



Norma Renteria

Webb County Community Action Agency
520 Reynolds 2nd Floor
Laredo, TX 78041
CC: Genaro Reyna, Cecy Bernal, Josie Acevedo

Re: 2025 Letter Agreement for NRG's Bill Assistance Program called Customer Assistance and Relief for Electricity ("NRG CARE Program")

Dear Ms. Renteria

Reliant Energy Retail Services, LLC (Reliant) is a certified Retail Electric Provider serving residential customers in the Texas ERCOT Market and is required to establish and maintain an energy assistance program in accordance with the rules and regulations of the Public Utility Commission of Texas. As an affiliate of NRG Energy, Inc. ("NRG"), Reliant offers **Webb County Community Action Agency** ("Agency") the ability to participate in the NRG CARE Program. The Agency has a proven record of managing energy assistance and relief programs and is capable of processing customer payment assistance in an efficient, effective manner.

Reliant allocates funding to support the NRG CARE Program that encompasses the following Retail Electric Providers that are entities owned by NRG ("NRG Affiliates") who serve residential customers in the Texas ERCOT Market: **Reliant Energy Retail Services, LLC ("Reliant")**, **Direct Energy LP ("Direct Energy")**, **Stream SPE, Ltd ("Stream")**, **US Retailers, LLC dba DISCOUNT POWER ("Discount Power")**, **US Retailers, LLC dba CIRRO Energy ("Cirro Energy")**, **XOOM Energy Texas, LLC ("Xoom Energy")**, and **Green Mountain Energy Company ("Green Mountain Energy")**. NRG has invited Agency to participate in the annual NRG CARE Program subject to the terms outlined in this letter agreement. Previous carryover funds Agency retains now fall under this Letter agreement effective May 1st 2025.

The purpose of these contributions is to provide funding for energy assistance payments to NRG Affiliates' customers. The funds contributed for energy assistance payments must be deposited in a depository bank account held in trust for the NRG CARE Program. The Agency will not discriminate during the distribution of NRG 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.

Agency will accept program applications from potential clients and qualify customers as eligible recipients in accordance with the following NRG CARE program requirements:

- Each client recipient of NRG CARE contributions must be a customer with an active account under one of the following NRG affiliates:
 - Reliant Energy
 - Direct Energy
 - Stream
 - Discount Power
 - Xoom Energy
 - Green Mountain Energy

FILED June 23rd 2025 12:00p.m.
MARGIE RAMIREZ IBARRA
COUNTY CLERK, WEBB COUNTY, TEXAS
BY [Signature] DEPUTY



an NRG company

○ Cirro Energy

- The client recipient name must match the customer account name on the bill.
- Each client recipient should be notified that the contributions are from the NRG CARE Program.
- A client recipient on a prepaid service plan is eligible for NRG CARE assistance payments "Pledges".
- The maximum annual client assistance payment limit is \$600.00
- Pledge payments using NRG CARE funds can be used to pay a Deposit
- Pledge payments using NRG CARE funds can be used to pay fees charged by the NRG Affiliates or by the Transmission Distribution Utility "TDU"
- Client recipients of NRG CARE contributions are eligible to receive multiple assistance payments on their account if the cumulative amount does not exceed the maximum annual payment limit of \$600.00 in accordance with the Agency hardship criteria.

Agency Program Guidelines:

- Agency will distribute and discuss program guidelines in a training session with all volunteers and staff.
- Agency qualifies active NRG Affiliate customer.
- Agency utilizes the NRG Agency Portal to make inquiries and/or pledges on behalf of the customer at agencyportal.nrg.com/AgencyPortal
- Agency remits payment within 45 days from the pledge date to NRG Affiliates and includes documentation with Customer Name, Customer Account # and Pledge Payment Amount that denotes NRG CARE payment. Payment can be sent by check or ACH:
 - **If paying by check**, mail check and documentation to the Payment Remittance Address:

Reliant Energy Retail Services, LLC

P. O. Box 1046
Houston, Texas 77251-1046

Attn: Agency Assistance

U.S. Retailers, LLC – Discount Power

P. O. Box 3587
Houston, Texas 77253-3587

Attn: Agency Assistance

U.S. Retailers, LLC – CIRRO

P. O. Box 3188
Houston, Texas 77253-3188

Attn: Agency Assistance

Green Mountain Energy Company

P. O. Box 1509
Houston, Texas 77251-1509

Attn: Agency Assistance

Stream SPE, Ltd.

