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August 24, 2018

Via Electronic Filing

Rosemary Chiavetta, Secretary
PA Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Fl.
P. O. Box 3265
Harrisburg, PA 17105-3265

Re: **Reply Comments of Vistra Energy Corp.;**
***En Banc* Hearing on Implementation of Supplier**
Consolidated Billing; Docket No. M-2018-2645254

Dear Secretary Chiavetta:

Enclosed please find for electronic filing the *Reply Comments of Vistra Energy Corp.* in connection with the above captioned matter at PUC Docket No. M-2018-2645254.

A certificate of service is also enclosed. Please contact me should you have any questions.

Respectfully,

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Enclosure: *Reply Comments of Vistra Energy*

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

En Banc Hearing on Implementation of :
Supplier Consolidated Billing : Docket No. M-2018-2645254
:

REPLY COMMENTS OF VISTRA ENERGY CORP.

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Exhibit Number	Description
1	Sample TXU Energy Invoice Advising Consumer of Bill Payment Assistance Options
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I. INTRODUCTION

A. Summary Of Position

Vistra Energy Corp. (“Vistra”) strongly supports Supplier Consolidated Billing (“SCB”) as a billing option available to customers of electric generation suppliers (“EGS”) in the Commonwealth of Pennsylvania. SCB is essential to the continued advancement of the competitive market in Pennsylvania. Additionally, SCB can be incorporated into Pennsylvania’s existing market structure as an additional billing option for customers along with utility consolidated billing (“UCB”) and dual billing, while preserving all existing consumer and low-income protections. Vistra submits these Reply Comments to the Pennsylvania Public Utility Commission (“Commission”) to address certain key issues discussed in the comments filed to date in this proceeding and in testimony submitted during the *en banc* hearings held on June 14, 2018, and July 12, 2018.¹

B. Background On Vistra

Vistra, a holding company based in Irving, Texas, operates an integrated power company through its retail and generation businesses which include TXU Energy, Homefield Energy, Dynegy, and Luminant. In total, Vistra serves 2.9 million residential, commercial, and industrial electricity customers across five top retail markets, and its generation fleet spans 12 states. Vistra owns and operates a diverse portfolio of natural gas, nuclear, coal, and solar facilities. Effective April 9, 2018, Vistra became the ultimate parent company of Dynegy Energy Services (East), LLC (“DESE”), a licensed EGS in Pennsylvania, by virtue of Vistra’s merger with Dynegy. Also effective with the merger, Vistra gained a significant wholesale

¹ John Duessel, Chief Customer Officer of TXU Energy, a subsidiary of Vistra, testified before the Commission during both of these *en banc* hearings.

presence in Pennsylvania and in the wholesale market within PJM. Vistra's four generation plants located in Pennsylvania, totaling approximately 1,985 MW of generation capacity, are as follows:

- o Fayette- Masontown, PA 726 MW
- o Liberty- Eddystone, PA 607 MW
- o Northeastern- McAdoo, PA 52 MW
- o Ontelaunee- Reading, PA 600 MW

While Vistra currently has a relatively small retail operation within the Commonwealth, Vistra has long recognized the opportunities in Pennsylvania's strong and robust retail market and is committed to expanding its presence in the State. Vistra is confident that SCB, combined with Pennsylvania's investment in and deployment of advanced meters, will bring additional value to retail electric consumers. Together, SCB and advanced meters will provide consumers with access to innovative products and services that are not being made available through Electric Distribution Companies ("EDCs").

Since the launch of Texas' competitive retail market over 16 years ago, Vistra has gained significant experience implementing and managing SCB through TXU Energy, Vistra's Texas-based retail electricity provider. TXU Energy was one of the first certificated retail electricity providers to begin offering service when the market opened in 2002. SCB has been and remains the exclusive billing option available to the six million residential customers in the competitive areas of Texas, and its continued success can be attributed in part to the fact that retail energy suppliers control the end-to-end customer experience. Additionally, retailers are directly accountable not only for ensuring all applicable regulatory requirements are met, but also for providing customers with exceptional billing services and unique product offerings in

order to differentiate themselves from competitors. The initial success of SCB in Texas can be attributed to measured and methodical planning, as well as the implementation approach that was taken following the opening of the competitive market. This approach included: (1) the establishment of working groups to ensure that stakeholders had a voice in the implementation process; (2) robust testing of billing systems before the systems went live; and (3) a sustained customer education campaign that was supported by the Texas Public Utility Commission (“Texas PUC”). Vistra believes a similar approach could help ensure a relatively smooth transition to SCB as a billing option for Pennsylvania consumers.

Vistra is eager to share its knowledge of the technical processes behind SCB and assist the Commission and stakeholders in making SCB work effectively within the current Pennsylvania regulatory system. To be clear, Vistra recognizes that Pennsylvania and Texas have each developed distinct and successful versions of retail competition and service unbundling. Vistra is not asking this Commission to force any aspect of the Texas construct onto the existing Pennsylvania rules or onto the Pennsylvania marketplace. Instead, and as previously communicated to the Commission during the *en banc* hearings, Vistra is sharing its experiences in Texas with the hope that the company can assist the Commission in understanding the technological and service-related innovations that, when combined with SCB, could have real and tangible benefits for Pennsylvania’s retail electric consumers.

II. COMMENTS

A. In Developing And Offering SCB, Vistra Is Committed To Protecting Low-Income Customers In Pennsylvania

Vistra has long demonstrated its commitment to supporting low-income energy consumers and to assisting social service agencies across the State of Texas. As an example, for more than 35 years, Vistra’s TXU “Energy Aid” program has helped Texas families in need keep

their homes powered. Energy Aid provides electricity bill-payment assistance to customers in financial distress, regardless of income levels. Currently, in Texas, Vistra assists an average of 20,000 customers each year, while also providing support to approximately 80 social service agency partners across the State. Each year, Vistra invests approximately \$4 million in the Energy Aid program which is in addition to customer and employee donations that support customers in crisis situations. Over the past 35 years, this program has provided more than \$100 million in bill payment assistance to over 540,000 customers.

In Texas, the invoice sent by a retail electricity provider to its customer can be utilized to promote the availability of low-income programs and services, thus increasing their visibility among customers who may need bill payment assistance. Incorporated into these Reply Comments are several examples of invoices TXU Energy currently sends to its Texas retail customers that include messages regarding customer assistance programs. *See Exhibits 1-3.* More specifically, Exhibit 1 includes a Texas Health and Human Services low-income assistance phone number for use by the customer if the customer wishes to learn more about the social service agencies offering bill payment assistance programs. As a second example, the invoice attached as Exhibit 2 informs the customer that they may qualify for bill payment assistance and provides a phone number and website the customer can use to obtain more information. Also, as shown in the Exhibit 2 invoice, under the box on the invoice labeled “Customer Communications,” TXU Energy has notified the customer that although the customer’s bill payment is past due, there was no late payment fee charged because the fee was waived through the TXU Energy Assistance program. Finally, the Exhibit 3 invoice provides bill payment assistance language in Spanish for non-native English speakers. This particular invoice also includes Hurricane Preparedness Guidelines because the customer resides in the Gulf Coast

region of Texas. These invoices are examples of how Pennsylvania and its competitive retail suppliers could utilize SCB to increase awareness and visibility of programs that assist low-income customers.

As previously discussed, the implementation of SCB should not occur overnight. Vistra believes that the Commission and other stakeholders could, through workshops or some other Commission-led process, develop the procedures that will ensure the preservation and vitality (and potentially the enhancement) of low-income programs in the context of SCB. Vistra recognizes that low-income programs in Texas differ from those in Pennsylvania; nevertheless, Texas' low-income programs thrive alongside SCB, which together bring measurable value to low-income customers. In Pennsylvania, SCB and the availability of advanced-meter data would provide EGSs with the ability to offer customers detailed billing data and timely energy usage information through the customer's computer or smartphone, thus enabling customers to more effectively control their costs. Providing consumers with detailed data on usage and costs incurred during the monthly billing period is a tangible benefit that is directly relevant to all customers, including those who may need payment assistance.

While questions have been raised with respect to how an EGS utilizing SCB will properly manage low-income designation changes and track when individuals qualify for such programs, Vistra is confident that SCB can be implemented in Pennsylvania in concert with existing low-income programs, including the Customer Assistance Program ("CAP"), the utility Hardship Funds, and the Low-Income Home Energy Assistance Program ("LIHEAP"). Vistra commits to tracking such changes in a manner consistent with what EDCs currently do today, and also commits to developing any additional programs and tracking tools necessary to accurately update low-income designations as detailed in Chapter 69 of the Pennsylvania Code.

Vistra has significant experience in Texas working with government agencies and third parties to manage and update low income designations on customer accounts which, historically, have included customer assistance benefits spanning rate discounts, waivers for late payment fees, customer deposits divided into separate installments for those charged a deposit, and bill payment assistance messaging on invoices. Vistra stresses its commitment to partnering with the Commission and the various advocates and stakeholders to develop a viable and equitable approach to these issues.

