PRESENTATION FOR

Hurricane Harvey Relief
AGENDA

• The Texas Energy Market
• Hurricane Harvey
• TXU Energy Customer Operations
• TXU Energy Customer Communications
• TXU Energy Aid
• Low Income Customer Support
• Thank You
ABOUT ME

KIM CAMPBELL
SENIOR MANAGER CUSTOMER ADVOCACY

With nearly 30 years of experience in the energy industry, I bring knowledge of the market and manage programs to help low-income customers. I love advocating for customers and working with social services agencies that help the communities they serve!
BIG STATE, CONSUMPTION & COMPETITION

Texas is the world’s 11th largest electricity market with 392 TWhs of energy consumption.
TEXAS IS GROWING

Between July 2015 and July 2016, Texas added 430,000 new residents – that’s over 1,100 per day!
MOST ACTIVE MARKET IN THE U.S.

392,000,000 MWhs consumed in 2015

Ranked 11th globally in terms of consumption

5.5 million households within ERCOT

60+ Competitors

1,100 / day added to Texas population

3.6 million moves/switches per year

Nearly 300 plans in each zip code

More than 97% of customers have AMS meters

Over 90% have made a choice of provider or plan

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TXU Energy
ROLE OF RETAIL ENERGY PROVIDERS (REPS)
ERCOT BOUNDARIES

- Regulated vs. Deregulated
- Areas of Competition
HURRICANE HARVEY

DAMAGE
HURRICANE HARVEY

Centerpoint

- 549 downed transmission structures
- 5,500 distribution poles replaced
- 5,600 total number of full-time employee resources used in peak of restoration

- Restored power to 219,000 customers
- More than 3 million feet of transmission and distribution conductor replaced, approximately 712 miles

- Added 70,000+ metered customers
- 1.3 million power restorations during Hurricane Harvey
- 1 million customers enrolled in Power Alert Service
- 146,000 hours volunteered

CenterPoint Energy strives to make a positive difference for all of our stakeholders through our values of safety, integrity, accountability, initiative and respect.
TXU ENERGY CUSTOMER OPERATIONS

- Started internal meetings before Hurricane Harvey came on-shore to prepare to help our customers
- Established on-going daily meetings and war room for a month after the storm
- Issued a news release about TXU Energy’s response to the disaster
- Waived late fees, suspended collection activity and disconnections in the impacted area for 6 weeks
- Didn’t send bills to customers in impacted area until USPS had restored service
- Reduced qualifications for payment arrangements – extended payment due dates with no down payment; reduced payments and deferring balances over 5 equal installments
- Overstaffed contact centers for 2 weeks
- Implemented system identifier to easily identify impacted customers
COMMUNICATION

TXU.com

- Established Hurricane Resources page with links to various resources (e.g. disaster recovery guide, applying for disaster assistance, recovering emotionally)
- Harvey-related FAQs
- Created new TXU Energy Aid page with listing of contact information for all our agency partners

Customer Communications

- Sent email to customers in affected area containing information about payment flexibility, how to contact TXU Energy, information for bill payment assistance
- Email/Text communication to pre-paid customers about account status and protection from disconnection
TXU ENERGY AID

Helping Texas families in need for more than 30 yrs

providing $100 million

in bill-payment assistance to assist more than 520K Texans

• One of the largest bill-payment assistance program among electricity companies in the nation

Join us in supporting partners in community who give back to those in need.

TXU Energy Aid
LOW-INCOME CUSTOMER SUPPORT

- Agency communication to agency partners in affected areas to determine their status
- Provided unrestricted charitable contributions to help agency partners in the recovery process
- TXU Energy Aid program provided $500,000 to assist customers within the affected area
- Relaxed TXU Energy Aid program guidelines for agency partners within the affected area
- In partnership with Customer Operations provided direct referrals for low-income customers to agencies with explanation of application process
- Added message to low-income customers accounts about agency assistance
THANKS FOR YOUR TIME

Kim Campbell
Senior Manager, Customer Advocacy
TXU Energy
Kim.Campbell@txu.com
972.868.8334