

**CUSTOMER ENGAGEMENT COMMITTEE
AND SPECIAL MEETING OF THE
ELECTRIC UTILITY BOARD
AGENDA
March 18, 2024
11:00am**

**LP&L Distribution Center
Municipal Hill
Training Room
402 Municipal Drive
Lubbock, Texas 79403**

1. Call to order.
2. Public Comment. Public comment is an opportunity for the public to make comments and express a position on agenda items.
 - a. This period, of up to thirty minutes, is dedicated to public comment. Each member of the public will have three minutes to speak. Any member of the public that requires the assistance of a translator will have six minutes to speak. Comments must be limited to only those items posted on the Customer Engagement Committee/EUB Special agenda. Any member of the public wishing to speak shall sign up on the public comment sheet on the day of the Customer Engagement Committee/EUB Special meeting. The Customer Engagement Committee/EUB shall follow the order of persons wishing to speak as listed on the sign-up sheet. If everyone who signed up to speak has been given an opportunity to speak and the thirty minutes designated for public comment has not been exhausted, the Customer Engagement Committee/EUB may, at its discretion, open the floor to anyone else wishing to address the Customer Engagement Committee/ EUB, subject to all the same procedures and guidelines.

Open Session

3. Approve the minutes from the last customer engagement committee meeting held on November 9, 2023.
4. Discuss and provide updates regarding customer service following transition to retail choice and competition. This discussion shall include but not limited to the following items for discussion:
 - New technology for enhancing customer service in business operations and especially the potential technology that will address the high volume of calls. Timelines and cost for implementation.
 - Customer education and engagement programs and especially programs involving energy audits, solar payback, and community engagement
 - Discuss the transition of customer electric service issues from LP&L to the new electric service provider. Issues such as outage versus billing, property damage, claims, and unsatisfactory service from a new electric service provider.

5. Adjourn.

Posted on the bulletin board outside the south entrance of Citizen's Tower, 1314 Ave. K., Lubbock, Texas, on the 8th day of March 2024, at 11:30 AM.

By: Beatrice Duenez

CITY OF LUBBOCK CUSTOMER ENGAGEMENT COMMITTEE AND EUB MEETINGS ARE AVAILABLE TO ALL PERSONS REGARDLESS OF DISABILITY. IF YOU REQUIRE SPECIAL ASSISTANCE, PLEASE CONTACT THE CITY SECRETARY AT (806) 775-2026 OR WRITE P. O. BOX 2000, LUBBOCK, TEXAS 79457, AT LEAST 48 HOURS IN ADVANCE OF THE MEETING.

**CUSTOMER ENGAGEMENT COMMITTEE
MINUTES
November 9, 2023
11:00am
City of Lubbock Utilities Customer Service Center
Room U101B
1401 Avenue K
Lubbock, Texas 79401**

1. Call to order.

The Customer Engagement Committee was called to order at 11:02 a.m. by Dr. Solomon Fields. Present were EUB members Dr. Fields, Dr. Ramirez, Ms. Stafford and Mr. Schulz plus LP&L Staff.

2. Public Comment. Public comment is an opportunity for the public to make comments and express a position on agenda items.
 - a. This period, of up to thirty minutes, is dedicated to public comment. Each member of the public will have three minutes to speak. Any member of the public that requires the assistance of a translator will have six minutes to speak. Comments must be limited to only those items posted on the Customer Engagement Committee/EUB Special agenda. Any member of the public wishing to speak shall sign up on the public comment sheet on the day of the Customer Engagement Committee/EUB Special meeting. The Customer Engagement Committee/EUB shall follow the order of persons wishing to speak as listed on the sign-up sheet. If everyone who signed up to speak has been given an opportunity to speak and the thirty minutes designated for public comment has not been exhausted, the Customer Engagement Committee/EUB may, at its discretion, open the floor to anyone else wishing to address the Customer Engagement Committee/ EUB, subject to all the same procedures and guidelines.

No one signed up for public comment.

Open Session

3. Discuss and provide updates regarding marketing plans for the transition to Customer Choice. This discussion shall include but limited to the following items for discussion:
 - Current listing of approved Retail Electric Providers
 - Listing of Default and Polar Retail Electric Providers
 - Process for the announcement to customers of major milestones such as: Workshops, Shopping windows, Assignment of default service providers.
 - Process of informing customers of detail information such as: final bill, letter of credit, notification of new Retail Electric Provider.
 - Community District Meetings- dates
 - How LP&L will respond to customer concerns and complaints during the transition period and afterwards.

Mr. Matt Rose walked the Committee through some of the website updates regarding the retail electric providers and their contact information. He addressed questions from the committee and staff regarding cold callers, and scammers and noted that on the LP&L website here is a working list of questions being asked by customers.

Mr. Rose addressed question regarding VREPs and DREPs pertaining to assignment, customer notifications, and customer and ERCOT communications. Mr. Rose then explained upcoming events at the Civic Center on January 5 and 6, January 22 and 23, and February 10, and some of the plans surrounding the events. He also addressed the customer town-hall meetings that he is currently hosting with staff assistance, both for public and private civic and neighborhood events. The Committee then discussed the plans for general broadcast methods, such as letters and e-forms, for notifying customers of upcoming events related to the transition. The Committee also discussed issues such as final billing, customer messaging, and ensuring that billing was by and to the correct people.

The Committee broke for lunch at 11:58 and had a working lunch discussion regarding final bills and final bill notices and payment letters of authorization (LOA). EUB Chair Ms. Gwen Stafford left the meeting at 12:06 p.m. Discussion continued at 12:06 p.m. relating to the new customer complaint process, employee education on matters such as the fact that they will still receive garbage, water and wastewater bills from the City, how critical care customers and critical loads will be handled plus other transition to competition matters, and construction plans for the transition.

4. Adjourn.

The Customer Engagement Committee was adjourned at 12:25 p.m. by Dr. Solomon Fields.

Approved by:

Dr. Solomon Fields, Chair