



Control Number: 47552



Item Number: 26

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PUBLIC UTILITY COMMISSION  
FILING CLERK

September 11, 2017

Public Utility Commission of Texas  
1701 N. Congress Ave.  
Austin, Texas 78701

**RE: Project No. 47552**

Direct Energy stands by the residents of Texas during this difficult time. We extend our deepest sympathies to those impacted by Hurricane Harvey, and our gratitude to the emergency response workers from across the U.S. who have come to help.

During this time of need, Direct Energy and its affiliates that serve customers in areas impacted by Hurricane Harvey (First Choice Power, and Bounce Energy) have implemented the following voluntary measures to assist customers:

- All deposits will be waived for new or returning customers who reside in the 56 affected Texas counties impacted by Hurricane Harvey until further notice.
- No late payment charges will be assessed until at least October 2, 2017. In addition, late payments will not be reported to credit reporting agencies, even if customers were behind on their bill before the storm hit.
- Disconnection orders and disconnection notices are suspended, and calls to past due customers have ceased, until at least October 2, 2017.
- Early cancellation penalties are waived until at least November 2, 2017.
- Customers are allowed, even if they are not eligible, to establish deferred payment plans and flexible payment arrangements.
- New products for prepay customers, particularly for those who may need service for short period of times, have been launched.

All customer contacts (digital, social media, phone, email) have been and will continue to be monitored to ensure customers' needs are met, and Direct Energy companies will make further commitments as needed.

*26*

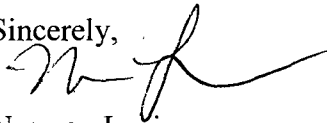
In addition, in our effort to assist the communities impacted, please see the attached news release from Direct Energy, LP regarding a commitment of \$25,000 to the American Red Cross to help assist those affected by Hurricane Harvey.

Should any customers in Texas have immediate questions or concerns, we have posted the most current information at:

- <https://www.directenergy.com/harvey>
- <https://www.firstchoicepower.com/harvey>
- <https://www.bounceenergy.com/harvey>

If you have any additional questions please contact me at 713-877-3510.

Sincerely,



Norman Levine  
Direct Energy companies  
12 Greenway Plaza, Suite 250  
Houston, TX 77046  
713-877-3510  
[Norman.levine@directenergy.com](mailto:Norman.levine@directenergy.com)



## PRESS RELEASE

Contact: Alle Houstoun, Direct Energy  
(713) 904-7014 Office  
[Alle.Houstoun@directenergy.com](mailto:Alle.Houstoun@directenergy.com)

### **Direct Energy Establishes Hurricane Harvey Relief Fund** *Committed to Match Donations up to \$25,000*

**Houston, Texas (August 30, 2017)** – Direct Energy stands by the residents of Texas during this devastating time. We extend our deepest sympathies to those impacted by Hurricane Harvey, and our gratitude to the emergency response workers from across the U.S. who have come to help.

To support the immediate relief effort across the Greater Houston area and Gulf Coast of Texas, Direct Energy is matching donations up to \$25,000 to the American Red Cross, and will continue working with our customers and the community in the months to come.

To donate, please go here so Direct Energy can match your donation:  
[www.directenergy.com/donate](http://www.directenergy.com/donate).

As Texans, we are here for each other. We believe in building and maintaining strong connections with the people and communities we serve. Through September 12, all disconnection activity has been suspended for Texas customers impacted by the recent weather events to allow them to focus on what matters most – their families and communities.

Should any customers in Texas have immediate questions or concerns, please see here:  
[www.directenergy.com/harvey](http://www.directenergy.com/harvey).

"Our thoughts and prayers are with everyone impacted by Hurricane Harvey and the subsequent flooding in Texas," said **John Schultz**, President, Centrica North America and Direct Energy Business. "It is wonderful to see so many people working together to help those in need."

Direct Energy will work closely with the American Red Cross to quickly respond to the needs of individuals, families and communities impacted by the storm.

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#### **About Direct Energy**

Direct Energy is one of North America's largest retail providers of electricity, natural gas, and home and business energy-related services with over four million customers. Direct Energy gives customers choice, simplicity, and innovation where energy, data, and technology meet. A subsidiary of Centrica plc (LSE: CNA), an international energy and services company, Direct Energy, its subsidiaries and/or affiliates, operate in 50 U.S. states plus the District of Columbia and 4 provinces in Canada. To learn more about Direct Energy, please visit [www.directenergy.com](http://www.directenergy.com).