



**acclaim energy**<sup>™</sup>  
STRATEGIC ENERGY MANAGEMENT



## Texas Municipal Utility District Newsletter

February 2021

### Acclaim Energy Continues Evolving to Meet MUD Needs

With the new year upon us, the market and customer needs continue to evolve. With change comes new opportunities and challenges. For those MUDs that have been with us for many years, you may not be aware of all the new offerings Acclaim now provides. To ensure that you have all the knowledge and resources, we want to bring you up to date on the many ways in which we can add value to your district.

For more than 15 years, Acclaim has provided electricity analysis, procurement, risk management and served as a resource to help MUDs capture additional revenue from Demand Response programs. Today, we support more than 300 MUDs and numerous aggregation pools.

#### What Acclaim Does During a Contract

- **Strategic Sourcing and Contract Structuring:** We offer all-included fixed prices to ensure the best rates, contract terms and true budget certainty with security and transparency. We challenge any other consultants to an apples-to-apples comparison for true budget certainty.
- **Energy Risk Management:** We constantly monitor the Texas electricity market to notify you of the best time to lock in your rate and the factors influencing current and future rates.
- **Utility Bill Verification:** We conduct a line-by-line audit of your bills, and we confirm that it matches your contract.

#### We have identified the following as common contract errors:

- Missing meters
- Billing Address
- 45-day billing cycle
- Misapplied taxes
- Contract rate
- Pass-Through charges

**Reporting:** Cost and usage reports are provided to your Bookkeeper upon request for reconciliation, budget projections, and website reporting requirements.

**Sales Support:** [customerservice@acclaimenergy.com](mailto:customerservice@acclaimenergy.com)

Meter adds/deletes are coordinated with your Retailer, Engineer, Developer or Operator to ensure timeliness and efficiency in efforts of preventing construction delays as well as savings on engineering costs.



**97%**  
Client Retention



**Serving 300+**  
MUD's Clients



**\$700 Million**  
In Accumulated  
Client Savings



**\$2.5 Billion**  
Spend Under  
Management



**30,000+**  
Meters Under  
Management



## House Bill 433 and its Potential Impact on Electric Generators

New bill HB433, which can be found on Texas Legislature online, suggest a tax on the generation of electricity by certain generators, providing penalties and making it a criminal offense to withhold payment.

An electric generator includes an affiliated power generation company that is owned or operates for compensation, an exempt wholesale generator and an electric utility. If approved, a tax will be imposed on each electric generator in the state that generates electricity and uses an energy source other than

natural gas. The tax would be 1 Cent for each kilowatt hour of energy generated using an energy source other than natural gas. Electric generators who fall under this category would be expected to pay this tax on or before the 25th of each month.

**Listen to our Latest Podcast on HB 433**

**ALL ABOUT ENERGY**  
Podcast: Understanding Today's Energy Market

Spotify

[CLICK HERE](#)

## Acclaim Expands to Enhance the Customer Experience

Acclaim is serious about making headway when it comes to the customer experience. This means understanding our customer's needs, serving them in a timely manner, and creating long-term value for their organization.

Consistent with our customer's expanding needs and the evolving energy marketplace, Acclaim has continued to expand its service delivery capabilities. Most recently, Martha (Marty) Wood joined the Acclaim Team as a Sales and Service Specialist. Within this role, Marty will help Municipal Utility Districts with service concerns, provide customers with insights and specifics about products and services, resolve billing issues, and assist with delivering quality contract management.

"At Acclaim, we understand good customer service centers around carefully listening and

attending to our customers' needs. We will continue to make the necessary investments to ensure our customers receive an optimal level of service.", said John D. Elder III, Acclaim's CEO and founder.

Wood comes to Acclaim with more than 20 years of experience working with Municipal Utility Districts and Environmental Quality. Most recently, Marty worked as an administrator in a customer care department, where she resolved both internal and external operational processes designed to improve efficiency and organizational effectiveness.



## Texas Energy Experts



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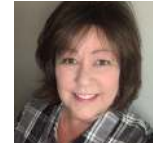
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