



June 4, 2018

Robert Hebert, County Judge
Fort Bend County
Department of Social Services
4520 Reading Road, Suite A 900
Rosenberg, TX 77471

Re: Letter Agreement for Reliant Energy Retail Services, LLC CARE Program ("CARE").

Dear Robert Hebert:

Reliant Energy Retail Services, LLC (Reliant Energy) is a certified Retail Electric Provider serving residential customers in *Fort Bend County and The Texas ERCOT Market* is required to establish and maintain an energy assistance program in accordance with the rules and regulations of the Public Utility Commission of Texas. *Fort Bend County, through its Social Services Department* has a proven record of managing energy assistance and heat relief programs and is capable of processing Reliant Energy's customer payment assistance in an efficient, effective manner. Our records currently reflect that you have a remaining balance of \$104,548 as of April 30, 2018. Therefore, at this time *Fort Bend County Social Services* will not receive additional CARE funds. Please continue to provide energy assistance and to utilize the 2017 or prior roll-overfunds. The purpose of these contributions is to provide funding for energy assistance payments to Reliant Energy customers under the CARE program.

The funds contributed to *Fort Bend County Social Services* for energy assistance payments must remain deposited in a depository bank account held in trust for Reliant Energy. *Fort Bend County Social Services* will not discriminate during the distribution of CARE funds because of race, creed, color, national origin, ancestry, sex, marital status, lawful source of income, level of income, disability, financial status, and location of customer in an economically distressed geographic area. *Fort Bend County Social Services* will accept enrollment applications from potential clients and qualify Reliant Energy customers as eligible recipients in accordance with the following Reliant Energy CARE Program qualifications:

- Each *Fort Bend County Social Services* client recipient of CARE contributions must be a Reliant Energy customer with an active account.
- The *Fort Bend County Social Services* client recipient name must match the Reliant Energy customer account name.
- All *Fort Bend County Social Services* client recipients of CARE contributions are eligible for a one time annual payment in an amount not to exceed **\$500.00** in accordance with *Fort Bend County Social*

Services's hardship criteria or the recipient may receive multiple assistance payments on their account as long as the **cumulative amount does not exceed the maximum annual payment limit of \$500.00.**

Letter of Agreement for Reliant Energy Retail Services, LLC CARE Program

Fort Bend County Social Services will submit a monthly report to Reliant Energy on or before the last day of each month until the entire contribution fund balances is depleted. Reports should be submitted for all months even if funds were not distributed. The monthly reports should be submitted to the Reliant Energy Agency Assistance Team no later than the 10th of the following month. All funds that are not utilized or pledged to provide assistance to qualifying Reliant customers by December 31, 2018, can rollover to the next year. *Fort Bend County Social Services* must also comply with the CARE Program Guidelines outlined in Attachment A. *Fort Bend County Social Services* will keep records of all transactions relating to the distribution of Reliant Energy CARE contributions for a period of 2 year(s) and will allow Reliant Energy full access during normal business hours to inspect, audit or reproduce any and all such records and books of *Fort Bend County Social Services* related to this agreement.

Form 1295 Compliance. *Reliant acknowledges and agrees that it has fully, accurately, and completely disclosed all interested parties in the attached Form 1295, and has acknowledged the completeness of this disclosure by filing the Form 1295 with the Texas Ethics Commission as required by law.*

Reliant Energy can terminate this agreement at any time during the year by providing 30 days advance written notice to *Fort Bend County Social Services*. In the event this agreement is terminated, *Fort Bend County Social Services* must comply with the directions contained in the notice and take any necessary action to terminate the work under this agreement. To acknowledge your agreement to and acceptance of the terms and conditions outlined in this letter and Attachment A, please sign below on both letters. Keep a copy for your records and email an executed letter back to **Reliant Energy, attention Mandy Deas at Mandy.Deas@nrg.com**. If you have any questions, you may contact Mandy Deas at 713-537-2778 or Sandee Treptow at 469- 277-4083.

Sincerely,



Leanne Schneider

Executive Director –NRG Retail Charitable Foundation

AGREED AND ACCEPTED:

FORT BEND COUNTY SOCIAL SERVICES

STATE OF TEXAS

By: _____

Robert Hebert, County Judge
Fort Bend County

Date: _____

ATTACHMENT A

CARE Program Guidelines and Information

In an effort to implement the CARE Program efficiently, Reliant Energy provides important guidelines and information that will assist you in administering the Program. Please distribute and discuss these guidelines in a training session with all volunteers and staffs.

Reliant Energy CARE Contact Information

- Mandy Deas (Care Manager) 713-537-2778
- Sandee Treptow (Care Manager) 469- 277-4083

How the Program Works

- Agency qualifies active Reliant Energy customer
- Agency contacts Reliant Energy Agency Desk via fax or phone to make an inquiry or pledge on behalf of the customer
- Agency remits payment to Reliant Energy (address provided below) and include documentation that denotes CARE payment— see attached example
- Payment should be remitted within 30-45 days from the pledge date
- Agency sends Reliant a monthly report via email recording activity and balance of funds at the end of each month or no later than the 10th day of the following month.

Reliant Agency Payment Remittance Address

Reliant Energy Retail Services, LLC
P. O. Box 1046
Houston, Texas 77251-1046
Attn: Credit Operations – Agency Assistance

Electronic Payment Information

All funds will be distributed through electronic payment process via EFT (Electronic Funds Transfer) Please see corresponding form to enroll if you have additional questions on enrollment contact LeVas Johnson at ljohnson@reliant.com or call 713-537-2774.

Monthly Reporting Requirements

Prepare attached monthly report form and email: mandy.deas@nrg.com

Reliant Energy Agency Pledge Assistance Information

Credit Operations – Agency Assistance
Process Manager: Gayl Morris
713-537-2864
Fax: (Toll Free) 1-866-367-0343 or (Local) 713-488-5469
Assistance Line: (Toll Free) 1-888-363-3574 or (Local) 713-488-5914