**Light Up Texas is Ending!**

Customers will receive inserts in their August bills notifying them that the Lite Up Discount is ending beginning with their September bill.  Customers will be impacted by the loss of about 3 cents per kWh discount.

**Customer Handling:**

* Educate the customer that the Lite Up program was a ***Temporary*** program provided to low income customers from September 2015 to August 2016 and was not renewed by the Texas Legislature.
* The ancillary benefits available to Lite UP Customers (waiver of late payment fees and deposit installments**) remain in effect** until at least August 2017.

Remember there are pledge agencies that are willing to help customers:

* You can provide help to the customers who need additional assistance paying their electricity bills by referring them to an Assistance Agency.  These organizations are local entities and government agencies set up to help customer who have trouble paying their electricity bills.
* If a customer calls and asks for assistance – and does not qualify for a DPP – then we will provide the customer with a phone number to the Assistance Agency in the area.
* The website is: <http://www.tdhca.state.tx.us/texans.htm>
* Select the option for Utility Bill Help
* **Scroll to the bottom of the page** to enter the City or County
* Click the Find Help button to see the agencies in the area
* When the Assistance Provider Results page appears, provide the appropriate agency phone number to the customer.
* **Inform the custom to also call 211 for additional utility assistance.**
* **Important:** If an Assistance Agency arranges to pay an amount equal to or greater than the Disconnection Amount on behalf of the customer, the account will be flagged for up to 45 days, regardless of the amount owed on the account.  No actions are required by the front line agents.
* Customers may call in to inquire if their bills have been paid.
* View the customer account to see if a flag has  been placed for the Pledge
* A flag should be on the account for 45 day or when the check for the pledge is received.
* Customer will call because:
* They are usually behind in their payments.  They are worried that their service will be disconnected.
* Customers may want to know when the Agency is planning to make the payment
* Customers may need to pay the remaining balance, and they need you to tell them what the amount the Agency is covering and what they are responsible for.
* Customer may simply need reassurance that we have the information for the Agency payment.

**Deposit Freedom Enhancements (First Choice Power):**

This allows customers to qualify for Deposit Freedom up to 10 times for the 180 day period.

* 60-day window for eligibility restarts after a disqualifying event.
* Customer has restart eligibility up to 10 times within 180 days
* Customers can opt in and opt out of Deposit Freedom
* Changes will be seen in MyAccount

* Restart Functionality – allowing customers to restart the program if they become disqualified due to a negative balance or more than 5 payments every 30 days.
* Opt-In/Opt-Out of Deposit Freedom – Customer can choose to opt in or out of the program at anytime.
* Updates to Power-to-Go system
* Customer can control their Deposit Freedom enrollment information with MyAccount.

**IMPORTANT**: Also, with the new enhancements, we are allowing our old customers who disqualified another chance.  Deposit Freedom  
customers that were previously disqualified will be reset on Deposit Freedom and we will be sending them a message.

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| **Restart Functionality** | 1. 60-day window for DE eligibility that restarts after a  \*disqualifying event.  Disqualifying event  1. negative balance 2. more than 5 payments in 30 days  2.  Customer has restart eligibility up to 10 times within 60-days.  **Note:** Eligibility to restart will happen the day after disqualifying event.  **Important:** Customers can also be disqualified after 180 days. |
| **Opt In /Opt Out** | **Customer can opt-out of Deposit Freedom**  Customer can request to opt-out of Deposit Freedom so that they are not   considered for Deposit Freedom and will not receive any communications regarding Deposit Freedom eligibility.    **Customer can opt-in at anytime.**  Customer that chose to opt out of Deposit Freedom and wants to be considered for again can opt back in.  Customer can request to be apart of Deposit Freedom eligibility through MyAccount or contacting the call center. |

**Coming in September!**

**Hive Phase I:  Home Hero 24 Month Plan**

When customers enroll in an energy  commodity plan that is bundled with the Hive Active Lights they will receive a starter kit shortly after their energy service begins at no additional charge.  The starter kit will include one (1) Hive Hub and two (2) A19 dimmable white light bulbs.

Connected devices include:

* Smart Lighting
* Thermostats
* Contact and Motion Sensors
* Smart Plugs

Please let me know if you have any questions.

Russ