

TXU Energy Pledges \$500,000 to Aid Hurricane-Impacted Customers and Communities

IRVING, Texas , Aug. 30, 2017 /[PRNewswire](#)/ -- With disaster recovery from Hurricane Harvey underway, TXU Energy announced today a series of steps it has taken to help customers.

During this time of extreme need, TXU Energy is assisting customers affected by Hurricane Harvey by:

- Waiving late fees.
- Extending payment due dates with no down payment required.
- Reducing down payments and deferring the balances over five equal installments.

To take advantage of this assistance, TXU Energy customers affected by the storm should call 1-800-242-9113. The assistance is available until at least Sept. 30.

"As people get back in their homes and begin their recovery from this historic storm, we don't want them worrying about their electric bills. As a company, we can help our customers so they can focus on rebuilding their homes and lives," said Scott Hudson , president of TXU Energy .

Through the TXU Energy Aid SM program, TXU Energy is providing \$500,000 to assist customers who need help paying their electric bills in areas hit by Hurricane Harvey. These funds are being allocated to existing TXU Energy Aid partners serving Houston and upper Texas Gulf Coast areas.

Along with this donation, the TXU Energy Aid program will provide agencies the flexibility they need to assist customers. Those funds are donated by the company, its employees, and customers. All donations are returned to the local communities and can help customers impacted by Hurricane Harvey.

"The needs of the community will be significant during the long-term recovery process. Thank you, TXU Energy . We deeply appreciate your year-round partnership but even more so in times like this," said Angela Blanchard , president and CEO of BakerRipley, TXU Energy Aid partner.

For more than 30 years, TXU Energy Aid, one of the largest electric bill payment assistance programs in the nation, has helped Texas families going through hard times keep their homes powered and safe. For information on which social service agency provides assistance in their area, customers can call 211 and ask for bill payment assistance.

Additionally, Vistra Energy (NYSE: VST), the parent company of TXU Energy and Luminant, the largest power generation company in Texas , donated \$25,000 to the American Red Cross for disaster relief and made a substantial delivery of clothing and toiletries for storm evacuees at North Texas shelters. The company will continue to assess the customer and community impact and provide further assistance as needed.

About TXU Energy

More Texans trust TXU Energy to power their homes and businesses than any other electricity provider. We're passionate about creating experiences and solutions tailored to fit the needs of our customers, including electricity plans, online tools to help save, renewable energy options and more. Ranked as the No. 9 Top Place to Work by The Dallas Morning News , TXU Energy is also committed to creating a dynamic and fun workplace where all our people can succeed. Visit txu.com for more. TXU Energy is a subsidiary of Vistra Energy (NYSE: VST). REP #10004

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