

**HELPING HAND EDUCATION COMMITTEE OF THE
ELECTRIC UTILITY BOARD**

AGENDA

May 9, 2023

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 Helping Hand Education Committee agenda. Any member of the public wishing to speak shall sign up on the public comment sheet on the day of the Helping Hand Education Committee meeting. The Helping Hand Education Committee 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 Helping Hand Education Committee may, at its discretion, open the floor to anyone else wishing to address the Helping Hand Education Committee, subject to all the same procedures and guidelines.

Open Session

3. Discuss the plans to inform customers involved in the transition of the remaining 30% load to ERCOT.
4. Discuss the marketing effort to inform customers involved in particular billing arrangements, including but not limited to payment arrangements, budget billing, and bill presentment.
5. Discuss the procedures for handling customers terminating electric service and/or transitioning to electric retail competition, and customer education regarding same. Such topics include, but are not limited to: (1) process for handling deposits and credit balances and whether the refund or credit will go to the account or the customer; (2) expectation of deposits with retail electric providers, including the default retail electric providers; (3) process and procedure for addressing final bill collection, and final billing complaints.
6. Discussion and presentation regarding delivery service rates and discretionary fees of Lubbock Power & Light that will be implemented upon Lubbock Power & Light's entry

into retail competition, including how these costs and fees will be reflected by applicable service providers.

7. Discussion and presentation regarding utility assistance from community agencies and coordination for assistance with applicable service providers.
8. Adjourn.

Posted on the bulletin board outside the south entrance of Citizen's Tower, 1314 Ave. K., Lubbock, Texas, on the 2nd day of May 2023, at 3:00 PM.

By: Beatrice Duenez

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