



Control Number: 50664



Item Number: 25

Addendum StartPage: 0



March 20, 2020

Connie Corona  
Chief Program Officer  
Public Utility Commission of Texas  
1701 N. Congress Avenue  
P. O. Box 13326  
Austin, TX 78711-3326

**Re: Project 50664 - Issues Related to the State of Disaster for Coronavirus Disease 2019**

Dear Ms. Corona:

The Just Energy family of companies operating in Texas include Just Energy, Tara Energy and Amigo Energy. In response to the Covid-19 virus pandemic, the Just Energy companies have modified various policies to be responsive to customer needs. These efforts include:

- Increased the number of late fee waivers allowed per account.
- Modified our Payment Arrangement policies and emphasized to agents the availability of Deferred Payment Plans to allow more customers to receive assistance upon request.
- Promotion of E-bill and Auto-Pay options in case of issues with mail delivery.
- Encouraging customers to seek government and other bill payment assistance by calling "211".
- Emphasizing the possible availability of bill payment assistance as approved in Docket No. 49688, Settlement Agreement and Report to Commission Relating to Commission Staff's Investigation of Companies' Violations of PURA §§ 17.004(a)(1) and (7) and 39.101(a)(6) and (b)(6) and 16 TAC §§ 25.480 and 25.454 ("Order"). As part of this Order, in December 2019 Just Energy provided \$125,000 to BakerRipley serving the Houston area and \$100,000 to Sharing Life serving the Dallas/Ft. Worth area.

We will continue to monitor and communicate with our customers via email and text communications to keep them posted on these options. If you have questions or need additional information, please contact me.

Sincerely,

A handwritten signature in cursive script that reads "Eric Blakey".

Eric Blakey  
Director, Regulatory and Legislative Affairs  
[eblakey@justenergy.com](mailto:eblakey@justenergy.com)  
512-470-3863