B. SCB Is Essential To Innovation In Pennsylvania, And Innovation Provides Direct Benefits To Consumers Including Higher Levels of Customer Service

Pennsylvania's competitive retail energy market has significant untapped potential. Implementing SCB is essential to keeping pace with customer-driven innovation and taking Pennsylvania's market to the next level. EGSs and other retail electricity providers across the country are experiencing an increasing demand for streamlined online services such as electronic billing and automatic bill payment, both of which are convenient and secure. The trend towards digital services not only improves the overall customer experience, but carries environmental benefits and reduces costs for retail providers which no longer have to mail monthly paper bills. These reduced costs support EGSs and retail electricity providers to reinvest in product and service innovation which directly benefits customers. Customers also are increasingly searching for new, innovative products and services which require customized billing structures to fully inform customers of the benefits they are receiving. Examples of products and services that can be offered when customizable data and billing information is available are (i) free electricity on weekends and evenings; (ii) prepaid plans coupled with real-time access to usage data; (iii) energy efficient products; and (iv) "smart" home automated products. Vistra and other retail electric providers are able to offer these types of innovative

products in Texas because of SCB and the roll-out of advanced meters throughout the State. The success and viability of these products depends both on the supplier or EGS being able to access smart meter data, and then formatting that data for the customer in billing information to demonstrate the benefits of the products and services.

The need for SCB in Pennsylvania was highlighted during the July 12 *en banc* hearing when certain EDCs publicly acknowledged that they have no interest in offering innovative products to consumers. During the hearing, in response to a question from Commissioner Kennard regarding whether SCB represented an opportunity to leverage the investment the Commonwealth has made in advanced meters, the Duquesne Light representative stated "...Commissioner, what I would say is probably more from the EDC perspective, you know. We use the data that we get there in order to enhance restoration and management, you know. We are default service providers at this point, you know. We are not coming up with new and whiz-bang rates and offers. That's not our role." Transcript, July 12, 2018 *En Banc Hearing for Supplier Consolidated Billing*, page 173, lines 4-10. This statement clarifies why it is essential that SCB be implemented in Pennsylvania. EDCs are focused, as they should be, on ensuring that rate payers have reliable electric service, but EDCs have little interest in introducing innovative retail products. Unlike EGSs, EDCs are subject to cost-based regulation and scrutiny over their expenses; this constrains them from experimenting with new products and services and from keeping up with technological changes and wide variations in customer preferences. By contrast, EGSs are market-driven and have strong competitive incentives to develop new products, to utilize technological advances such as advanced meters, and to find new ways to build brand loyalty. Regrettably, the inability to offer SCB as a billing option for interested consumers limits the ability of EGSs to provide these benefits. Under the current UCB

billing structure, EGSs cannot establish direct one-on-one relationships with their customers and cannot bill for anything other than the basic commodity. Similarly, the dual billing model is an ineffective solution, as customers must elect to double their administrative burden by agreeing to receive, keep track of, and pay two separate invoices for electricity service each month. Moreover, without the ability to seek service termination when warranted, dual billing simply is not a financially viable option for EGSs. As a result, consumer-driven marketplace demands are not being met today, and this situation will only become more acute as the pace of technological change advances.

With SCB, EGSs gain the ability to clearly display to customers the benefits of the particular products or services the customer has chosen. SCB also allows EGSs to clearly identify themselves as the customer's new service provider through branding and messaging on the monthly invoice, thus reducing customer confusion. Vistra has attached to these Reply Comments an invoice and a bill insert that are provided to TXU Energy customers who enroll in the "Free Nights" product where all electricity related charges are free from 8:00 p.m. to 8:00 a.m. *See Exhibit 4.* The bill insert advises customers on how to maximize the benefits of the Free Nights product, while the invoice provides a clear breakdown of what the customer pays during the different times of the day. All charges in the evening are fully discounted, and customers are notified of what they have saved under a line item on the invoice labeled "Nights Discount." Customers' transmission and distribution charges also are free during the same time period and are labeled "Nights TDU Discount." This is an example of how SCB would increase transparency and understanding for retail customers. Customers would be able to *clearly* understand what they are paying for, what they are saving, and from whom they are receiving service. Additionally, and as required by Texas PUC rules, the invoice also contains contact

information for the customer's transmission and distribution company should the customer experience a power outage.

EGSs also would have a competitive incentive to provide exceptional customer service in order to retain customers who could choose to leave if they are unhappy with their level of service. In Texas, as a result of the direct customer engagement SCB provides, retailers have expanded call center hours to compete on service, developed customer-interactive platforms to provide electricity usage insights when the customer needs it, and developed online capabilities to allow customers to self-serve at times that fit their schedules. SCB will also make it easier for customers to directly contact the EGS for account support services because the EGS's contact information will be available on the monthly bill the customer receives.

Importantly, SCB would enable Pennsylvania consumers to obtain and recognize the full value of existing investments in advanced meters and advanced metering infrastructure ("AMI"). AMI provides an integrated system of meters, communications networks, and data management systems that enables two-way communication between utilities and customers. By using the interval level data via advanced meters, an EGS can develop the specialized products noted above. Customers can access their interval level data online or through a customizable smart device application, which enables them to track their current energy usage, control smart devices remotely, and make educated decisions regarding how to manage their future energy consumption. TXU Energy has developed a platform called MyEnergy Dashboard, which provides customers with a personalized online view of their electricity consumption and helps them understand how and when they use electricity so they can better manage their usage. *See Exhibit 5.*

C. SCB Should Produce Cost Savings For Customers and EDCs Operating in Pennsylvania

It is indisputable that certain categories of EDC variable costs will be reduced if SCB is implemented in Pennsylvania. In response to Commissioner Sweet’s statement during the July 12 *en banc* hearing that “there would have to be some operational savings that would at least partly offset the additional costs” to EDCs if SCB was implemented, one EDC representative recognized: “Yes. There would be some...”. Transcript, July 12, 2018 *En Banc Hearing for Supplier Consolidated Billing, page 191, lines 5-13*. The EDCs have also asserted that although individual costs would decrease, EDC costs would not go down on a net basis. Vistra questions the validity of this statement, considering the numerous proven cost savings realized as a result of SCB in Texas.

Based on Vistra’s experience in Texas, the following categories of variable costs would likely be materially reduced for EDCs as a result of SCB, inevitably resulting in a reduction in customer costs:

- a. Costs of customer welcome kits;
- b. Call center operations costs, including costs of customer service and escalation functions, and costs associated with resolving bill-related complaints;
- c. Bill printing, correspondence, and postage costs;
- d. Payment-related costs; and
- e. Collection/bad debt-related costs.

Fixed costs and labor-related costs also would decrease for EDCs, given the reduced scale of the EDCs’ operations as a whole.

It is important to highlight the fact that all Pennsylvania consumers, regardless of whether they participate in SCB, will benefit from EGSs assuming the expenses attributed to

uncollectible customer accounts. Unlike EDCs, EGSs such as Vistra cannot seek cost recovery for bad debt expenses from all utility ratepayers, and must absorb such costs or factor them into their pricing while still offering competitive products and services; competitive products and services are essential in order to gain new customers and retain existing ones.

Vistra is willing to absorb responsibility for managing bad debt if SCB is implemented in Pennsylvania, but can do so only if it has access to the same tools the EDCs have to terminate service for non-paying customers. To be clear, termination of service is a last resort, and Vistra's top priority is to maintain a healthy long-term relationship with its customers. Termination of service is, however, an important tool to motivate non-paying customers to enter into alternative payment arrangements. Vistra would be willing to explore multiple alternative payment solutions with the customer prior to considering service termination. This could include transitioning a customer to a more affordable plan, offering credit management solutions such as a payment extension plan, or helping the customer contact a social service agency which may be able to assist with bill payment. Discontinuing service would be Vistra's last resort in non-payment situations and would cut against the central goal of Vistra and other EGSs, which is to gain new customers and retain existing ones. If termination of service were to become necessary, EGSs should be required to follow the same processes and procedures governing termination of service that are set forth in Chapter 56 of the Pennsylvania Code. Vistra believes that it should be the responsibility of the EGS to request such action from the appropriate EDC. Additionally, in order to reduce confusion and streamline communications, the EGS should be required to notify the customer of the pending disconnection of service, explain the reason for the disconnection, and provide information on what action the customer could take to avoid disconnection.

D. SCB Is Permissible Under Pennsylvania Law

Vistra will not re-hash each legal point already addressed by the Retail Energy Supply Association (“RESA”) and the EGS Coalition for Supplier Consolidated Billing (the “Coalition”). RESA and the Coalition have established conclusively that SCB is permissible under Pennsylvania law.

The Commission unquestionably has broad authority under Pennsylvania law to create and maintain a competitive retail market for the benefit of all consumers. Fundamentally, SCB enhances consumer choice and no consumer is required to accept SCB. Competitive retail suppliers in Pennsylvania are only seeking to confirm their right to offer SCB as an additional billing option. While certain stakeholders have expressed concern about how this option should be designed and implemented, there has been no evidence that SCB is expressly prohibited by any existing Pennsylvania statute or regulation.

