



PRESS RELEASE

Reliant Earns Top 10 Call Center Award from BenchmarkPortal

*– Call Center Metrics Show Houston Center's Performance Ranks Among
Top Performers in North America –*

HOUSTON, July 22, 2014 –BenchmarkPortal, a global leader in the contact center industry, has awarded one of Reliant's stellar call centers with a Top 10 Call Center in the large centers category. This achievement highlights Reliant's dedication to providing the highest levels of customer service and is a credit to the entire Reliant organization.

"Each one of our Reliant team members strives to be the best at his or her work - caring for our customers and we're thrilled to see their achievements recognized by BenchmarkPortal," said Bill Clayton, Vice President of Customer Care Operations. "Whether they connect with customers by online chat, on the phone or through email, each of our representatives endeavors to uphold our high standards for customer care."

BenchmarkPortal compares the performance of contact centers throughout North America by comparing their key metrics against industry peers, objectively identifying centers that achieve superior results both in financial and qualitative terms.

About Reliant

Reliant provides electricity, smart energy solutions, and energy services to business and residential customers across Texas. Reliant is part of NRG (NYSE: NRG), a Fortune 250 company that is at the forefront of changing how people think about, buy and use energy. Backed by a diverse portfolio of about 100 power generating facilities that can support over 46 million homes nationwide, NRG's retail businesses, including Reliant, collectively comprise Texas' largest retail energy provider and serve almost 3 million customers in 10 states and the District of Columbia. For more information about Reliant products and services, please visit www.reliant.com. Connect with Reliant on Facebook at www.facebook.com/reliantenergy and on Twitter @reliantenergy.

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