



Control Number: 47552



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PUBLIC UTILITY COMMISSION  
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**AMBIT ENERGY**



1801 North Lamar Street  
Suite 600  
Dallas, Texas 75202  
T 214.270.1770

September 7, 2017

**VIA FEDEX**

Public Utility Commission of Texas  
Central Records  
1701 N. Congress Ave., Suite 8-100  
Austin, TX 78701

**Re: Project No. 47552**

Dear Sir/Madam:

Please see attached news release from Ambit Texas, LLC regarding the steps we are voluntarily taking to help lessen the burden on our customers that are affected by Hurricane Harvey.

Sincerely,

Casedral Adams  
Regulatory Compliance Paralegal

Enclosures



## **Our Ambit Pledge: We will Assist with Hurricane Harvey Recovery Efforts**

DALLAS, TX - September 1, 2017 - Ambit Energy is committed to helping our friends, neighbors, Consultants and Customers impacted by Hurricane Harvey. We know they have a lot on their minds right now, and electricity shouldn't be one of them. For this reason, we have taken a series of steps to assist hurricane victims, which include:

- Suspension of disconnections.
- Offering extended or special payment options.
- Relief on due dates.
- Other assistance to aid Customers.

We know not everyone will have access to their mail. Ambit Customers needing assistance can log in to their account online through [my.ambitenergy.com](http://my.ambitenergy.com) or call our Customer Care team at (877) 282-6248.

Our hearts go out to all those affected by the storms. So to further assist during this time of need, Ambit has donated \$25,000 to the American Red Cross to support relief efforts, and are encouraging our entire Ambit Family to do the same. We are also sending Customer donations to Sheltering Arms, an organization that assists those in need with the payment of bills.

As the region recovers, we are committed to helping our Customers get their lives back to normal as quickly as possible and will monitor the situation along the Texas Gulf Coast as recovery efforts continue.