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PUBLIC UTILITY COMMISSION  
FILING CLERK



Commissioner Brandy Marty Marquez  
Commissioner Kenneth Anderson  
Public Utility Commission of Texas  
1701 N. Congress Avenue  
Austin, Texas 78701

Re: Project 47552- *Issues Related to the Disaster Resulting from Hurricane Harvey*

Dear Commissioners,

Champion Energy Services is committed to the wellbeing of our customers and neighbors. In an attempt to lessen the burden on our customers impacted by Hurricane Harvey, Champion Energy Services and our parent company, Calpine Corporation are pleased to share the steps we have taken both prior to and after the storm. Below is a summary of those voluntary actions taken by Champion and Hello Energy.

Suspension of disconnect orders from August 22<sup>nd</sup> through at least September 30<sup>th</sup> for customers in affected areas.

Waiver of all late fees from August 22<sup>nd</sup> through at least September 30<sup>th</sup> for customers in affected areas.

\$250,000 donation to the American Red Cross.

Customer assistance through doubling our matching funds for donations contributed to the Power Partners program September 1<sup>st</sup> through December 31<sup>st</sup>. Power Partners is Champion Energy's discretionary bill payment assistance program established to assist our customers in times of need.

Deferral of bill payments over a five month period through September 30<sup>th</sup> for those customers in impacted areas who inquire.

Continued customer outreach including emergency operations established in Dallas prior to landfall, updates to our company websites and direct emails with FAQs detailing payment plans, disconnection and reconnection concerns and outage information.

In addition to these proactive changes, Champion and Hello Energy will continue to listen to and be responsive to the individual situations and needs of our customers as they reach out to us. If you have any additional questions please contact me at 281-653-5071.

Sincerely,

Brenda Crockett  
Vice President, Regulatory Affairs  
Champion Energy Services, a Calpine Corporation Company

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