Additionally, the Commission is statutorily obligated to facilitate the exercise of customer choice relating to billing. 66 Pa. C.S. § 2804(3). In Pennsylvania, customers have a right to choose how they are billed for electric services. 66 Pa. C.S. § 2807(c). Section 501 of the Public Utility Code (“Code”) also authorizes and obligates the Commission to “enforce, execute and carry out, by its regulations, order, or otherwise . . . the provisions of this part, and the full intent thereof.” 66 Pa. C.S. § 501(a). The Electricity Generation Customer Choice and Competition Act (“Competition Act”) provides for the “direct access to a competitive market for the generation and sale or purchase of electricity.” 66 Pa. C.S. § 2802(13). The Competition Act allows EGSs, upon Commission approval, to serve in the default service role. 66 Pa. C.S. § 2802(16). If EGSs can serve as default service providers, they certainly can issue unified or single invoices. The Competition Act further requires the unbundling of electric utility services, tariffs and customer bills to separate charges for generation, transmission and distribution, and

authorizes the unbundling of other services. 66 Pa. C.S. § 2804(3). New law is not needed to implement SCB. The Commission already has the authority and flexibility it needs to move forward.

Opponents of SCB cite portions of the Code – namely sections 2807(c) and 2807(d) – for the premise that only an EDC can provide these unified billing services. This is incorrect. In reality, these provisions state only that an EDC has an obligation to provide these services. Nowhere do these provisions indicate that only an EDC can perform these functions. Similarly, contrary to the position of SCB’s opponents, nothing in Chapter 14 interferes with or prevents the Commission from implementing SCB in Pennsylvania.

E. **Vistra Supports A Prudent And Deliberate Approach To Implementing SCB**

As Vice Chairman Place stated in the first *en banc* hearing in this proceeding, we should “consider a path that may allow us to move forward slowly” while remaining “prudent and deliberative in our consideration of protections of fundamental customer protections . . .” Transcript, June 14, 2018, *En Banc Hearing for Supplier Consolidated Billing*, page 8, lines 22-25. Vistra agrees with this sentiment. SCB cannot, and should not, be implemented overnight. There are a variety of issues that must be deliberated and settled to ensure that SCB brings the most benefit to Pennsylvania consumers while preserving every consumer protection that currently exists under the Commission’s construct. The Commission is free to use working groups or stakeholder groups to work out these details. Such groups, however, will work most effectively if given a strict deadline. In addition, the Commission must give a strong signal that SCB is beneficial and will be implemented within a defined time period.

As previously discussed, Vistra recognizes that the Texas and Pennsylvania regulatory structures and retail energy markets are different. Nevertheless, the market transition approach that occurred in Texas, which took iterations of rules changes over several years to

fully develop, could be helpful in defining a path forward for implementing SCB in Pennsylvania.²

Because Pennsylvania already has well-functioning and well-established billing processes in place, as compared to Texas, which had no billing system in place at the time competition opened, Vistra believes the Commission could fully implement SCB in less than two years. As Vistra has stated, however, thorough testing and use of SCB implementation working groups will be essential to the transition process.

² In Texas, a carefully planned, phased-in approach took place before SCB, with the ability of suppliers to terminate for non-payment, was fully implemented. When Texas opened to competition in 2002, retail electric providers initially were not provided with the authority to disconnect customers for non-payment, opting instead to utilize a Provider of Last Resort (“POLR”) model which proved to be less than effective. With POLR, customers who were dropped by the retailer for non-payment were then placed on a product with a market-based rate formula that typically resulted in a higher price than the customer had been paying with the retailer. Customers were often forced into a situation where they were paying this higher rate while also trying to pay off any deposit or past-due amount they owed the retail provider who had ended service. Accordingly, after a Texas PUC rulemaking that included extensive input from stakeholders, and thorough testing of the retail systems by market participants and third parties, the Texas PUC determined that the disconnection processes were reliable, and retailers were given disconnection authority in 2004. *See* Public Utility Commission of Texas, Staff Recommended Order, Project No. 25360, *Rulemaking Proceeding to Amend Requirements for Provider of Last Resort Service* (“Texas PUC Order”). In its decision, the Texas PUC noted that allowing retail providers to disconnect customers for non-payment creates a greater incentive for customers to pay their bills on time, which in turn helps retail providers avoid passing the financial burden of non-paying customers on to other customers. The Texas PUC also included customer protections that directed retail providers to not disconnect customers during periods of extreme weather, or if the customer suffers from serious health issues. Among the groups who supported allowing retail providers to terminate service for non-payment was a coalition of low-income advocates who argued that providing retailers with the ability to terminate would “force customers and [providers] to take responsibility for electric service and encourage providers and customers to work together on payment arrangements.” Texas PUC Order, page 54, lines 3-6. Since that time, continued oversight by the Texas PUC has fostered retailer accountability and ensured that the disconnection process remains a key and stable feature of the Texas competitive market.

III. CONCLUSION

Vistra is not asking for any power or authority that is not already afforded to EDCs in Pennsylvania. Vistra merely seeks the opportunity to develop direct and more meaningful relationships with its customers. This will allow Vistra to meet the needs and desires of those customers through innovative product offerings that simply are not, and cannot, be made available through the existing billing options. Pennsylvania's retail electricity consumers are seeking a wider array of products and services, and only SCB can satisfy this demand. The laws, rules and regulations necessary to begin the SCB implementation process are already in place. Vistra urges the Commission to exercise its existing authority and implement SCB in the Commonwealth, so that Pennsylvania's consumers can reap significant, additional benefits in this evolving marketplace.

Respectfully submitted,

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Attorneys for Vistra Energy Corp.

August 24, 2018

EXHIBIT 1



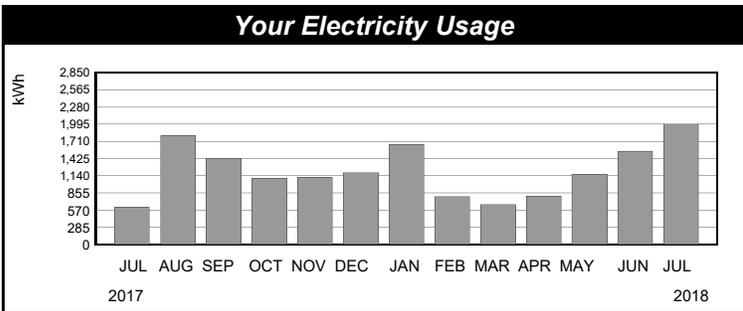
Payment Due Date	Amount Due
08/24/2018	\$227.26

Account Information	
Customer Name:	
Account Number:	
Invoice Number:	
Invoice Date:	07/31/2018

Account Summary			
Previous Balance		\$	290.78
Credits/Payments			
Incoming Credit Card	07/30/2018	\$	176.59 CR
Incoming Credit Card	06/30/2018	\$	114.00 CR
Incoming Credit Card	06/30/2018	\$	0.19 CR
Balance Forward		\$	0.00
Current Charges		\$	227.26
Amount Due		\$	227.26

See remaining pages for invoice details. Note: CR = Credit

Customer Communications	
<p>Summer bills heating up? You may qualify for bill payment assistance. Call 2-1-1 and ask for the electricity bill payment assistance agency in your community or visit 211Texas.org.</p> <p>We know every little bit helps, so as part of the TXU Energy Assistance program, you weren't charged any late payment-related fees this month. If you need a little extra support, be sure to call 2-1-1 Texas to ask about TXU Energy AidSM and other bill assistance resources.</p>	
	<p>Heat Check <i>Nearly 70% of your electricity use right now goes toward cooling your home. But you can still find ways to save. Start at txu.com/summer.</i></p>



Contact Information	
<p>Customer Service: By Phone 972-791-2888 1-800-242-9113 (24 X 7)</p>	<p>On the Web txu.com Hearing Impaired: 1-800-735-2988 (24 X 7)</p>
<p>CENTERPOINT ENERGY HOUSTON ELECTRIC LLC Power Outage Notification: 1-800-332-7143</p>	

REP Certificate:#10004

For more information about residential electric service please visit www.powertochoose.com.

Please return this portion with your payment in the enclosed envelope. Make checks payable to TXU Energy. Do not include correspondence with your payment.

The TXU Energy AidSM program helps families in critical situations with bill payment assistance.

For Donations Only

One-time gift to TXU Energy AidSM program \$ _____

Recurring monthly donation to TXU Energy AidSM program \$ _____

Payment Due Date	Amount Due
08/24/2018	\$227.26

Additional payment options on the back.

To ensure proper payment posting, please provide this number () on all payments and send to the address directly below.



TXU ENERGY
 PO BOX 650700
 DALLAS, TX 75265-0700

Customer Name:
Account Number:
Invoice Number:

Service Address Detail

Service Address:

ESI ID: Contract Expiration Date: 02/27/2020

The average price you paid for electric service this month was x.x cents per kWh excluding taxes and non-recurring charges or credits.

