserts | -Reports and Charts |
| -View Payments | -View Payment Arrangements |
| -Recent Information | -View Service Orders |

For a more in-depth description of the Agency Extranet features and instructions – including specifics to each state:

- Access the site: <http://www.midwest.centerpointenergy.com/customerInquiry.do>
- Login with your credentials

Click 'Important Information'

- Click either 'IN Instructions' or 'OH Instructions'

If you have any questions or issues with the Agency Extranet please contact a member of our Low Income Department:

Energyassistance-vvc@centerpointenergy.com or by calling 812-492-6020