

PUBLIC UTILITIES VENDOR AGREEMENT COMPREHENSIVE ENERGY ASSISTANCE PROGRAM

The purpose of the Comprehensive Energy Assistance Program ("CEAP") funded from the Low-Income Home Energy Assistance Program ("LIHEAP") grant is to maintain an energy supply to heat and cool the residences of eligible low-income clients.

The Energy Services provider ("Vendor"), agrees to honor the purpose of the CEAP grant and to accept pledges of payment from CEAP agencies only for certified customers to whom Vendor continues to provide energy services. The Energy Assistance Provider ("Agency"), agrees to make payments only for eligible low-income clients.

This vendor agreement is by and between:

Webb County, A political subdivision of the State of Texas for the Community Action Agency and

Energy Assistance Provider (Agency)

Good Charlie & Co., LLC

(Vendor)

Vendor and Agency agree to assist customers in the following counties: WEBB COUNTY

This agreement shall be effective from the 1st day of JAN 2026 for a period not to exceed two years from the effective date. Either party may terminate this agreement by written notice. Such written notice of termination shall not affect any obligation by either party incurred prior to the receipt of such notice. Notice shall be sent via certified mail with return receipt requested.

Good Charlie & Co., LLC

(Vendor Name)

717 Texas Avenue, Suite 1000, Houston Texas 77002

(Vendor Mailing Address)

WEBB COUNTY C/O Webb County CAA.

(Agency Name)

520 Reynolds, 2nd Floor, Laredo, Texas 78040

(Agency Mailing Address)

The Agency named above represents and warrants to Vendor that it is a subrecipient of the Texas Department of Housing and Community Affairs ("TDHCA") and as such is authorized and has received funding from the TDHCA to provide bill payment assistance service for eligible low-income households.

The Vendor named above represents and warrants that it will apply any payments received from Agency to the account of the customer that the Agency has determined to be eligible under the CEAP guidelines and such is a "Certified Customer".

Vendor will, with reference to a Certified Customer:

- Extend the CEAP applicant's energy service for up to five business days while the Agency determines whether the CEAP applicant is eligible pursuant to the CEAP guidelines.
- Upon accepting pledge from Agency for Certified Customer, continue or restore energy service to Certified Customer with no increases in charges, service charges or other charges affecting the total cost of the bill, except as allowed by the stated tariff cost registered with the Public Utility Commission "PUC" and/or Texas Railroad Commission.
- In the event the full past due balance is not paid by the Agency, the Certified Customer must pay the remaining balance on or before the disconnect date stated in the customer's Disconnect Notice required by PUC regulations in order to avoid disconnection or be eligible for reconnection. Nothing in this agreement requires the Vendor to reconnect the customer upon receipt of a pledge that does not cover the full past due balance or if the customer has already been disconnected by the time the pledge is received by the Vendor.
- Invoice the Certified Customer in accordance with Vendor's normal billing practices.
- Upon verbal or written request from Agency, provide at no cost to the Agency the Certified Customer's billing and usage history for previous twelve months, or available history plus monthly estimates if less than twelve months of billing history and usage is available. Vendor will transmit such billing history via electronic mail or facsimile as soon as possible, but no later than forty-eight hours following the request.
- Work with Agency and Certified Customer to explore the feasibility of offering flexible payment arrangements that may include, without limitation, waiving security deposits, reconnect fees, application fees, and all other fees whenever possible.
- Not discriminate against Certified Customer in price or services, including the availability of deferred payment plans, level or average payment plans, discount, budget, advance payment or other credit plans.
- Not refuse to provide energy service or otherwise discriminate in the marketing and provision of energy service to any Certified Customer because of race, creed, color, national origin, ancestry, sex, marital status, lawful source of income, level of income, disability, financial status, location

of customer in an economically distressed geographic area, or qualification for low-income or energy-efficiency services.

- Allow Agency forty-five days from the date of the pledge to forward payment to the Vendor. Vendor agrees not to consider the portion of the Certified Customer's account to be paid by the Agency delinquent if said payment is received within the above mentioned forty-five day period, and Vendor is provided with a verbal or signed pledge from the Agency within forty-five days of identifying a Certified Customer.
- Not interrupt service if Certified Customer is eligible under PUC regulations, or other state agency regulations (as applicable), and enters into an agreement with the Vendor concerning how the Certified Customer will pay the balance owed Vendor and the Certified Customer is meeting the obligation under such agreement.
- If the Agency has paid for an initial deposit or similar refundable instrument, upon the termination of service to the Certified Customer, the Vendor shall return funds including interest (after any balance owed) to the Agency in accordance with PUC regulations or 10 Texas Administrative Code §6.312(f) (as applicable).