Transmission Distribution Utility (TDU): CENTERPOINT ENERGY HOUSTON ELECTRIC LLC

Meter ID	Days In Reading	Read Type	Previous Read Date	Previous Meter Read	Current Read Date	Current Meter Read	Usage (kWh)	Multiplier	Billed Usage (kWh)
	30	Actual	06/26/2018	38796	07/26/2018	40796	2000	1	2000

<u>TXU Energy Free Nights 24 (8 p.m.)SM</u>	
Base Charge	\$ 9.95
Mornings (478 kWh x \$0.15300000)	\$ 73.13
Evenings (594 kWh x \$0.15300000)	\$ 90.88
Nights (928 kWh x \$0.15300000)	\$ 141.98
Nights Discount	\$ 141.98CR
Nights TDU Discount	\$ 35.95CR
Subtotal	\$ 138.01
<u>TDU Charges and Other Fees</u>	
CENTERPOINT TDU Delivery Charges	\$ 82.89
Gross Receipts Reimb	\$ 4.11
Subtotal	\$ 87.00
Sales Tax	\$ 2.25
Service Address Charges Subtotal	\$ 227.26

Current Charges	\$ 227.26
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Additional Information

Your satisfaction is our top priority. Do you have feedback? Email us at txuexec@txu.com or write us at TXU Energy Executive Feedback, PO Box 650764, Dallas, TX 75265-0764. **The amount billed may include price changes allowed by law or regulatory actions. See an unauthorized charge on your bill? Call us toll-free at 1-800-242-9113 (24 X 7) and we'll work to resolve any issues. If you're not satisfied with the resolution, you may file a complaint with the Public Utility Commission of Texas PO Box 13326, Austin, TX 78711-3326; (512)936-7120 or toll-free in Texas (888)782-8477. Hearing and speech-impaired individuals with text telephones (TTY) may contact the Public Utility Commission of Texas at (512)936-7136.**

Additional Payment Options

On the Web:	txu.com/myaccount
Over the Phone:	1-800-242-9113 (24 X 7) (toll free)
In Person:	Visit txu.com/payinperson for participating locations
AutoPay Program:	Monthly Payments automatically debited to your credit card or checking account

EXHIBIT 2



Check out the new MyAccount.

Redesigned with you in mind.

Visit txu.com/myaccount

Payment Due Date	Amount Due
08/20/2018	\$244.55

Your account is past due

Account Information	
Customer Name:	
Account Number:	
Invoice Number:	
Invoice Date:	07/31/2018

Account Summary	
Previous Balance	\$ 129.16
Credits/Payments	\$ 0.00
Balance Forward	\$ 129.16
Current Charges	\$ 115.39
Amount Due	\$ 244.55

See remaining pages for invoice details.

Note: CR = Credit

Customer Communications
Summer bills heating up? You may qualify for bill payment assistance. Call 2-1-1 and ask for the electricity bill payment assistance agency in your community or visit 211Texas.org .
Your account is past due. The due date on this bill is for the <u>current charges</u> only, and doesn't extend the due date for any previous balance. Please pay the past due amount immediately to avoid a potential service interruption.
We know every little bit helps, so as part of the TXU Energy Assistance program, you weren't charged any late payment-related fees this month. If you need a little extra support, be sure to call 2-1-1 Texas to ask about TXU Energy Aid SM and other bill assistance resources.

Contact Information	
Customer Service:	
By Phone	On the Web
972-791-2888	txu.com
1-800-242-9113 (24 X 7)	Hearing Impaired:
	1-800-735-2988 (24 X 7)
CENTERPOINT ENERGY HOUSTON ELECTRIC LLC	
Power Outage Notification: 1-800-332-7143	

REP Certificate:#10004

For more information about residential electric service please visit www.powertochoose.com.

Please return this portion with your payment in the enclosed envelope. Make checks payable to TXU Energy. Do not include correspondence with your payment.

The TXU Energy AidSM program helps families in critical situations with bill payment assistance.

For Donations Only

One-time gift to TXU Energy AidSM program \$ _____

Recurring monthly donation to TXU Energy AidSM program \$ _____

Payment Due Date	Amount Due
08/20/2018	\$244.55

Additional payment options on the back.

To ensure proper payment posting, please provide this number () on all payments and send to the address directly below.



TXU ENERGY
 PO BOX 650700
 DALLAS, TX 75265-0700

Customer Name:
Account Number:
Invoice Number:

Service Address Detail

Service Address:

ESI ID:

The average price you paid for electric service this month was x.x cents per kWh excluding taxes and non-recurring charges or credits.

Transmission Distribution Utility (TDU): CENTERPOINT ENERGY HOUSTON ELECTRIC LLC

Meter ID	Days In Reading	Read Type	Previous Read Date	Previous Meter Read	Current Read Date	Current Meter Read	Usage (kWh)	Multiplier	Billed Usage (kWh)
	5	Actual	06/26/2018	59106	07/01/2018	59246	140	1	140

TXU Energy Free Nights & Solar Days 12 SM	
Base Charge	\$ 9.95
Solar Days (86 kWh x \$0.13900000)	\$ 11.95
Nights (54 kWh x \$0.13900000)	\$ 7.51
Nights Discount	\$ 7.51CR
Nights TDU Discount	\$ 2.09CR
Subtotal	\$ 19.81
TDU Charges and Other Fees	
CENTERPOINT TDU Delivery Charges	\$ 6.33
Gross Receipts Reimb	\$ 0.51
Subtotal	\$ 6.84
Sales Tax	\$ 0.26
Service Address Charges Subtotal	\$ 26.91

This is your final bill for this service location.

Additional Information

Your satisfaction is our top priority. Do you have feedback? Email us at txuexec@txu.com or write us at TXU Energy Executive Feedback, PO Box 650764, Dallas, TX 75265-0764. **The amount billed may include price changes allowed by law or regulatory actions. See an unauthorized charge on your bill? Call us toll-free at 1-800-242-9113 (24 X 7) and we'll work to resolve any issues. If you're not satisfied with the resolution, you may file a complaint with the Public Utility Commission of Texas PO Box 13326, Austin, TX 78711-3326; (512)936-7120 or toll-free in Texas (888)782-8477. Hearing and speech-impaired individuals with text telephones (TTY) may contact the Public Utility Commission of Texas at (512)936-7136.**

Additional Payment Options

On the Web:	txu.com/myaccount
Over the Phone:	1-800-242-9113 (24 X 7) (toll free)
In Person:	Visit txu.com/payinperson for participating locations
AutoPay Program:	Monthly Payments automatically debited to your credit card or checking account



Customer Name:
 Account Number:
 Invoice Number:

Service Address Detail

Service Address:

ESI ID: Contract Expiration Date: 11/27/2018

The average price you paid for electric service this month was x.x cents per kWh excluding taxes and non-recurring charges or credits.

Transmission Distribution Utility (TDU): CENTERPOINT ENERGY HOUSTON ELECTRIC LLC

Meter ID	Days In Reading	Read Type	Previous Read Date	Previous Meter Read	Current Read Date	Current Meter Read	Usage (kWh)	Multiplier	Billed Usage (kWh)
	28	Actual	06/28/2018	67156	07/26/2018	67774	618	1	618

TXU Energy Free Nights & Solar Days 12 SM	
Base Charge	\$ 9.95
Solar Days (399 kWh x \$0.13900000)	\$ 55.46
Nights (219 kWh x \$0.13900000)	\$ 30.44
Nights Discount	\$ 30.44CR
Nights TDU Discount	\$ 8.48CR
Subtotal	\$ 56.93
<u>TDU Charges and Other Fees</u>	
CENTERPOINT TDU Delivery Charges	\$ 29.04
Gross Receipts Reimb	\$ 1.63
Subtotal	\$ 30.67
Sales Tax	\$ 0.88
Service Address Charges Subtotal	\$ 88.48

Current Charges	\$ 115.39
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Texas Division of Emergency Management

Hurricane Preparedness Guidelines — Preparing for Hurricane Season: June 1 – Nov. 30

Residents of Texas Gulf Coast **EVACUATION ZONES** should **BEGIN NOW** by making an evacuation plan, preparing an emergency kit and learning evacuation routes well in advance.

If you have a disability or medical needs, register in the State of Texas Emergency Assistance Registry (STEAR) online at <https://STEAR.dps.texas.gov> or by dialing 2-1-1.

Gulf coast residents with additional needs (including those who are disabled or medically fragile) who live in evacuation zones and do not have friends or family to help in an evacuation should register in advance online at <https://STEAR.dps.texas.gov> or by dialing 2-1-1. Registration should be completed in advance of an emergency event. **DO NOT WAIT, REGISTER NOW!** Information collected is confidential.

If you need transportation, register in the State of Texas Emergency Assistance Registry (STEAR) online at <https://STEAR.dps.texas.gov> or by dialing 2-1-1. If you do not have a car or other vehicle, and you cannot get a ride with friends, neighbors or family, register **IN ADVANCE** for assisted transportation by dialing 2-1-1.

Evacuation zone information: If you are interested in registering and you want to find out whether you are living in an evacuation zone, dial 2-1-1 for information.

