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Reliant Energy Enhances Summer Assistance Programs for Senior Citizens

HOUSTON – Reliant Energy has proactively enhanced the offerings of its Summer Assistance Programs for Texas senior citizens by lowering the age qualification for the seniors' programs from 65 to 62. The company is also creating a seniors-only term price plan for new customers this summer that includes up to \$250 in bill credits.

"Summer in Texas is when most of our elderly and low-income residents need the greatest amount of help in managing their electricity bills," said Reliant Energy President Jason Few. "We are committed to working with seniors, low-income customers, and critical care customers to keep the lights on during the summer months, even if they are not able to pay their bills in full. Extending the reach of our Summer Assistance programs means a larger group of seniors will benefit."

On June 3, Reliant announced voluntary steps designed to assist our customers in the hot summer months:

- \$1 million annual contribution to bill payment assistance through the CARE (Community Assistance from Reliant Energy) program;
- From July 1 through September 30, low-income customers who call Reliant and agree to pay 33 percent of their outstanding balance and establish a payment plan will not be disconnected.
- Low-income seniors who call us may participate in Reliant's voluntary moratorium on disconnection by deferring their payments until after September -- paying 25 percent of deferred bills with the first electric bill after September 30. The remaining balance can be paid in equal installments over the next five billing cycles.
- 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's community partner, Rebuilding Together Houston.

- Operation of eight “Beat the Heat Centers” in the Houston area from 9 a.m.-5 p.m., Monday through Friday, beginning June 22 through Oct. 2, 2009. The centers provide activities for energy-conscious Houstonians who want to minimize their home electricity consumption during the hottest part of the day.

Since May 1, Reliant Energy has lowered prices for many month-to-month customers by as much as 20 percent. In addition, the company’s average billing program is another option that can help customers significantly lower summer payments.

By lowering the qualifying age for seniors from 65 to 62, a larger number of customers will be able to benefit from the following summer programs that Reliant offers specifically for seniors:

- Moratorium on disconnection for low income seniors who call us and agree to a payment plan, discussed earlier
- No deposits for new senior customers
- A senior price plan for new customers, beginning August 1 through September 30. Plan is 18-month term contract that includes bill credits of \$250 over the term of the contract. Seniors should call us if they are interested.

About Reliant Energy

Reliant Energy provides electricity and energy services to approximately 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.

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