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Reliant Energy Provides Free Home Energy Monitors For 1,000 Low-Income Customers
Customers in Need Have Convenient, Innovative Way to Manage Energy Use

HOUSTON — Just in time for the hot summer months, Reliant Energy is helping low-income customers with smart meters to better understand how they are using electricity, giving them more control over their energy use and their monthly bill. The company will provide up to 1,000 home energy monitors to low-income customers in Houston and Dallas/Fort Worth who call or request a device online.

“Reliant is bringing the benefits of smart energy to all of our customers by offering solutions, products and services that turn smart meter data into useful consumer information,” said Bill Clayton, Reliant Energy Vice President, Customer Care. “These monitors provide near real-time information about energy use that customers did not have before – essentially they will know how much power they have used and about how much it costs before their bill hits the mailbox. With that really useful information, our customers can better understand their electricity use and can make more informed decisions that suit their lifestyle, especially when on a fixed income or budget.”

The home energy monitor is a wireless in-home display that communicates near real-time information, including current electricity usage and cost, comparison of daily usage and weekly usage data, providing customers with daily, weekly and monthly totals of amount and cost of their power use.

Low-income customers requesting a monitor must live in a single-family home in Houston or Dallas/Fort Worth and have a smart meter to receive a free home energy monitor. Customers who qualify can request a free monitor by calling 877-338-7206 or visiting www.reliant.com/freemonitor. Spanish speakers can visit www.reliant.com/monitorgratis. The monitors will also be offered through the Mayor’s Citizens Assistance Office in Houston and Reliant’s [CARE agencies](#) in Houston and Dallas/Fort Worth.

Reliant leads Texas in bringing the benefits of smart energy technology to consumers with more than 250,000 Reliant customers already using Reliant *e-Sense*™ smart energy solutions. The home energy monitor is one of several Reliant *e-Sense*™ products and services that give customers detailed information about how they use electricity at home, timely insights about their power use and cost, and the ability to take action to change how they buy and use power.

Other smart energy solutions include the *e-Sense*™ Weekly Summary email which provides usage information from the previous two weeks, an estimate of total charges for the billing period and energy efficiency tips; and the *e-Sense*™ Time-of-Use plan which helps customers save money by shifting high-usage activities - like doing laundry or running the dishwasher - to a time of day when the plan offers lower-priced electricity.

For more information about Reliant's *e-Sense* smart energy solutions, visit www.reliant.com/esense

About Reliant Energy

Reliant Energy provides electricity and energy services to more than 1.5 million retail customers—including homes, small and large businesses, manufacturing facilities, government entities and institutions across Texas. The company also offers service to commercial, industrial, governmental and institutional customers in Delaware, District of Columbia, Illinois, Maryland, Massachusetts, New Jersey and Pennsylvania. As part of NRG Energy, Inc. (NYSE: NRG), Reliant Energy is backed by one of the nation's largest power producers. NRG owns and operates 25,000 megawatts (MW) of generation capacity, including more than 11,000 MW of capacity in Texas. For more information about Reliant Energy products and services, visit www.reliant.com.

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For more information: Pat Hammond, Reliant Energy, 713-537-2157

Reliant *e-Sense*™ Smart Energy Solutions

***e-Sense*™ Online Account Management (OAM)**

Available on reliant.com and allows customers to view their electricity use in far greater detail. Customers can use OAM to see usage history by hour, week and year; then compare current usage trends to previous totals. It also gives customers a projected bill amount and keeps tabs on usage by allowing customers to set a monthly budget. Customers can also stay informed with personal email alerts for usage, estimated costs and bill due date. *e-Sense*™ Online Account Management builds on the information provided in the *e-Sense*™ Weekly Summary email by adding more in-depth analysis of the customer's electricity use.

***e-Sense*™ Weekly Summary**

An email that provides usage information from the previous two weeks, an estimate of total charges for the billing period and energy efficiency tips.

Reliant Text Alerts

Customers can access Reliant Text Alerts from any text-enabled mobile phone. Through the free text alert service, customers receive reminders for when their bill is due – days before the due date- and alerts if they exceed their set budget for cost-to-date, projected bill amount and if their daily usage spikes or exceeds the daily usage amount they've set. Reliant Text Alerts have a "text on demand" feature that provides customers with the capability to request information from Reliant by texting standardized requests to MYPOWR (697697) including: "bill" for projected bill amount and "help" to get questions answered about their account.

Reliant *e-Sense*™ Google gadget

Customers can install the gadget on their personalized iGoogle page to track daily, weekly or yearly electricity consumption. They simply go to the installation page on Google, click on the

blue button to install the Reliant *e-Sense* Gadget™. It will automatically place the gadget on their customizable iGoogle page.

***e-Sense*™ Time-of-Use plan**

For customers who can shift their usage to lower-priced, off-peak times, the *e-Sense*™ Time-of-Use helps them save money. Under this plan, the cost of electricity changes during the day based on overall demand for power, allowing customers to benefit from making choices about when and how to use electricity. By shifting high-usage activities - like doing laundry or running the dishwasher - to lower-priced times, customers can reduce their cost.

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