



Shannon Gore

Fort Bend County Health & Human Services
301 Jackson St
Richmond, TX 77469

Re: 2023 Letter Agreement for Neighbor-to-Neighbor Bill Assistance Program

Dear Shannon

Each year funding is allocated to support the Neighbor-to-Neighbor bill assistance program. Direct Energy has invited Fort Bend County Health & Human Services "Agency" to participate in the annual Neighbor-to-Neighbor program ("N2N") subject to the terms outlined in this letter agreement. Within 30 days of receipt of this signed agreement, \$10,100 will be contributed to the Agency in support of the 2023 Neighbor-to-Neighbor Bill Assistance Program.

The purpose of these contributions is to provide funding for energy assistance payments to Direct Energy customers. The funds contributed for energy assistance payments must be deposited in a depository bank account held in trust for the Neighbor-to-Neighbor Bill Assistance Program. The Agency will not discriminate during the distribution of N2N 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.

Agency will accept program applications from potential clients and qualify customers as eligible recipients in accordance with the following N2N program requirements:

- Each client recipient of N2N contributions must be a customer with an active account with Direct Energy
- The client recipient name must match the customer account name on the bill.
- Each client recipient should be notified that the contributions are from the Neighbor-to-Neighbor Bill Assistance Program.
- A client recipient on a prepaid service plan is eligible for N2N assistance payments "Pledges"
- The maximum annual client assistance payment limit is \$700.00
- Pledge payments using N2N funds can be used to pay a Deposit
- Pledge payments using N2N funds can be used to pay fees charged by Direct Energy or by the Transmission Distribution Utility "TDU"
- Client recipients of N2N contributions are eligible to receive multiple assistance payments on their account if the cumulative amount does not exceed the maximum annual payment limit of \$700.00 in accordance with the Agency hardship criteria. Exceptions to this rule can be inquired by emailing the program coordinator tara.norris@nrg.com
- To defray the cost of the Agencies duties and responsibility for outreach, application processing, accounting, reporting and other related program administration activities, the Agency is entitled to retain up to 10% of the contribution provided to be kept as an administrative allowance. Retainer of the administrative fee is optional and not required.

Agency Program Guidelines:

- Agency will distribute and discuss program guidelines in a training session with all volunteers and staff.



- Agency will submit a pledge individually or via bulk spreadsheet in the [NRG Agency Portal](#) using the normal pledge processes and should utilize the CARE/N2N checkbox indicating its private funds.
- Agency remits payment within 30-45 days from the pledge date to Direct Energy and includes documentation with Customer Name, Customer Account # and Pledge Payment Amount that denotes N2N payment. Payment can be sent by check to the Credit Ops Remittance Address for Direct Energy, or ACH for Direct Energy. If ACH is utilized an email with backup documentation for ACH wire will need to be emailed to creditopsagency@nrg.com
- Agency must submit a monthly distribution report in excel form by the 10th of each month to N2N via email, recording activity and balance of funds **regardless if funds were distributed or not**. Agency must submit the monthly report every month, in order to be eligible to receive additional funding contributions under the Neighbor-to-Neighbor Bill Assistance Program.
 - **Email monthly report to:** Tara Norris, tara.norris@nrg.com and copy creditopsagency@nrg.com
- Additional Agency funding opportunity under the Neighbor-to-Neighbor Bill Assistance Program is determined solely by Direct Energy and is based on the need of customers served by the Agency. Agency's utilization of current and previous funds and accurate timely reporting as well as the availability of N2N funds. Agency may request additional 2023 N2N Program funds when Agency has pledged or utilized 75% of the 2023 contribution funds, or 2022 carryover. Additional contributions are subject to available 2023 N2N Program funds at time of request.
- Agency must also keep records of all transactions relating to the distribution of N2N contributions for a period of 2 year(s) and will allow Direct Energy full access during normal business hours to inspect, audit or reproduce all such records and books of related to this agreement.
- N2N can terminate this agreement at any time during the year by providing 30 days advance written notice to Agency. Agency must take all necessary action outlined in the termination notice to conclude the program work.
- All N2N funds that are not utilized or pledged to aid qualifying Direct Energy customers by December 31, 2023, will be eligible to rollover to the next N2N program year, subject to approval by Direct Energy.



2023 Letter Agreement for Neighbor-to-Neighbor Bill Assistance Program

To acknowledge your agreement to and acceptance of the terms and conditions outlined in this letter please sign below. Keep a copy for your records and return a copy to NRG attention Tara Norris at tara.norris@nrg.com

Sincerely,

Tara Norris

Energy Assistance Program Coordinator

AGREED AND ACCEPTED

By: Shannon Gore, MSW MPH

Date: 10/4/2023

Name Shannon Gore

Title Social Services Division Manager

Agency Name: Fort Bend County Social Services