



**City Of Houston**  
**General Services Department**  
City of Houston Consumer Choice Initiative

REFER INQUIRIES TO:

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## **1.0 INTRODUCTION AND SCOPE OF WORK**

### **1.1 STATEMENT OF INTENT AND BACKGROUND**

The City of Houston will solicit offers for the sale of electricity to Houston residential consumers and will publicize these offers from qualified Retail Electric Providers to promote competition and educate consumers. The goal of the Initiative is to assist the residents of Houston in making a more informed choice concerning their electricity supplier and thereby reduce the cost of electrical power or emissions associated with electrical power.

### **1.2 CITY OF HOUSTON'S COMMITMENT TO THE INITIATIVE**

The details and timeline of the Initiative are more fully described below but a few additional highlights evidencing the City's commitment to the Initiative are as follows:

- The names of Qualified Participants and their pricing terms years in business will be listed on a separate webpage with links to their respective Internet enrollment sites or the address of their choosing.
- The City will use every effort to enlist the support of local media, non-profits, civic and commercial organizations, elected officials and community leaders to ensure maximum market penetration and consumer awareness.

### **1.3 QUALIFICATIONS**

#### **1.3.1 FINANCIAL CRITERIA**

REPs selected for participation must meet one of the following financial standards: 1.3.1.1 The REP must meet or exceed the Financial Standards set forth in Section 25.107 (f) (1) (A) (i) or (ii) of the Substantive Rules Applicable To Electric Service Providers.

## **2.0 ADMINISTRATIVE INFORMATION & GENERAL REQUIREMENTS**

### **2.1 CONTACT, INQUIRIES, AND INTERPRETATIONS**

2.1.1 For purposes of this RFP the City is represented by, and questions arising during the RFP process may be directed to:

Gavin Dillingham

City Hall Annex

900 Bagby, 2nd floor

Houston, TX 77002

[gavin.dillingham@cityofhouston.net](mailto:gavin.dillingham@cityofhouston.net)

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## ATTACHMENT "A" PROPOSER'S QUESTIONNAIRE

DATE: \_\_\_\_\_

The Proposer recognizes that the City will rely on the answers provided in response to this questionnaire. Proposer warrants to the best of its knowledge that all responses are true, correct and complete. The City reserves the right to confirm this information listed below and shall be free from any liability to Proposer for conducting such inquiry.

### Corporate/Financial

- a. Number of Years in Business: \_\_\_\_\_
- b. Date on which you enrolled your first residential customer in the State of Texas \_\_\_\_\_
- c. Date on which you enrolled your first residential customer in the City of Houston \_\_\_\_\_
- d. Does your company qualify for participation under section 1.3.1.1 or 1.3.1.2? \_\_\_\_\_
  1. If Section 1.3.1.1, please provide documentation which substantiates your company's method of qualification.
  2. If section 1.3.1.2, please provide the information requested in that section.
- e. Is your company currently for sale or involved in any transaction to merge with or to become acquired by another business entity? If yes, please attach a written explanation of the impact both in organizational and directional terms.
- f. Provide in writing and attach to this form, details of any material contingent liabilities.
- g. Is your company currently in default on any loan agreement or financing agreement with any bank, financial institution, or other entity? (yes/no)
  - If yes, specify date(s), details and circumstances.

### Customer Base / Customer Service

- a. Do you have a manned 24-hour call center serving your ERCOT customers? (yes/no)
  1. If yes, what is the minimum / maximum number of employees answering customer calls in the course of the day? \_\_\_\_\_
- b. What is the maximum number of customers that could be accurately enrolled in one week given your current CRM and billing platform? \_\_\_\_\_
- c. How many competitively acquired (i.e. Non-Price to Beat) residential customers are you currently serving within:
  1. The State of Texas? \_\_\_\_\_
  2. The City of Houston? \_\_\_\_\_
- d. What is your average load in MWh? \_\_\_\_\_
- e. How many formal complaints have been filed with and been deemed valid by the PUC regarding your services to residential consumers within the last 12 months? \_\_\_\_\_
- f. Does your company have formal policies/procedures in place to ensure customer satisfaction and complaint resolution? (yes/no) Can you elaborate?
- g. If qualified to participate in the Consumer Choice Initiative will you agree to notify the City of Houston's designated representative of any complaints filed with the PUCT by customers enrolled under the Initiative and your resolution of same? (yes /no) \_\_\_\_\_

## Service Offering

Please provide one or more of the following:

- a. A 12-month fixed price service offering.
- b. A Discount to Price-to-Beat service offering.
- c. A Renewable Energy service offering. The City of Houston supports Renewable Energy and would encourage REPs with the capability to do so to submit a proposal of this type in addition to those set forth above.
  1. Please specify any additional customer incentives (i.e. payment at beginning/end of term or other promotions) that you wish to include in any of the above offerings.
  2. Will there be a penalty for early termination? (yes/no) If yes, what amount? \_\_\_\_\_
  3. What credit criteria will be applied in evaluating potential customers?
  4. Will all customers willing to provide a security deposit for service be accepted regardless of that individual's utility payment data? (yes / no)
    - i. If no, what is the minimum score, derived from a potential customer's utility payment data, you will accept with a deposit and what deposit amount will you require?

\_\_\_\_\_  
Name, printed or typed

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