Hurricane Preparedness tips online:

Texas Division of Emergency Management Website: www.dps.texas.gov/dem

DSHS Website: texasprepares.org

American Red Cross Website: www.redcross.org

División de Administración de Emergencias de Texas

Directrices para Huracanes — Preparando para la temporada de huracanes durante el 1 de junio hasta el 30 de noviembre

Los residentes de Texas en las **ZONAS DE EVACUACIÓN** de la Costa del Golfo deberían **COMENZAR AHORA** haciendo un plan de evacuación, preparando un equipo de emergencia y aprendiendo las rutas de evacuación por adelantado.

Si usted tiene una discapacidad o necesidades médicas, regístrese con el Registro de Asistencia de Emergencia del Estado de Texas (RAEET) vía su website: <https://STEAR.dps.texas.gov> o llamando al 2-1-1. Los residentes de la costa del golfo con necesidades adicionales (incluso aquellos que son incapacitados o médicamente frágiles) quienes viven en zonas de evacuación y quienes no tienen amigos o familiares para ayudarle en una evacuación deberían registrarse por adelantado vía el sitio Web: <https://STEAR.dps.texas.gov> o llamando 2-1-1. El registro debería ser completado antes de un acontecimiento de emergencia. ¡No ESPERES, REGISTRESE AHORA! La información coleccionada es confidencial.

Si usted necesita transporte, usted puede registrarse con el Registro de Asistencia de Emergencia de Estado de Texas (RAEET) 'State of Texas Emergency Assistance Registry' (STEAR) vía su sitio Web <https://STEAR.dps.texas.gov> o llamando al 2-1-1. Si usted no tiene un coche o otro vehículo, y usted no puede obtener transporte con amigos, vecinos o familiares, regístrese por adelantado para asistencia de transporte asistido llamando al 2-1-1.

Información sobre la zona de evacuación: Si usted esta interesado en registrarse y quiere determinar si usted vive en una zona de evacuación, llame a 2-1-1.

Para mayor información sobre La Preparación para la Temporada de Huracanes en el Internet:

www.listo.gov www.cruzrojaamericana.org

www.dps.texas.gov/dem/publicinformation_spanish.htm

EXHIBIT 3



Echa un vistazo a la nueva MyAccount.

Rediseñada contigo en mente.

Visite txu.com/myaccount

Fecha de vencimiento del pago	Monto
08/16/2018	\$190.71

Información de la cuenta

Nombre del cliente:
 Número de cuenta:
 Número de factura:
 Fecha de facturación: 07/31/2018

Resumen de la cuenta

Saldo anterior	\$	251.29
Créditos/Pagos		
Tarjeta entrante	07/23/2018 \$	251.29 CR
Crédito de Cuenta	\$	251.29 CR
ESI ID		
Saldo trasladado	\$	251.29CR
Cargos Actuales	\$	442.00
Monto	\$	190.71

Para mayor información vea las páginas siguientes. Nota: CR = Crédito

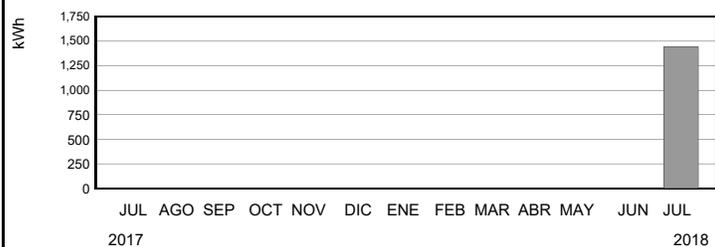
Comunicación al cliente

¿Las facturas de verano te suben la temperatura? Tal vez califiques para recibir asistencia para el pago de facturas. Llama al 2-1-1 y pregunta por la agencia de asistencia para el pago de facturas de electricidad de tu comunidad, o visita 211Texas.org.

Nos encantados de tenerte como nuestro cliente. Dejanos saber si necesitas algo—estamos aquí para ayudarte 24/7 en el 1-800-818-6132.

Sabemos que cada poco ayuda, así que como parte del programa TXU Energy Assistance, no te cobramos cargos por pagos atrasados este mes. Si necesitas un poco de apoyo adicional, llame al 2-1-1 Texas y pregunta por TXU Energy AidSM y otros recursos de asistencia de facturas.

Su uso de la electricidad



Información de Contacto

Servicio al cliente:

Por teléfono
 972-791-2888
 1-800-242-9113 (24 X 7)

En la red
txu.com
 Impedimento auditivo:
 1-800-735-2988 (24 X 7)

CENTERPOINT ENERGY HOUSTON ELECTRIC LLC

Notificación de interrupción en el servicio: 1-800-332-7143

Certificado de REP:#10004

Para más información sobre servicio eléctrico residencial por favor visite www.powertochoose.com.

Favor de enviar esta porción de vuelta junto con su pago utilizando el sobre adjunto. Haga sus cheques a nombre de TXU Energy. No incluya otra correspondencia junto con su pago.

El programa de TXU Energy AidSM ayuda a familias en situación crítica con el pago de sus facturas.

Para las Donaciones Solamente

Donación única al programa de TXU Energy AidSM \$ _____

Donación recurrente mensual al programa de TXU Energy AidSM \$ _____

Fecha de vencimiento del pago	Monto
08/16/2018	\$190.71

Opciones de pago adicionales al reverso.

Para asegurarse de que su pago sea registrado adecuadamente, por favor proporcione este número () en todos sus pagos y envíelos a la dirección que aparece directamente abajo.



TXU ENERGY
 PO BOX 650700
 DALLAS, TX 75265-0700

Nombre del cliente:
Número de cuenta:
Número de factura:

Cargos varios

Deuda de Cuenta	\$	251.29
ESI ID		
Total de cargos varios	\$	251.29

Detalle de la dirección de servicio

Dirección de Servicio:

ESI ID:

Fecha de Expiración del Contrato: 09/27/2018

El precio promedio que usted pagó por servicio eléctrico este mes fue 13.2 centavos por kWh. excluyendo impuestos y cargos o créditos no recurrentes. **Utilidad de transmisión y distribución CENTERPOINT ENERGY HOUSTON ELECTRIC LLC**

Número de medidor	Días incluidos en la lectura	Tipo de lectura	Fecha anterior de lectura	Lectura anterior del medidor	Fecha actual de lectura	Lectura actual del medidor	Consumo (kWh)	Multiplicador	Consumo facturado (kWh)
	29	Actual	06/27/2018	57664	07/26/2018	59110	1446	1	1446

TXU Energy Free Nights 12 (8 p.m.)SM	
Cargo Base	\$ 9.95
Mañanas (385 kWh x \$0.14700000)	\$ 56.60
Tardes (560 kWh x \$0.14700000)	\$ 82.32
Noches (501 kWh x \$0.14700000)	\$ 73.65
Dto. de noches	\$ 73.65CR
Noches con TDU descuento	\$ 19.41CR
Subtotal	\$ 129.46
Cargos del TDU y Otros Gastos	
CENTERPOINT Cargos por Entrega de TDU	\$ 61.25
Subtotal	\$ 61.25
Impuesto a las Ventas	\$ 0.00
Dirección de servicio/Subtotal de cargos	\$ 190.71

Total de cargos varios	\$ 251.29
Cargos Actuales	\$ 442.00

Información adicional

Tu satisfacción es importante. ¿Comentarios? Escríbanos a txuexec@txu.com o a TXU Energy Executive Feedback, PO Box 650764, Dallas, TX 75265-0764. El monto facturado puede incluir cambios en los precios permitidos por ley o acciones regulatorias. ¿Ves un cargo no autorizado en tu factura? Llámenos al 1-800-242-9113 (24 X 7) y trabajaremos para resolver cualquier problema. Si no estás satisfecho con la resolución, puedes presentar una queja ante la Comisión de Servicios Públicos de Texas PO Box 13326, Austin, TX 78711-3326; (512)936-7120 o gratis en Texas (888) 782-8477. Las personas con impedimentos auditivos y del habla con teléfonos de texto (TTY) pueden comunicarse con la Comisión de Servicios Públicos de Texas al (512) 936-7136.

Opciones de pago adicionales

En la red: txu.com/myaccount
Por teléfono: 1-800-242-9113 (24 X 7) (número gratuito)
En persona: Visite txu.com/payinperson para conocer los centros participantes.
Programa AutoPay: Pagos mensuales automáticamente cargado a su tarjeta de crédito o cuenta de cheques



Texas Division of Emergency Management

Hurricane Preparedness Guidelines — Preparing for Hurricane Season: June 1 – Nov. 30

Residents of Texas Gulf Coast **EVACUATION ZONES** should **BEGIN NOW** by making an evacuation plan, preparing an emergency kit and learning evacuation routes well in advance.

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Evacuation zone information: If you are interested in registering and you want to find out whether you are living in an evacuation zone, dial 2-1-1 for information.

