

TXU Energy Provides Support for Furloughed Federal Workers

Efforts include new and existing programs to assist customers affected by the federal government shutdown

IRVING, Texas, Jan. 18, 2019 /PRNewswire/ -- TXU Energy, the energy retail subsidiary of Vistra Energy (NYSE: VST), today announced a series of energy assistance programs intended to assist customers who have been adversely impacted by the extended federal government shutdown. The announcement is intended to expand awareness of these efforts, respond to customer inquiries, and ensure impacted customers are informed and able to avail themselves of all available options. This support is similar to the company's previous customer assistance programs.

"We understand that our customers may have had their steady paycheck or regular income disrupted because of the furlough," said Scott Hudson, president of TXU Energy. "In these circumstances, we believe in stepping up and doing our part to provide customers with some relief. We also want to remind customers who are experiencing financial hardship about TXU Energy Aid."

TXU Energy Aid has helped Texas families going through hard times keep their homes powered and safe for more than 35 years, including providing much needed assistance during natural disasters like Hurricane Harvey in 2017.

New program details for impacted, eligible federal workers include:

- Waiving late fees.
- Extending payment due dates for these customers, including working with all eligible customers by offering deferred payment arrangements upon request.
- Support also remains available through TXU [Energy Aid](#). For information on which social service agency assists in their area, customers may call 211 and ask for bill payment assistance.

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. Consecutively ranked as one of the Top Places 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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