



TEXAS GENERAL LAND OFFICE
GEORGE P. BUSH, COMMISSIONER

September 6, 2017

Notice to Customers –

The storm related events from Harvey have wreaked havoc across many areas of the Texas Gulf Coast, including Houston and surrounding counties. We are proud to be your energy supplier and a representative of this great state. We understand the flooding and winds from Hurricane and Tropical Storm Harvey may have adversely impacted your operations, staff, and families. It is an overwhelming, frightening and unprecedented time that brings out the best of our community as we reach out and help our affected neighbors. We have many customers, employees, and vendor staff in the affected areas and are focused on their safety, recovery efforts, and business continuity.

Under your contract with GLO, we take steps to procure energy to meet your needs based on agreed-upon estimates of your future consumption. To help ensure we are properly accounting for your energy needs during this time of recovery, and to better address any contractual implications associated with the impacts of Hurricane Harvey, please keep us informed of any facility damage or change in operations that is likely to contribute to a material and sustained reduction in your energy use. This includes multi-week facility closures and repairs, or sustained issues affecting your utility's (local gas distribution company or transmission and distribution utility) ability to provide energy to your facilities, and which of your sites are affected.

Force Majeure notices and updates can be sent to Bryce.Bales@GLO.Texas.Gov or your assigned representative.

Your staff, their families, and the safety and recovery of your operations are in our thoughts and prayers.

Bryce Bales, CPA

Director, State Energy Marketing