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New Services from Reliant Energy Help Customers Take Steps Toward Increased Energy Efficiency

HOUSTON – Just in time for summer, Reliant Energy is introducing two new services – an in-home energy audit and home electricity review – to help customers better understand and manage how they use electricity.

Reliant's Home Energy Audit provides customers with a personalized analysis of how their home is using – and possibly losing – energy. The Home Electricity Review offers a window into a customer's energy lifestyle. It examines and compares information including electricity usage each month, cost and plan type, giving customers tips and information to lower their energy bill.

"Our objective is to empower our customers," said Bill Clayton, Vice President of Customer Care Operations, Reliant Energy. "Buying and using electricity shouldn't be a guessing game. When consumers understand how their homes and appliances work they can make more informed decisions."

As part of the Home Energy Audit, Reliant's energy consultants spend an hour with customers in their homes, discussing their electricity use and pointing out where energy-saving improvements can be made. After the audit, Reliant's experts create a detailed report that can help customers manage their energy use. It provides energy saving-tips and energy efficiency recommendations, ranging from insulating windows to installing a programmable thermostat.

The Home Electricity Review breaks down customers' monthly bill, showing how temperature, average daily use and other factors affect the overall bill from month to month. It confidentially compares the customer's electricity use to other homes with similar characteristics and, based on an analysis of monthly usage, provides a list of energy and money-saving recommendations.

"The more our customers know about how they use electricity, the more they can save," said Clayton. "These tools help put Texans on the path toward getting the most from their energy dollar."

The home audit is free for Reliant Energy customers and will be scheduled on a first-come, first-served basis. It includes personalized energy-saving solutions as well as a bill analysis to review current product pricing and discuss plan options. Customers will receive a leave-behind guide with tips on how to efficiently operate their heating and cooling systems, home appliances and

lighting. The leave-behind guide also offers tips on reducing energy loss through windows and attic space, which without adequate insulation can lose up to 40 percent of heated or cooled air.

Customers can schedule a home energy audit by calling 1-888-339-7378 or contacting HomeEnergyAdvisor@reliant.com.

About Reliant Energy:

Reliant Energy provides electricity and energy services to approximately 1.6 million retail customers—including homes, small and large businesses, manufacturing facilities, government entities and institutions across Texas. As part of NRG Energy (NYSE: NRG), Reliant Energy is backed by one of the nation's largest power producers. NRG owns and operates more than 24,000 megawatts of generation capacity, including more than 11,000 megawatts of capacity in Texas. For more information about Reliant Energy products and services, visit www.reliant.com.

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