



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!

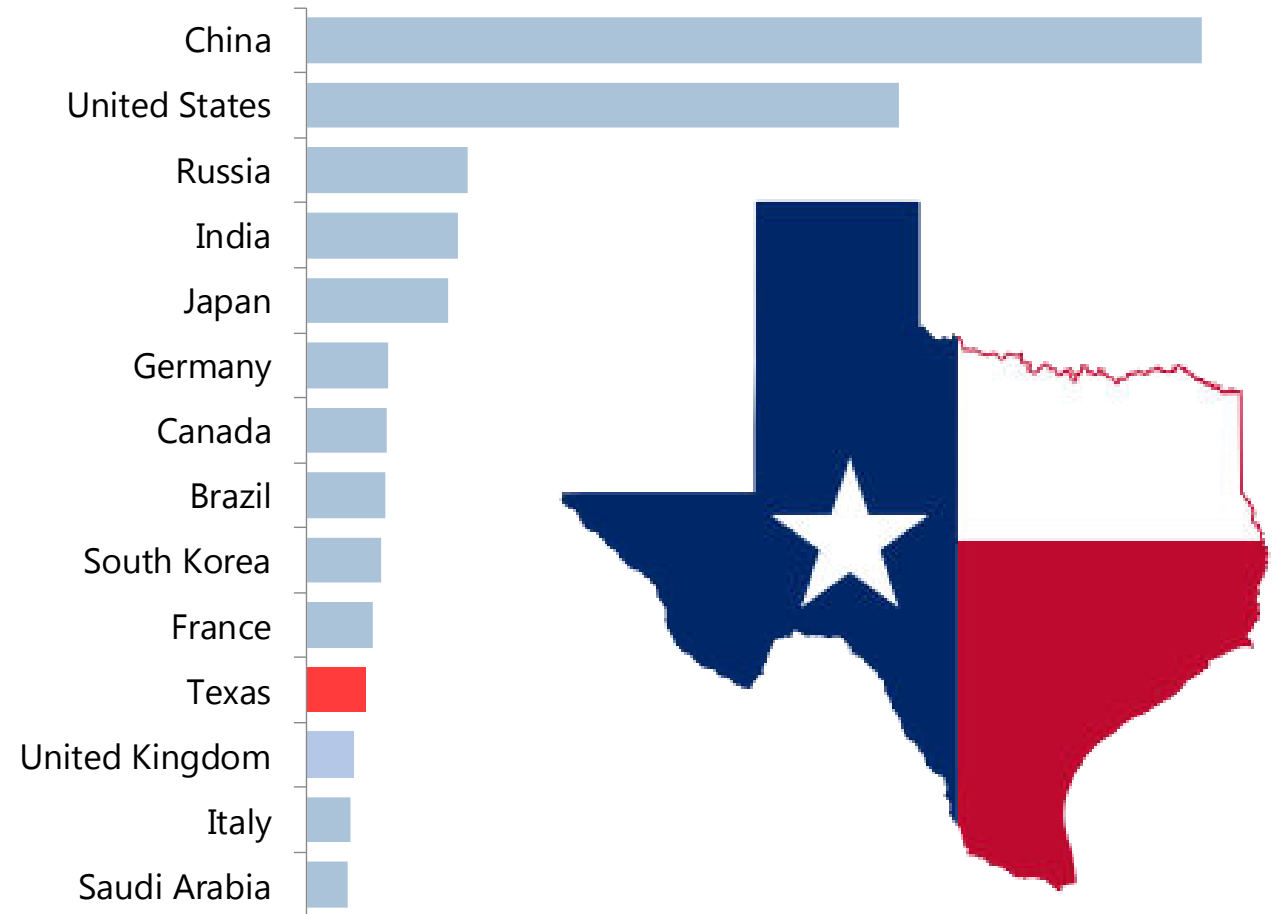


BIG STATE, CONSUMPTION & COMPETITION

