



For immediate release: June 1, 2010

Reliant Energy Announces Summer Assistance for Low-Income Customers Across Texas
Heat Relief for Houstonians with Beat the Heat Centers

HOUSTON — Reliant Energy’s low-income customers across Texas will benefit from several summer programs announced today, including a voluntary moratorium on disconnections and electricity bill payment assistance.

“We are committed to supporting those in our community who need a helping hand during the summer heat,” said Jason Few, President of Reliant Energy. “Electricity prices are lower this summer, but the combination of summer heat and increased electricity use can be difficult for our critical care and low-income customers. Our priority is to support those in our community who need help getting through the hot summer months.”

From July 1 through Sept. 30, Reliant will offer assistance to critical care residential customers, qualified low-income seniors and other low-income residential customers including:

- a voluntary 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;
- an \$800,000 commitment to assist low-income and elderly residential customers pay their electricity bills through CARE (Community Assistance from Reliant Energy);
- seven Beat the Heat Centers to provide heat relief in high-need areas in Houston
- a \$130,000 commitment for Weatherization Assistance Programs for low-income families and seniors in Corpus Christi and Dallas
- deposit waivers for new residential service for qualified senior citizens;
- deposit installment plans for qualified low-income residential customers;
- extensions and payment plans for qualified residential customers;
- dedicated agents to help customers who need social agency assistance or special payment arrangements;
- average billing to help manage bill payments during the hottest months of the year for qualified residential customers;

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

EDITORS NOTE: Please see additional information below about Reliant's Beat the Heat Centers and qualifications for assistance.

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.

###

For more information: Pat Hammond, Reliant Energy, 713-497-7723

Beat the Heat Centers:

For the fifth consecutive year, Houstonians who want to stay cool and minimize their home electricity use can visit Beat the Heat centers during the heat of the day. Visitors to the centers can also take advantage of a free home energy check up as part of Reliant's Home Energy Audit Program. The home consultation includes personalized energy-saving solutions as well as bill analysis to review current product pricing and discuss plans options.

Beat the Heat Centers will operate 9 a.m.-5 p.m., Monday through Friday, beginning June 22 through Oct. 2. Each Beat the Heat Center will include adult and youth games, movies, snacks and water, as well as scheduled visits to the centers by Reliant Home Energy Advisors, who will conduct energy efficiency demonstrations and answer questions about ways to lower their energy consumption.

Seven City of Houston Multi-Service Centers (MSC) will serve as Beat the Heat Center locations, including:

- 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.

For more information on the Beat the Heat Centers, including how to access free transportation to and from the centers, call 713-497-5188.

Qualifications for summer assistance:

Low-income - Household income is not more than 125 percent of the federal poverty guidelines or the customer receives food stamps or government medical assistance. In general, these customers would be a part of the LITE-UP Texas program. Low-income customers will not be disconnected if they call Reliant and agree to pay 33 percent of their outstanding balance for each bill between July 1 and September 30 and establish a payment plan.

Low-income seniors - At least 65 years of age and household income is not more than 125 percent of the federal poverty guidelines, or they receive food stamps or government medical assistance. Low-income seniors who call us may participate in Reliant's voluntary moratorium on disconnection by deferring their payments until October--paying 25 percent of deferred bills with the first electric bill after October 1. The remaining balance can be paid in equal installments over the next five billing cycles.

Critical-care - An interruption in electric service would create a dangerous or life-threatening condition and must be qualified by the transmission and distribution company. Critical-care customers who call us may participate in Reliant's voluntary moratorium on disconnection by deferring their payments until October -- paying 25 percent of deferred bills with the first electric bill after October 1. The remaining balance can be paid in equal installments over the next five billing cycles.