



NEWS RELEASE

FOR IMMEDIATE PUBLICATION

TXU Energy Provides Customer Assistance During Coronavirus Pandemic

IRVING, Texas — March 15, 2020 — With aggressive containment efforts of coronavirus underway, TXU Energy announced today a series of steps it has taken to help customers.

TXU Energy is assisting customers that may incur economic hardship related to the coronavirus by:

- Waiving late fees
- Extending payment due dates with no down payment required
- Reducing down payments and deferring balances over five equal installments

If a customer is unable to pay their bill, we're here to help. To take advantage of this assistance, TXU Energy customers should call 1-800-242-9113.

In addition, during this unprecedented time, the team at TXU Energy is working hard to ensure our customers have the resources they need as well as the dependable service they have come to expect.

"The coronavirus is causing uncertainty and many hardships, and during this time, we don't want our customers to worry about their electric bills," said Scott Hudson, president of TXU Energy. "TXU Energy takes seriously our responsibility to provide an essential service to millions of Texas homes and businesses, and we are committed to serving our communities through this time of enhanced need."

In light of the coronavirus, the company is providing additional bill-payment assistance to customers in need through its TXU Energy AidSM program. These dollars are being allocated to existing TXU Energy Aid partners serving Texas communities. Funds are donated by the company, its employees, and customers.

For more than 30 years, TXU Energy Aid, one of the largest electric bill payment assistance programs in the nation, has helped Texas families going through hard times keep their homes powered and safe. For information on which social service agency provides assistance in their area, customers can call 211 and ask for bill payment assistance.

About TXU Energy

More Texans trust TXU Energy to power their homes and businesses than any other electricity provider. We're passionate about creating experiences and solutions tailored to fit the needs of our customers, including electricity plans, online tools to help save, renewable energy options and more. TXU Energy is also committed to cultivating a dynamic and enjoyable workplace where all our people can succeed. Visit txu.com for more. TXU Energy is a subsidiary of Vistra Energy (NYSE: VST). REP #10004

TXU Energy - Press Release

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