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



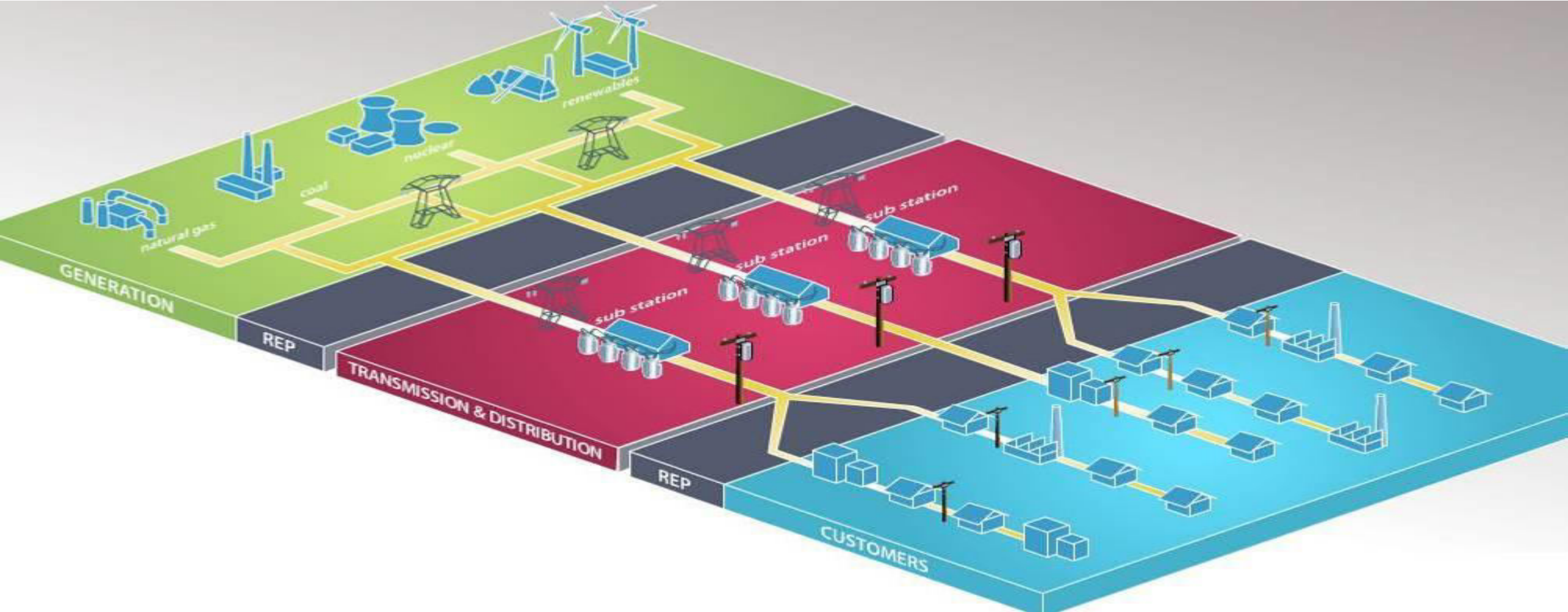
More than
97%
of customers
have AMS
meters