Hurricane Preparedness tips online:

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DSHS Website: texasprepares.org

American Red Cross Website: www.redcross.org

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Si usted tiene una discapacidad o necesidades médicas, regístrese con el Registro de Asistencia de Emergencia del Estado de Texas (RAEET) vía su website: <https://STEAR.dps.texas.gov> o llamando al 2-1-1. Los residentes de la costa del golfo con necesidades adicionales (incluso aquellos que son incapacitados o médicamente frágiles) quienes viven en zonas de evacuación y quienes no tienen amigos o familiares para ayudarle en una evacuación deberían registrarse por adelantado vía el sitio Web: <https://STEAR.dps.texas.gov> o llamando 2-1-1. El registro debería ser completado antes de un acontecimiento de emergencia. ¡No ESPERES, REGISTRESE AHORA! La información coleccionada es confidencial.

Si usted necesita transporte, usted puede registrarse con el Registro de Asistencia de Emergencia de Estado de Texas (RAEET) 'State of Texas Emergency Assistance Registry' (STEAR) vía su sitio Web <https://STEAR.dps.texas.gov> o llamando al 2-1-1. Si usted no tiene un coche o otro vehículo, y usted no puede obtener transporte con amigos, vecinos o familiares, regístrese por adelantado para asistencia de transporte asistido llamando al 2-1-1.

Información sobre la zona de evacuación: Si usted esta interesado en registrarse y quiere determinar si usted vive en una zona de evacuación, llame a 2-1-1.

Para mayor información sobre La Preparación para la Temporada de Huracanes en el Internet:

www.listo.gov www.cruzrojaamericana.org

www.dps.texas.gov/dem/publicinformation_spanish.htm

EXHIBIT 4



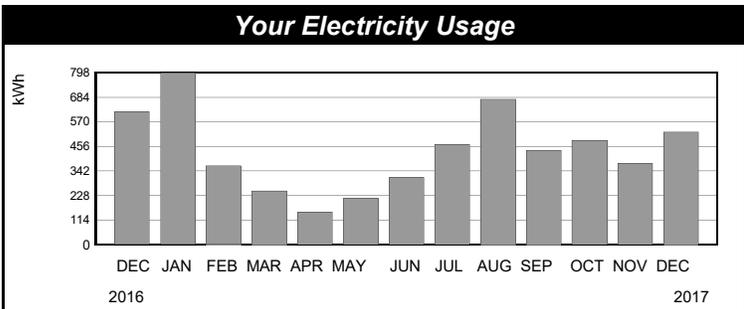
Payment Due Date	Amount Due
01/08/2018	\$57.68

Account Information	
Customer Name:	
Account Number:	
Invoice Number:	
Invoice Date:	12/21/2017

Account Summary			
Previous Balance		\$	61.87
Credits/Payments			
Incoming Credit Card	11/30/2017	\$	61.87 CR
Balance Forward		\$	0.00
Current Charges		\$	57.68
Amount Due		\$	57.68

See remaining pages for invoice details. Note: CR = Credit

Customer Communications	
	<p>Bright Idea #47</p> <p>Holidays bring cheer...and lots of house guests. Turn down the thermostat when the crowd comes. Between the stove, hot food and warm bodies, you'll be plenty comfortable.</p>



Contact Information	
<p>Customer Service:</p> <p>By Phone 972-791-2888 1-800-242-9113 (24 X 7)</p>	<p>On the Web txu.com</p> <p>Hearing Impaired: 1-800-735-2988 (24 X 7)</p>
<p>CENTERPOINT ENERGY HOUSTON ELECTRIC LLC Power Outage Notification: 1-800-332-7143</p>	

REP Certificate:#10004

For more information about residential electric service please visit www.powertochoose.com.

The TXU Energy AidSM program helps families in critical situations with bill payment assistance.

For Donations Only

One-time gift to TXU Energy AidSM program \$ _____

Recurring monthly donation to TXU Energy AidSM program \$ _____

Payment Due Date	Amount Due
01/08/2018	\$57.68

Additional payment options on the back.

Thanks for using AutoPay. Your debit/credit card account will be charged 5 days before the due date on this bill for the amount due.



TXU ENERGY
PO BOX 650700
DALLAS, TX 75265-0700

Customer Name:
 Account Number:
 Invoice Number:

Service Address Detail

Service Address:

ESI ID: Contract Expiration Date: 05/18/2018

The average price you paid for electric service this month was x.x cents per kWh excluding taxes and non-recurring charges or credits.

Transmission Distribution Utility (TDU): CENTERPOINT ENERGY HOUSTON ELECTRIC LLC

Meter ID	Days In Reading	Read Type	Previous Read Date	Previous Meter Read	Current Read Date	Current Meter Read	Usage (kWh)	Multiplier	Billed Usage (kWh)
	33	Actual	11/14/2017	36786	12/17/2017	37309	523	1	523

<u>TXU Energy Free Nights 12 (9 p.m.)SM</u>	
Base Charge	\$ 9.95
Mornings (103 kWh x \$0.13900000)	\$ 14.32
Evenings (121 kWh x \$0.13900000)	\$ 16.82
Nights (299 kWh x \$0.13900000)	\$ 41.56
Nights Discount	\$ 41.56CR
Nights TDU Discount	\$ 13.73CR
Subtotal	\$ 27.36
<u>TDU Charges and Other Fees</u>	
CENTERPOINT TDU Delivery Charges	\$ 28.16
Gross Receipts Reimb	\$ 1.03
Subtotal	\$ 29.19
Sales Tax	\$ 1.13
Service Address Charges Subtotal	\$ 57.68

Current Charges	\$ 57.68
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Additional Information

We're committed to providing you with outstanding customer service. Want to send a compliment, comment or complaint? Please email our executives at txuexec@txu.com or write us at TXU Energy Executive Feedback, PO Box 650764, Dallas, TX 75265-0764. **See an unauthorized or unknown charge on your bill? Contact us toll-free at 1-800-242-9113 (24 X 7), and we'll work to investigate and resolve the situation. If you're not satisfied with the resolution on the charges, you may file a complaint with the Public Utility Commission of Texas PO Box 13326, Austin, TX 78711-3326; (512)936-7120 or toll-free in Texas (888)782-8477. Hearing and speech-impaired individuals with text telephones (TTY) may contact the Public Utility Commission of Texas at (512)936-7136.**

The amount billed may include price changes allowed by law or regulatory actions.

Additional Payment Options

On the Web:	txu.com/myaccount
Over the Phone:	1-800-242-9113 (24 X 7) (toll free)
In Person:	Visit txu.com/payinperson for participating locations
AutoPay Program:	Monthly Payments automatically debited to your credit card or checking account

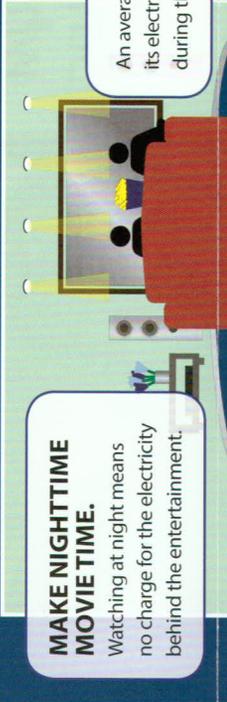


Make TXU Energy **FREE NIGHTS**[®] work for you!



CLEAN UP AT NIGHT.

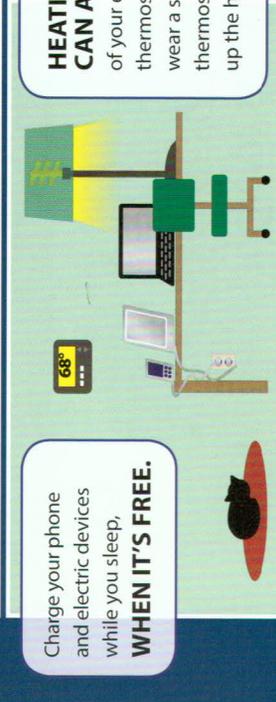
Your electric water heater uses a lot of electricity. By showering during your Free Nights you can reduce the amount of time during the day when your electric water heater draws electricity.



MAKE NIGHTTIME MOVIE TIME.

Watching at night means no charge for the electricity behind the entertainment.

An average home spends about **10%** of its electricity budget on lighting. Turn off lights during the day as much as possible.

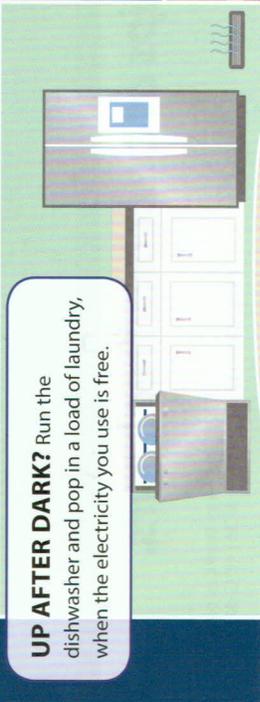


Charge your phone and electric devices while you sleep.

WHEN IT'S FREE.

HEATING & COOLING CAN ACCOUNT FOR 40%

of your electricity costs! In winter, keep the thermostat at or below 68° during the day and wear a sweater. In the summer, keep the thermostat at or above 78° during the day. Turn up the heat or A/C during free nighttime hours.



UP AFTER DARK? Run the dishwasher and pop in a load of laundry, when the electricity you use is free.



