



March 9, 2017

Webb County Community Action Agency
Ricardo D. Martinez
1110 Washington Street, Suite 203
Laredo, TX 78042

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

Dear Ricardo D. Martinez:

Reliant Energy Retail Services, LLC (Reliant Energy) is a certified Retail Electric Provider serving residential customers in *The Texas ERCOT Market* is required to establish and maintain an energy assistance program in accordance with the rules and regulation of the Public Utility Commission of Texas. *Webb County Community Action Agency* is an established nonprofit organization that 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. On or before May 1, 2017, Reliant Energy will contribute \$5000 to *Webb County Community Action Agency* in support of the 2017 Reliant Energy CARE Program. An additional contribution payment in the amount of \$5000 will be made to *Webb County Community Action Agency* on or before July 31, 2017. 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 *Webb County Community Action Agency* for energy assistance payments must be deposited in a depository bank account held in trust for Reliant Energy. *Webb County Community Action Agency* 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. *Webb County Community Action Agency* 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 *Webb County Community Action Agency* client recipient of CARE contributions must be a Reliant Energy customer with an active account.
- The *Webb County Community Action Agency* client recipient name must match the Reliant Energy customer account name.
- All *Webb County Community Action Agency* client recipients of CARE contributions are eligible for a one time annual payment in an amount not to exceed \$300.00 in accordance with the *Webb County Community Action Agency’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 \$300.00.

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

Webb County Community Action Agency will submit a monthly report to Reliant Energy at the end of each month or no later than the 10th day of the following month until the entire contribution fund balances is depleted. Reports should be submitted for all months even if the balance is zero. The monthly reports should be submitted to the Reliant Energy Agency Assistance Team before the 10th of each month. All funds that are not utilized or pledged to provide assistance to qualifying Reliant customers by December 31, 2017, can rollover to the next year. Webb County Community Action Agency must also comply with the CARE Program Guidelines outlined in Attachment A. Webb County Community Action Agency 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 Webb County Community Action Agency 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, attached as Exhibit B, 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 Webb County Community Action Agency. In the event this agreement is terminated, Webb County Community Action Agency 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 one copy for your records and return one letter back to **Reliant Energy attention Yolanda Guillory**. If you have any questions, you may contact Gayl Morris at 713-537-2864 or Yolanda Guillory at 713-537-2671.

Sincerely,



Leanne Schneider

Executive Director –NRG Retail Charitable Foundation

SIGNED AND EXECUTED this _____ day of _____, 2017.

Webb County Community Action Agency

Ricardo D. Martinez

APPROVED AS TO FORM:

Criminal District Attorney's Office*

*By law, the Criminal District Attorney's Office may only approve contracts for its clients. We reviewed this document as to form from our client's legal perspective. Other parties may not rely on this approval. Instead those parties should seek contract review from independent counsel.

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 Contacts Information

Gayl Morris (Credit Operations – Agency Assistance Manager) 713-537-2864
Yolanda Guillory (Care Coordinator) 713-537-2671

How the Program Works

- Agency qualifies active Reliant Energy customer
- Agency contacts Reliant Energy Agency Desk via phone or fax 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 fax or email recording activity and balance of funds at the end of each month or no later than the 10th day of the following month (report form will be emailed to you)

Standard Payment Remittance Address

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

Electronic Payment Information

If your agency is interested in setting up an electronic payment process via EFT (Electronic Funds Transfer), contact LeVas Johnson at lajohnson@reliant.com or call 713-537-2774.

Monthly Reporting Requirements

Prepare attached monthly report form and fax or email to:

Credit Operations – Agency Assistance
CreditOpsAgency@nrg.com
Fax: 713-488-5469
1-866-367-0343