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**Reliant Energy Announces Summer Programs to Help Customers  
With Electricity Bill Payments, Energy Consumption During Hot Summer Months**

HOUSTON — Reliant Energy today announced the continuation of several statewide programs that will aid residential critical care customers, qualified low-income seniors and other low-income customers with managing electricity bills this summer.

The company also announced that it will provide some new “heat relief” summer entertainment options, some free of charge, for families impacted by the downturn in the economy, as well as the continuation of the fourth year of the Reliant Energy Beat the Heat Centers and a newly created home energy audit program with Rebuilding Together Houston.

From July 1 through Sept. 30, 2009, Reliant Energy will offer special assistance to critical care residential customers, qualified low-income seniors and other low-income residential customers, in addition to programs that already are available. Programs include:

- a \$1 million annual commitment to assist low-income and elderly residential customers pay their electricity bills through CARE (Community Assistance from Reliant Energy);
- a moratorium on disconnecting electricity service for low-income seniors, critical-care, and other low-income residential customers who contact Reliant Energy and agree to a payment plan;
- waiving residential customer deposits for qualified senior citizens;
- offering deposit installments for qualified low-income residential customers;
- offering extensions and payment plans for qualified residential customers;
- special, dedicated agents who provide service to residential customers who are eligible for social agency assistance or who need special payment arrangements;
- average billing to help manage budget and bill size during the hottest months of the year for qualified residential customers;
- up to 10 percent lower pricing on select Reliant Energy residential plans, just in time for summer.

- free home energy audits for qualified low-income and elderly residential customers in Houston; some of these customers also may qualify for free attic insulation or free energy efficient compact fluorescent lights under a program operated by Reliant Energy's community partner, Rebuilding Together Houston.

For more information on any of these programs, customers should speak with a Reliant Energy Customer Care agent at: 1-866-RELIANT.

### **Beat the Heat Centers:**

Reliant Energy also announced that it will operate Beat the Heat Centers at eight City of Houston Multi-Service Centers (MSC), the fourth year of the program. The Beat the Heat Centers will operate 9 a.m.-5 p.m., Monday through Friday, beginning June 22 through Oct. 2, 2009. The centers are a cool place for energy-conscious Houstonians who want to positively impact their electricity bill by visiting the centers to help minimize their home electricity consumption during the hottest part of the day.

Reliant Energy Beat the Heat Center locations:

- Acres Homes MSC, 6719 W. Montgomery Road
- Denver Harbor MSC, 6402 Market St.
- Fifth Ward MSC, 4014 Market St.
- Magnolia MSC, 7037 Capital St.
- Northeast MSC, 9720 Spaulding St.
- Southwest MSC, 6400 High Star Dr.
- Sunnyside MSC, 4605 Wilmington St.
- West End MSC, 170 Heights Blvd.

Each Reliant Energy Beat the Heat Center will include adult and youth games, movies, snacks and water, as well monthly visits to the centers by Reliant Energy Home Energy Advisors, who will put on energy efficiency demonstrations and answer consumers' questions about ways to lower their electricity consumption. For specific information on the Beat the Heat Centers, or to schedule free rides to and from the Beat the Heat Centers, interested participants can call 713-497-2711.

### **Heat Relief Family Fun:**

**Cool Way to Stay Cool Community Event** – Reliant Energy is presenting a free program in Dallas and Houston this summer, offering entertainment for families who have decided to save money by taking a “stay-cation” close to home this summer. More details about the program will be posted at [reliant.com](http://reliant.com) in late June.

**Discounted Family Fun Tickets** — Reliant Energy will offer discounted tickets online for visits to local museums, waterparks or other entertainment venues. More details about the ticket discount will be posted at [reliant.com](http://reliant.com) in late June.

“Reliant Energy is pleased to be able to continue a number of programs to assist low-income and elderly Texans through the hottest time of the year when electricity bills often are highest,” said Reliant Energy President Jason Few. “Now, as part of the NRG family, we are pleased to be able to offer even more outreach and family entertainment options to Texans who may be struggling through the downturn in the economy. That support is consistent with our core value of respect and support of the communities in which we do business.”

"Summer in Texas is when most of our elderly and low-income residents need the greatest amount of help in managing their electricity bills — and with the downturn in the economy, that assistance is needed now more than ever," said State Rep. Sylvester Turner. "I'm pleased that Reliant Energy is committed to working with seniors, critical care and low-income customers to continue service during the summer months, even if they are not able to pay their monthly bills in full."

### **About Reliant Energy**

Reliant Energy provides electricity and energy services to more than 1.7 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](http://www.reliant.com).

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### ***2009 Summer Disconnection Moratorium Facts***

*From July 1 through Sept. 30, residential critical-care customers, low-income seniors and other low-income customers who call Reliant and agree to a payment plan will not be disconnected.*

*Customers will be considered low-income for purposes of this program if their household income is not more than 125 percent of the federal poverty guidelines or they receive food stamps or government medical assistance.\**

*Seniors who meet the income guidelines above and are at least 65 years of age are considered low-income seniors.*

*Critical-care customers are those for whom an interruption in electric service will create a dangerous or life-threatening condition and must be qualified by the transmission and distribution company.*

#### ***Low-Income Seniors and Critical Care***

- *Pay 25 percent of deferred bills on the first electric bill after Sept. 30.*
- *Remaining balance to be paid in equal installments over the next five billing cycles*

#### ***Other Low-Income Customers***

- *Pay as little as 33 percent of the outstanding balance.*

- *Remaining balance to be paid in equal installments over the next five billing cycles.*

*\*Low-income customers who are not seniors or critical care will not qualify for extended payments if they have unpaid amounts from the 2006, 2007 or 2008 disconnect moratorium or unpaid balances from prior service with Reliant.*