MOST POOLS ONLY NEED **8 HOURS** OF PUMPING PER DAY.

Reduce filtration time and run your pump during your free hours. An automatic timer can help.

EXHIBIT 5

MyEnergy Dashboard: Free Nights



Hello, | Jan

Search

Sign Out

I want to

Manage MyAccount

Plans & Offers

Savings & Solutions

Help Center

MyEnergy Dashboard

Viewing account details for:

123456789

Service Address:

1234 ANY STREET WAY CITY, TX 12345

Cost & Usage Summary

Billing Cycle for August

Current

\$80

(686 kWh)



Forecasted Bill Total

\$85 - \$86

(730 - 738 kWh)

Cost and usage are estimated. Costs include all recurring charges and taxes.

Last usage update: 08/19/2018, 11:45 PM

[Calculation Information](#)

Energy Management Alerts

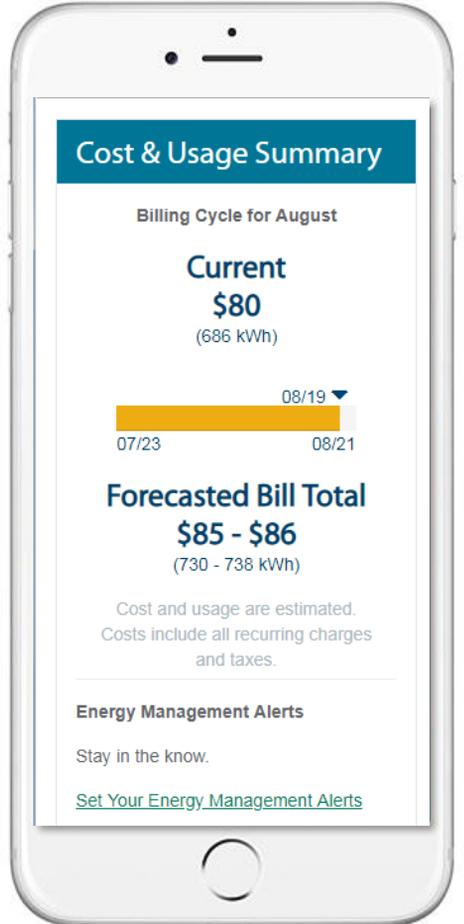
Stay in the know.

[Set Your Energy Management Alerts](#)

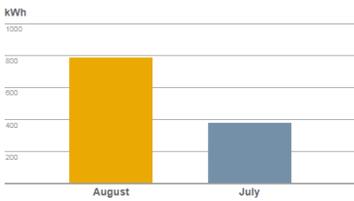
Bright Ideas

- Keep outside-facing doors closed and minimize the number they're opened and closed.
- Seal air leaks with caulking and weather-stripping.
- Set your ceiling fans counter clockwise to keep cool and use less energy than your A/C.

[Learn More](#)



Compare Your Bills

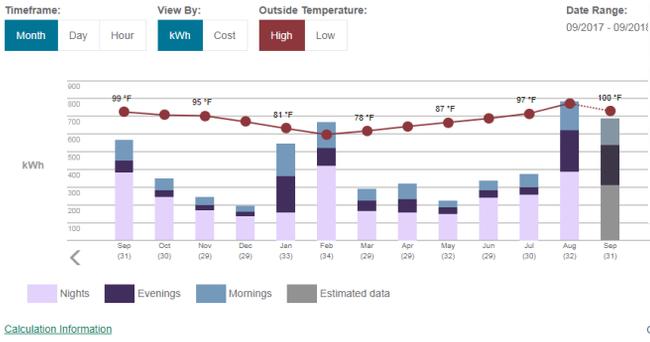


How August 2018 compares to July 2018

- 2 more day(s) in the billing cycle
- Used 108% more electricity
- Average temperature was 4° warmer
- 11 more day(s) with temperatures above 90°

[More Details](#)

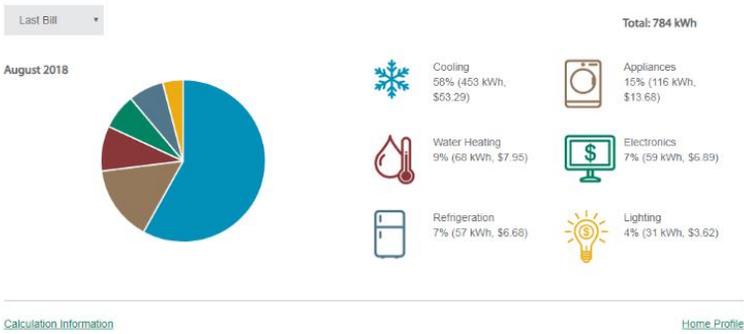
Usage Graph



[Calculation Information](#)

[Graph Options](#)

Usage Breakdown



[Calculation Information](#)

[Home Profile](#)

Home Comparison



[Calculation Information](#)

[Home Profile](#)



MyEnergy Dashboard: Free Nights & Solar Days



Hello, **Bob** | Search | Sign Out | I want to | Manage MyAccount | Plans & Offers | Savings & Solutions | Help Center

MyEnergy Dashboard

Viewing account details for:

123456789

Service Address:

1234 ANY STREET WAY CITY, TX 12345

Cost & Usage Summary

Billing Cycle for August

Current
\$103
(858 kWh)



Forecasted Bill Total
\$124 - \$129
(1040 - 1082 kWh)

Cost and usage are estimated. Costs include all recurring charges and taxes.

Last usage update: 08/20/2018, 11:45 PM

[Calculation Information](#)

Energy Management Alerts

You haven't received any alerts for this billing cycle.

[Communication Preferences](#)

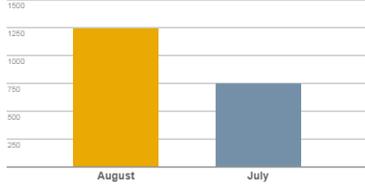
Bright Ideas

- Set your ceiling fans counter clockwise to keep cool and less energy than your A/C.
- Seal air leaks with caulk and weather-stripping.
- Keep outside-facing doors closed and minimize the numt they're opened and closed.

[Learn More](#)

Compare Your Bills

kWh



How August 2018 compares to July 2018

- 1 fewer day(s) in the billing cycle
- Used 67% more electricity
- Average temperature was 3° warmer
- 1 more day(s) with temperatures above 90°

[More Details](#)

Usage Graph

Timeframe:

Month | Day | Hour

View By:

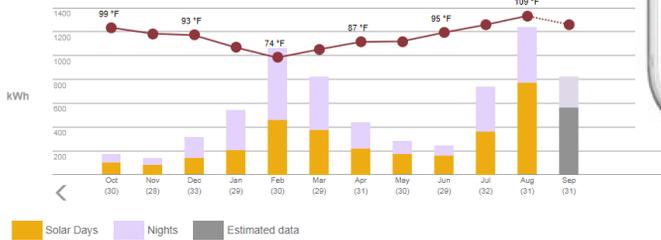
kWh | Cost

Outside Temperature:

High | Low

Date Range:

10/2017 - 09/2



[Calculation Information](#)

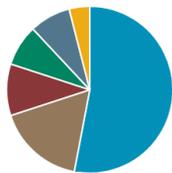
Graph Options

Usage Breakdown

Last Bill

Total: 1,235 kWh

August 2018



Cooling
53% (654 kWh, \$78.84)



Appliances
17% (205 kWh, \$24.77)



Water Heating
10% (119 kWh, \$14.40)



Electronics
8% (103 kWh, \$12.47)



Refrigeration
8% (100 kWh, \$12.09)



Lighting
4% (54 kWh, \$6.56)

[Calculation Information](#)

[Home Profile](#)

Home Comparison

Last Bill

August 2018



Congratulations! Your usage is about 22% less than other homes like yours.

