



**Tara Norris**  
Energy Assistance Program Coordinator  
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February 21, 2019

Webb County Community Action Agency  
Javier Ramirez  
520 Reynolds 2nd Floor  
Laredo, TX 78040

Dear Javier Ramirez:

On behalf of Direct Energy, I am pleased to enclose the Neighbor to Neighbor Program Agreement for 2018. Please read the agreement, sign and return a copy to me at [neighbor-to-neighbor@directenergy.com](mailto:neighbor-to-neighbor@directenergy.com) or by mail to my address below. Please also communicate the rules of the program to your case workers and anyone who administers the program at your agency. As a reminder, the maximum allowed per customer has been increased from \$600 per year, to \$700 per year per household. Please let me know if you have any questions regarding other items included in the contract.

We welcome the opportunity to assist your clients through the Neighbor-to-Neighbor Program. Should you have any questions regarding the program, please feel free to contact me by email at [tara.norris@directenergy.com](mailto:tara.norris@directenergy.com).

Sincerely,

A handwritten signature in blue ink that reads "Tara Norris".

Tara Norris  
Energy Assistance Program Coordinator  
Direct Energy  
6502 S Yale Ave #300  
Tulsa, OK 74136  
(918) 493-9583

**NEIGHBOR-TO-NEIGHBOR PROGRAM AGREEMENT  
FOR ELECTRIC HOME ENERGY ASSISTANCE**

This Neighbor to Neighbor Program Agreement ("Agreement") is entered into and effective as of January 1, 2019 ("Effective Date"), by and between Direct Energy, LP ("Direct Energy"), CPL Retail Energy, LP ("CPL Retail Energy"), WTU Retail Energy, LP ("WTU Retail Energy"), First Choice Power, LLC ("First Choice Power"), and/or Bounce Energy, LP ("Bounce Energy") (together the "REPs") and Webb County Community Action Agency (The "Administering Agency") an established social service agency under Section 501(c)(3) of the United States Internal Revenue Code, or other; are referred to herein as "Party" and collectively as the "Parties".

**Purpose of Agreement:**

Under this Agreement the Administering Agency and the REPs shall implement the program known as "Neighbor-to-Neighbor," under which the REPs may provide funding in their respective areas of operation to be used by the Administering Agency for payment of the Electric Home Energy Expenses, as defined below, of needy people experiencing an energy emergency or crisis. The Parties, in consideration of the promises and commitments found herein, agree as follows:

**I. Program Established**

A. The Neighbor-to-Neighbor Program (hereinafter referred to as the "Program") is hereby intended to help needy people experiencing an energy emergency or crisis pay their Electric Home Energy Expenses. The REPs may supply funding for the program in their respective areas of operation as described in Article II herein. The Administering Agency shall, subject to the terms of this Agreement, utilize these funds to aid needy people in paying their Electric Home Energy Expenses and shall coordinate the Program with the Low-Income Home Energy Assistance Program (LIHEAP).

B. "Electric Home Energy Expenses" shall mean any debt incurred by the Recipient for the consumption of electric energy used (including consumption prepaid by the Recipient) in the lighting, appliance usage and cooling/heating of the primary residence of the Recipient. Debt incurred may arise from both Prepaid and/or Postpaid Electricity Plans.

## **II. Program Funding**

The REPs may provide annual funding for the Program pursuant to the following terms. The funding amount shall be determined annually at the REP's sole discretion, with funds allocated to the Administering Agency in two potential bi-annual disbursements. The first disbursement shall occur no later than February 28<sup>th</sup> of each calendar year and the second disbursement shall occur no later than August 31<sup>st</sup> of each calendar year for qualifying Agencies.

## **III. Recipients**

A. A Recipient is any individual who receives assistance as contemplated by this Agreement. There can be only one Recipient for each household. In order to qualify as a Recipient, an individual must meet all of the following conditions at the time he or she receives this assistance.

1. The individual must be receiving residential electric service from a REP(s) at the residence from which the subject Electric Home Energy Expenses arise.
2. The individual must reside at the service address and be responsible for the Electric Home Energy Expenses to be paid.
3. The individual must meet the income eligibility criteria based on household income not to exceed 200% of the federal poverty guideline limit.

B. The Administering Agency shall select Recipients from those qualifying individuals seeking assistance in its sole discretion, but the REPs may, from time to time, refer special cases for consideration for assistance from the Program. The Administering Agency shall give due consideration to any such special cases but shall nonetheless retain the ultimate authority in selecting Recipients.

## **IV. Use of Funds**

A. All funds forwarded to the Administering Agency, subject to the administrative fee discussed in Article VII, shall be used by the Administering Agency in accordance with this Agreement to help Recipients pay their Electric Home Energy Expenses.

- B. Program funds may be used for utility deposits, at REP's sole discretion.
- C. A Recipient can receive assistance from the Program of no more than \$700, in any calendar year. Assistance provided may not exceed the actual Electric Home Energy Expenses due at the time assistance is provided; or the estimated monthly Electric Home Energy Expenses at the time assistance is provided.
- D. Fees can be paid using Neighbor to Neighbor funds.
- E. Except to the extent specified in this Agreement, the REPs shall have no power or authority to direct the Administering Agency in the management or control of the Program.