The Agency will:

- Obtain written permission for Agency to request and have access to customer information, including confidential or personal account information, credit and payment history, from customers seeking Agency's assistance. Social Security numbers are not required for the CEAP program and may not be disclosed to Agency.
- Provide to Vendor, at Vendor's request, customer's written permission for Agency's access to customer information as stated above.
- Not provide pledges on behalf of a Certified Customer to Vendor without having adequate funds to pay such pledge.
- Pay pledges within forty-five days of making pledge to Vendor.
- Determine if a customer is a Certified Customer within five days of contacting Vendor.
- Provide Vendor a list of names, telephone numbers and e-mail addresses of Agency staff designated to make pledges on behalf of the Agency and Certified Clients, if requested from Vendor.

The terms of any confidential transaction under this agreement or any other information exchanged by the Agency and Vendor relating to any transaction shall not be disclosed to any person not employed or retained by the Agency or Vendor, their affiliates, or brokers, except to the extent disclosure is 1) required by law; 2) necessary to disclose to the other party in connection with a dispute between the parties; 3) otherwise permitted by written consent of the other party; 4) required by guarantors to be disclosed; 5)

information which must be disclosed to a third party to transmit energy; 6) to meet reliability council, regulatory, administrative, judicial, governmental, or regulated commodity exchange requirements where necessary; or 7) information which was or is hereafter in the public domain (except by breach of this Agreement).

DS
DF

Signed by:

Sean G Fallmer

AE8C8D4D8F6640D

1/23/2026 | 12:07 AM CST

Authorized Vendor Signature

Date

Sean Fallmer

President

Typed Name of Authorized Signature

Title

(619) 684-8014

Vendor (Area Code) Telephone Number

sean.fallmer@calpine.com

Vendor Email Address

Authorized Agency Signature

Date

Tano E. Tijerina

Webb County Judge

Typed Name of Authorized Signature

Title

956-523-4600

Agency (Area Code) Telephone Number

Certificate Of Completion

Envelope Id: F40BB120-B597-4A49-921C-9AEF791BF544

Status: Completed

Subject: Complete with Docusign: GoodCharlie_CEAP Agreement_ Webb County 20260122.pdf

Source Envelope:

Document Pages: 4

Signatures: 1

Envelope Originator:

Certificate Pages: 5

Initials: 1

Vernetta Showers

AutoNav: Enabled

717 Texas Ave.

Envelopeld Stamping: Disabled

Houston, TX 77002

Time Zone: (UTC-06:00) Central Time (US & Canada)

Vernetta.Showers@calpine.com

IP Address: 155.190.8.99

Record Tracking

Status: Original

Holder: Vernetta Showers

Location: DocuSign

1/22/2026 10:36:39 AM

Vernetta.Showers@calpine.com

Signer Events

DeDe Freemyer-Kirby

DeDe.Freemyer-Kirby@champion.energy

Assistant General Counsel

Calpine Energy Solutions, LLC

Security Level: Email, Account Authentication
(None)

Signature

Signature Adoption: Pre-selected Style
Using IP Address: 155.190.17.67

Timestamp

Sent: 1/22/2026 10:39:55 AM

Viewed: 1/22/2026 10:42:14 AM

Signed: 1/22/2026 10:42:19 AM

Electronic Record and Signature Disclosure:

Not Offered via Docusign

Sean G Fallmer

Sean.Fallmer@calpinesolutions.com

President

Security Level: Email, Account Authentication
(None)

Signed by:

AE8C8D4D8F6540D...

Signature Adoption: Pre-selected Style
Using IP Address: 155.190.3.90

Sent: 1/22/2026 10:42:20 AM

Viewed: 1/23/2026 12:04:45 AM

Signed: 1/23/2026 12:07:29 AM

Electronic Record and Signature Disclosure:

Accepted: 1/23/2026 12:04:45 AM

ID: d5c33b13-851e-48b1-a3d9-406ae876c732

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Tori Troscher

Tori.Troscher@champion.energy

Security Level: Email, Account Authentication
(None)

COPIED

Sent: 1/23/2026 12:07:30 AM

Viewed: 1/23/2026 7:58:03 AM

Electronic Record and Signature Disclosure:

Accepted: 1/14/2026 8:15:35 AM

ID: 4b24603a-4d6d-4af2-b512-8c88c0a101de

Witness Events

Signature

Timestamp

Notary Events	Signature	Timestamp
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Envelope Summary Events	Status	Timestamps
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Envelope Sent	Hashed/Encrypted	1/22/2026 10:39:55 AM
Certified Delivered	Security Checked	1/23/2026 12:04:45 AM
Signing Complete	Security Checked	1/23/2026 12:07:29 AM
Completed	Security Checked	1/23/2026 12:07:30 AM

Payment Events	Status	Timestamps
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Electronic Record and Signature Disclosure
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If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

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How to contact Calpine Corporation:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: gus.dahu@calpine.com

To advise Calpine Corporation of your new email address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at gus.dahu@calpine.com and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

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To request paper copies from Calpine Corporation

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to gus.dahu@calpine.com and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

To withdraw your consent with Calpine Corporation

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to gus.dahu@calpine.com and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

Required hardware and software

The minimum system requirements for using the DocuSign system may change over time. The current system requirements are found here: <https://support.docusign.com/guides/signer-guide-signing-system-requirements>.

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To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

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