P. O. Box 3367
Houston, Texas 77253-3367

Attn: Agency Assistance

XOOM Energy Texas, LTD

P. O. Box 3916
Houston, Texas 77251-3916

Attn: Agency Assistance

Direct Energy LP

P. O. Box 2349
Houston, Texas 77253-2349

Attn: Agency Assistance



an NRG company

- o **If paying by ACH**, payment advice should be emailed to Credit Operations – Agency Assistance:
Email: CreditOpsAgency@nrg.com
- Agency must submit a monthly report form by the 10th of each month to NRG via email recording activity and balance of funds **regardless if funds were distributed or not**. Agency must submit the monthly report excel workbook in order to be eligible to receive additional funding contributions under the annual NRG CARE Program.
 - o **Email monthly report to:**
 - Tara Norris: nrgcareprogram@nrg.com direct phone (918) 727-2387
 - Credit Ops: CreditOpsAgency@nrg.com
- Additional Agency funding opportunity under the annual NRG CARE program is determined solely by NRG and is based on the need of customers served by the Agency, Agency's utilization of current and previous funds and accurate timely reporting as well as the availability of NRG CARE funds. Agency may request additional 2025 NRG CARE Program funds when Agency has pledged or utilized 75% of the 2025 contribution funds. Additional contributions are subject to the 2025 NRG CARE Program funds available at time of request.
- Agency must also keep records of all transactions relating to the distribution of NRG CARE contributions for a period of 2 year(s) and will allow NRG full access during normal business hours to inspect, audit or reproduce all such records and books of related to this agreement.
- NRG can terminate this agreement at any time during the year by providing 30 days advance written notice to Agency. Agency must take all necessary action outlined in the termination notice to conclude the program work.
- All 2025 NRG Care Program funds that are not utilized or pledged to aid qualifying customers by December 31, 2025, will be eligible to rollover to the next NRG CARE Program year, subject to approval by NRG. In the event Agency's participation in the NRG CARE Program is terminated for any reason, all remaining funds that are not utilized or pledged for qualifying customers must be returned to NRG via check or ACH transaction within 45 days of the date of termination.

To acknowledge your agreement to and acceptance of the terms and conditions outlined in this letter please sign below. Keep a copy for your records and return a copy to NRG attention Tara Norris at tara.norris@nrg.com

Sincerely,

Tara Norris

Energy Assistance Program Manager

AGREED AND ACCEPTED

By:

Name

Tara Tijena

Title

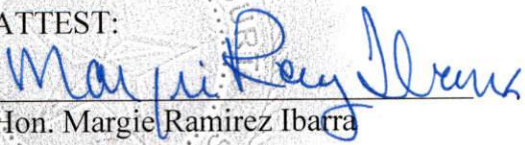
Webb County Judge

Agency Name:

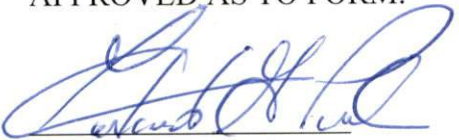
Webb County

Date: 5/27/25

ATTEST:


Hon. Margie Ramirez Ibarra
Webb County Clerk

APPROVED AS TO FORM:


Fortunato G. Paredes
Assistant General Counsel
Webb County Civil Legal Division

*The General Counsel, Civil Legal Division's Office, may only advise or approve contracts or legal documents on behalf of its clients. It may not advise or approve a contract or legal document on behalf of other parties. Our review of this document was conducted solely from the legal perspective of our client. Our approval of this document was offered solely for the benefit of our client. Other parties should not rely on this approval and should seek review and approval of their own respective attorney(s).