#### **V. Reports**

The Administering Agency shall submit to each REP monthly reports, ("Disbursement Report") reflecting the total receipts and disbursements of Program funds, the identity of each person helped by the Program, the company the customer is with, and the amount of assistance received. The Administering Agency shall submit each monthly report to REPs as appropriate, within 10 calendar days of the end of the month being reported. Such information and reports shall be available for audit verification by the REPs or their designated agents, at their individual expense. The Administering Agency agrees to maintain all records necessary to permit the REPs to verify the accuracy of such reports and information for a minimum of two years. The Administering Agency's obligation to maintain records shall survive termination of this Agreement.

#### **VI. Term of Agreement**

A. This Agreement shall become effective on January 1<sup>st</sup>, 2019, and shall continue in effect for an initial term through December 31<sup>st</sup>, 2019, and may be renewed annually each January with the signatures of both Parties. The Agency can still utilize program funding until the next years agreement is executed. The Administering Agency may terminate this Agreement at anytime by delivering written notice of termination to the REPs at least thirty (30) days prior to the effective date of termination. The REPs may terminate this Agreement with the consent of the Administering Agency or for failure of the Administering Agency to meet the terms and conditions of this Agreement,

by delivering written notice of termination to the Administering Agency at least thirty (30) days prior to the effective date of termination.

B. Upon termination of this Agreement, the Administering Agency agrees to return, within sixty calendar days, any balance of funds in the Program to the REPs for distribution.

#### **VII. Administrative Fees**

The administrative fee retained by the Administering Agency is intended to cover Program costs. Program costs include costs directly related to Program outreach, application processing, accounting, reporting and other Program activities. To defray the cost of the Administering Agency's duties and responsibilities for outreach, application processing, accounting, reporting and other related Program administration activities, the Administering Agency shall be entitled to retain up to 10% of the total annual funding provided under this Agreement. Retainer of the administrative fee is optional. If the Administering Agency wishes to utilize the administrative fee for utility assistance, an email to the Program Coordinator can be sent, clearly stating how they wish to use the administrative fee for each disbursement. Agencies shall supply REPs with details of how the administrative fee was used each calendar year on the disbursement report.

#### **VIII. Contractor Performance**

A. The Administering Agency shall, on an equitable basis throughout its service area, disburse funds for the Program. The Administering Agency shall operate the Program consistent with this Agreement in conformance with applicable accounting and reporting standards.

B. The Administering Agency agrees to use diligent, good faith efforts to fully distribute all funds less the administrative fee for the benefit of Recipient households on an annual basis.

C. The failure of the Administering Agency to distribute at least 85% of the total available funds for a given calendar year shall entitle the REPs to terminate this Agreement in the manner set forth below:

1. The REPs will suspend annual funding from agencies that fail to distribute at least 85% of the total available funds in a given calendar year.

2. Agencies with suspended funding will undergo a probation period of 6 months (or until the next allocation of funds), after which the REPs will evaluate its progress and determine its eligibility for additional funds.
  3. Agencies that have not utilized at least 85% of their funds in a given calendar year will have their annual funding suspended and be required to return the remaining balance to the REPs within sixty calendar days.
- D. The failure of the Administering Agency to submit timely monthly reports shall entitle the REPs to terminate this Agreement in the manner set forth above.

**IX. Miscellaneous**

- A. Any notices to be given by either Party shall be in writing and shall be sent by certified or registered mail. Addresses for notice are as follows:

<p>Tara Norris Energy Assistance Program Coordinator</p> <p>Direct Energy 6502 S Yale Ave #300 Tulsa, OK 74136</p> <p>Attention: Neighbor-to-Neighbor Program</p>	<p>Administering Agency</p> <p>Webb County Community Action Agency 520 Reynolds 2nd Floor Laredo, TX 78040</p> <p>Attention: Neighbor-to-Neighbor Program and/or Maria Silva</p>
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- B. This Agreement shall be governed by and construed in accordance with the laws of the State of Texas.
- C. This Agreement can be modified or amended only by an agreement in writing executed by the authorized representatives of all Parties.
- D. This Agreement will supersede and replace any previous agreements between the Parties related to the Program.
- E. This Agreement may be executed by facsimile signature and in any number of counterparts. Each counterpart when so executed shall be deemed to be an original and all of which together shall constitute one and the same Agreement.

**IN WITNESS WHEREOF**, the Parties have caused this Agreement to be executed by their duly authorized officers as of the Effective Date set forth above.

Direct Energy, LP by its general partner Direct Energy GP, LLC

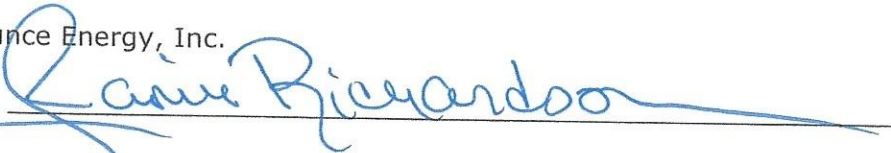
CPL Retail Energy, LP by its general partner, Centrica Holdco GP, LLC

WTU Retail Energy, LP by its general partner, Centrica Holdco GP, LLC

First Choice Power, LLC

Bounce Energy, Inc.

By:



Print Name: Janice Richardson

Title: Sr Manager, Credit & Debt Operations

Webb County Community Action Agency

BY:

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Javier Ramirez

Executive Director, Webb County Community Action Agency