Over
90%
have made a
choice of
provider or plan

3.6 million
moves/switches per year

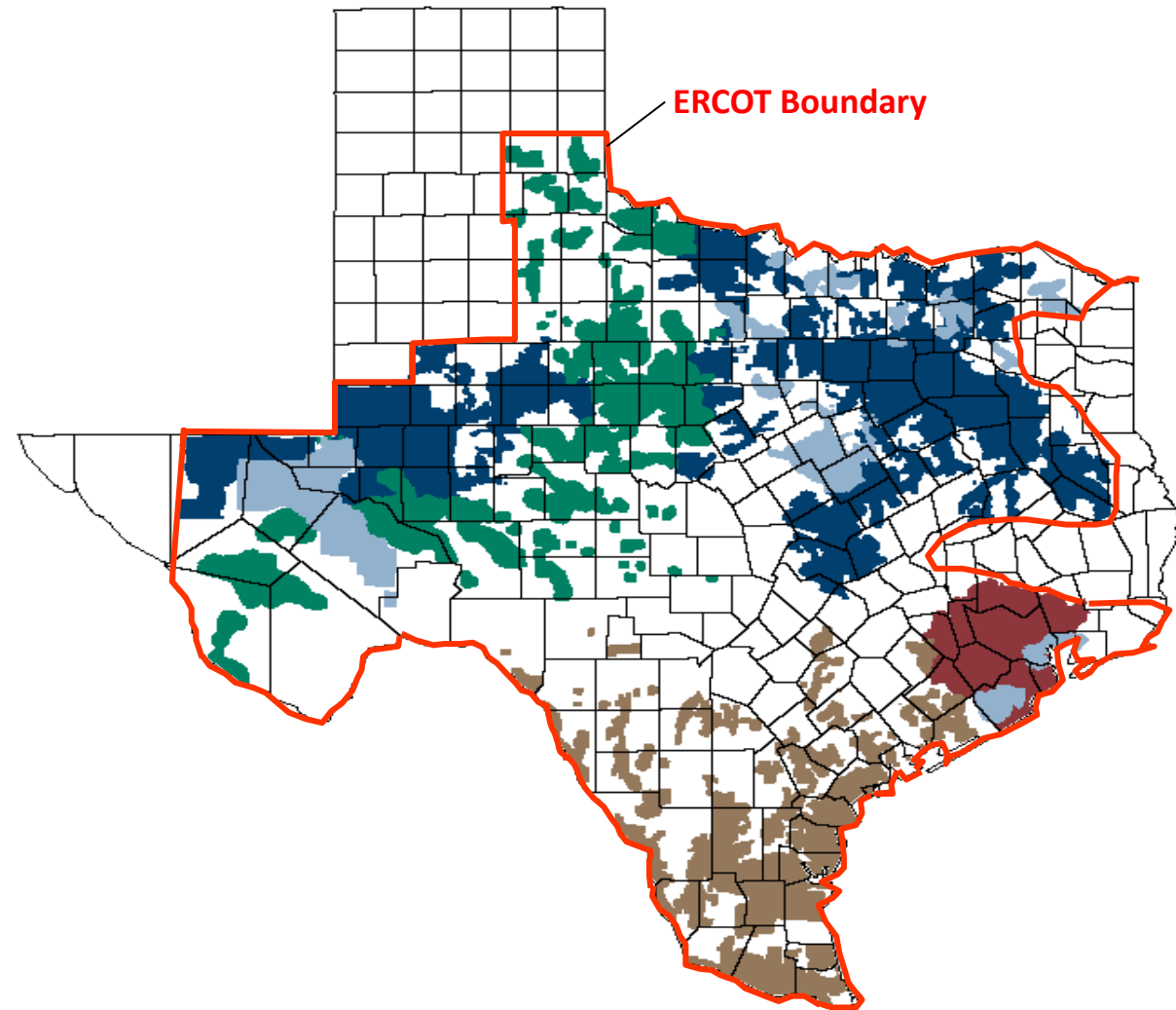
Nearly **300** plans
in each zip code

ROLE OF RETAIL ENERGY PROVIDERS (REPS)



ERCOT BOUNDARIES

- Regulated vs. Deregulated
- Areas of Competition



HURRICANE HARVEY



HURRICANE HARVEY



HURRICANE HARVEY RECAP: September 2017

549



downed transmission structures



Restored power to **219,000** customers

5,500



distribution poles replaced

More than

3 million

Total feet of transmission and distribution conductor replaced, approximately 712 miles



5,600

Total number of full-time employee resources used in peak of restoration

Centerpoint



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

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