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PUBLIC UTILITY COMMISSION
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John Duessel
SVP and Chief Customer Officer

Tel: 972.868.8469
Email: John.Duessel@txu.com

June 2, 2021

Chairman Peter Lake and Commissioner Will McAdams
Public Utility Commission of Texas
1701 N. Congress Ave.
Austin, TX 78711

Dear Commissioners:

With Texas being fully open for business, COVID-19 vaccination rates continuing to rise, and the Texas Legislature taking bold steps to strengthen the ERCOT grid against future disruptions like Winter Storm Uri, TXU Energy is optimistic for the State's swift recovery to continue and accelerate.

However, TXU Energy also knows that there are still many customers impacted by the COVID-19 pandemic and trailing effects of Winter Storm Uri. As we move into the summer months that tend to bring with them higher electricity usage and corresponding monthly bill amounts, TXU Energy wanted to apprise the Commission of additional assistance that is available to TXU Energy customers in need.

Deferred payment plan commitment

- TXU Energy commits to continue to offer deferred payment plans to customers in keeping with the spirit of the Commission's March 26, 2020 order through the summer, regardless of whether the Commission's order remains in effect.

Reduced down payments to establish deferred payment plans

- TXU Energy will also offer reduced down payment amounts to support customers seeking to enter in deferred payment plans.

Additional deferred payment plan flexibility for customers aged 65 and over

- Further, TXU Energy will offer customers aged 65 and over additional deferred payment plan flexibility through longer deferral terms, if needed.

Bill-payment assistance for those in need

- TXU Energy Aid is one of the nation's oldest and largest bill-payment assistance programs and works with social service partners across the state to deliver relief to customers experiencing difficulty paying their electric bills.
- TXU Energy also partners with other sources of bill-payment assistance, such as Texas' Comprehensive Energy Assistance Program. There are record levels of funding available through these programs to assist customers.
- TXU Energy can help connect customers with assistance, or customers can find assistance directly by calling 2-1-1 or visiting 211texas.org.

TXU Energy wants to support our customers and support Texas through this critical time and encourages customers to contact us at 1-800-818-6132 if they need assistance.

Sincerely,

/s/ John Duessel

6555 Sierra Drive • Irving Texas 75039

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