Your House

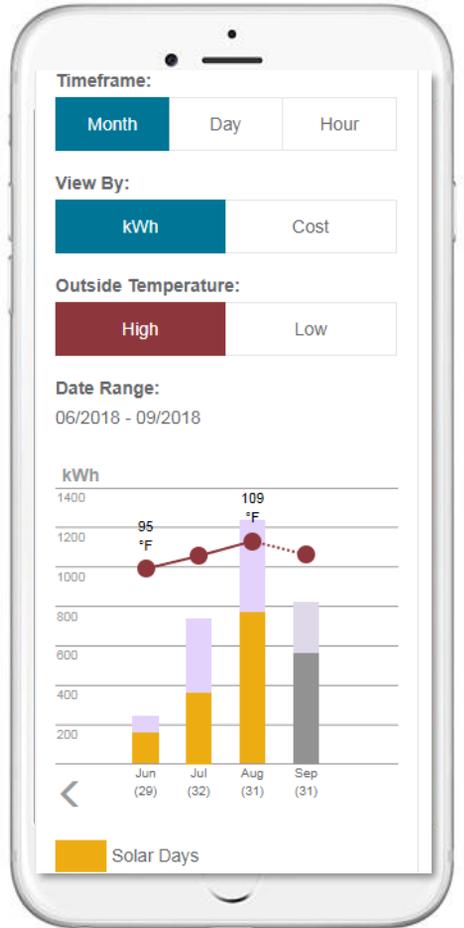
1,235 kWh

Your Neighbors

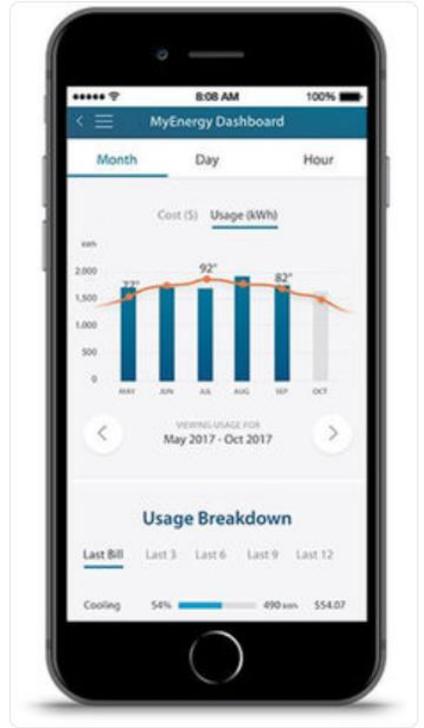
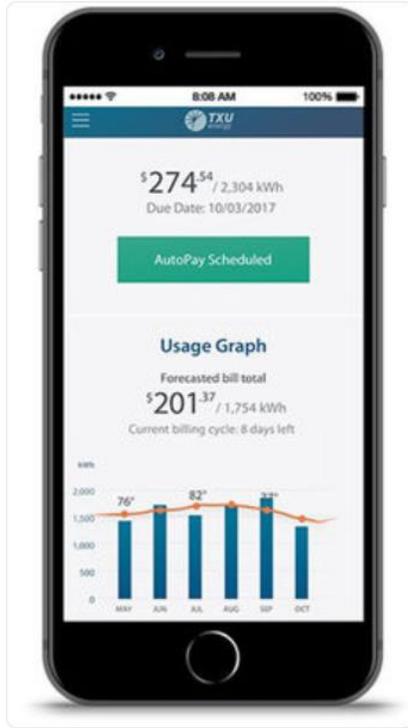
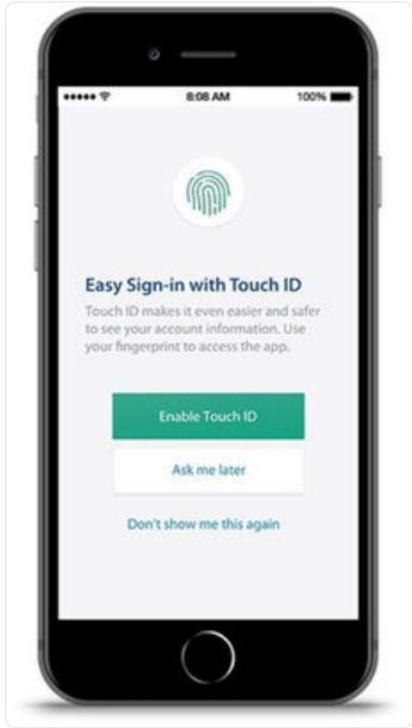
1,587 kWh

[Calculation Information](#)

[Home Profile](#)



Mobile App – iOS and Android:



Product-specific Bill Inserts:

MAKE YOUR FREE HOURS WORK FOR YOU!

THE BEST TIME TO BATHE.
Your electric water heater uses a lot of electricity. By taking showers or baths during your free hours you can reduce the costs associated with heating water.

WATCH THE SAVINGS.
Watching TV or movies during free hours means there's no charge for the electricity behind the entertainment.

AN AVERAGE HOME CAN SAVE ABOUT 10%
of its electricity budget on lighting by turning off lights whenever possible.

COOLING & HEATING CAN ACCOUNT FOR 40%
of your electricity costs! In the summer, keep the thermostat at or above 78°. In winter, keep the thermostat at or below 68° and wear a sweater. When you run the A/C or heat, try to do it during your free hours.

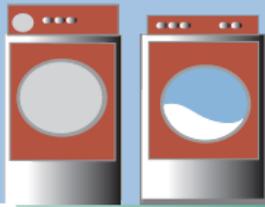
RECHARGE FOR FREE.
Plug in your phone and electric devices during your free hours to recharge, free of charge.

KNOWLEDGE IS POWER.
Go to txu.com and check out *MyEnergy Dashboard* to see exactly when you're using electricity. Use this info to shift usage to your free hours.

TIME YOUR TASKS. Run the dishwasher and pop in a load of laundry when your electricity is free.

MOST POOLS ONLY NEED 8 HOURS OF PUMPING PER DAY.
Reduce filtration time and run your pump during your free hours. An automatic timer can help.

You've got the plan. Now save the money!



Try these helpful tips and start saving money now!

Find more energy-saving tips at txu.com/freehours.

Tools & Tips Bill Inserts:



Make smart habits automatic.

The less you use, the more you save. Sign up for helpful reminders to keep tabs on your electricity use at txu.com/alerts.

R-BILL-E-0818-00213386
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Turn up when you step out.

During summer, you're using up to three times more electricity than normal. Try setting your thermostat to 78° to use less. Not home? You can set it even higher.

For more summer saving tips, go to txu.com/summer.

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R-BILL-E-0718-00210036



Managing your account has never been easier.

Sign in with a touch, split your bill between payment methods, track your usage in a single snapshot and more.

Download the NEW app at txu.com/mobileapp.

R-BILL-E-0518-00210030

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Bill Messages:



Payment Due Date	Amount Due
08/16/2018	\$124.41

Account Information	
Customer Name:	
Account Number:	
Invoice Number:	
Invoice Date:	07/31/2018

Account Summary		
Previous Balance	\$	26.91
Credits/Payments		
Incoming Credit Card	07/04/2018	\$ 26.91 CR
Balance Forward	\$	0.00
Current Charges	\$	124.41
Amount Due	\$	124.41

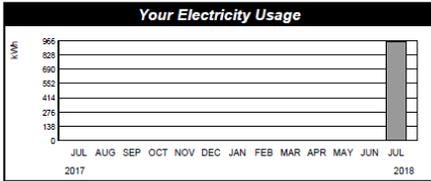
See remaining pages for invoice details. Note: CR = Credit

Customer Communications
We're thrilled to have you as our customer. Let us know if you need anything—we're here for you 24/7 at 1-800-818-6132.



Heat Check

Nearly 70% of your electricity use right now goes toward cooling your home. But you can still find ways to save. Start at txu.com/summer.



Contact Information	
Customer Service:	
By Phone: 972-791-2888 1-800-242-9113 (24 X 7)	On the Web: txu.com Hearing Impaired: 1-800-735-2988 (24 X 7)
ONCOR ELECTRIC DELIVERY COMPANY	
Power Outage Notification: 1-888-313-4747	
REP Certificate:#10004	

For more information about residential electric service please visit www.powertochoose.com.



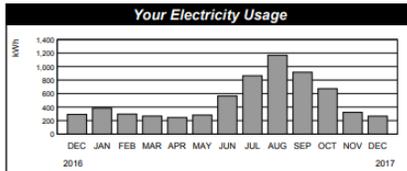
Payment Due Date	Amount Due
12/22/2017	\$38.63

Account Information	
Customer Name:	
Account Number:	
Invoice Number:	
Invoice Date:	12/06/2017

Account Summary		
Previous Balance	\$	45.24
Credits/Payments		
Incoming Credit Card	11/16/2017	\$ 35.24 CR
Incoming Credit Card	11/14/2017	\$ 10.00 CR
Balance Forward	\$	0.00
Current Charges	\$	38.63
Amount Due	\$	38.63

See remaining pages for invoice details. Note: CR = Credit

Customer Communications
Bright Idea #47
 Holidays bring cheer...and lots of house guests. Turn down the thermostat when the crowd comes. Between the stove, hot food and warm bodies, you'll be plenty comfortable.



Contact Information	
Customer Service:	
By Phone: 972-791-2888 1-800-242-9113 (24 X 7)	On the Web: txu.com Hearing Impaired: 1-800-735-2988 (24 X 7)
ONCOR ELECTRIC DELIVERY COMPANY	
Power Outage Notification: 1-888-313-4747	
REP Certificate:#10004	

For more information about residential electric service please visit www.powertochoose.com.

The TXU Energy Aid™ program helps families in critical situations with bill payment assistance. For Donations Only

One-time gift to TXU Energy Aid™ program \$ _____

Recurring monthly donation to TXU Energy Aid™ program \$ _____

Payment Due Date	Amount Due
12/22/2017	\$38.63

Additional payment options on the back.

Thanks for using AutoPay. Your debit/credit card account will be charged 5 days before the due date on this bill for the amount due.

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

En Banc Hearing on Implementation of Supplier Consolidated Billing : Docket No. M-2018-2645254
:

CERTIFICATE OF SERVICE

I, Michelle M. Skjoldal, hereby certify that on August 24, 2018, a true and correct copy of the foregoing *Reply Comments of Vistra Energy Corp.* was served via First Class Mail upon the following:

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