

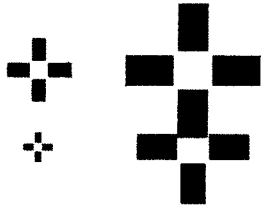


Control Number: 47552



Item Number: 5

Addendum StartPage: 0



RECEIVED
2017 AUG 30 PM 3:00

NRG Energy, Inc.
1303 San Antonio Street
Suite 700
Austin, Texas 78701

Commissioner Brandy Marty Marquez
Commissioner Kenneth Anderson
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78701

Re: Project 47552- *Issues Related to the Disaster Resulting from Hurricane Harvey*

Dear Commissioners,

The impact of Hurricane Harvey has been devastating for the Texas Gulf Coast and will likely persist for some time. Below is a summary of the initial voluntary actions taken by NRG and its Retail Electric Providers to provide relief from Hurricane Harvey.

- **Bill Payment Assistance** for customers affected by Harvey. We understand that some of our customers will experience financial difficulties and issues with mail or internet access that may impair their ability to pay their bills. We are providing direct financial relief for customers impacted by Harvey, including payment extensions, late fee and deposit alternatives/waivers as well as increased funding of bill payment assistance in the CARE (Community Assistance from Reliant Energy) program.
- **Halt Disconnect Notices** through September 30th for customers in affected areas.
- **Initial Emergency Response Efforts** include providing more than \$2 million of disaster relief resources. Relief efforts include both monetary donations to relief agencies and deployment of the Power2Serve vehicle which serves as a mobile generation station and disaster relief command center for affected communities.
- **Customer Communication Efforts** include updating NRG Retail websites and social media accounts with Hurricane Harvey specific contact and safety information for affected communities. NRG will continue to update these dedicated pages as more information and assistance programs are available.

NRG and its Retail Electric Providers are developing additional plans for expanded customer and community assistance programs in the days and weeks ahead, as details are finalized and the areas of greatest need are identified.

A copy of the press release describing the details of the programs implemented by NRG is attached. If you have any additional questions please contact me at 512-691-6137.

Sincerely,

Bill Barnes
Director, Regulatory Affairs

5

NRG Energy and Reliant to Provide Over \$2 Million in Relief for Hurricane Harvey

*—Support Directed to Agencies and Relief Funds, On-Site
Emergency Power Supplies, Customer and Community Assistance—*

HOUSTON – August 30, 2017 – As Hurricane Harvey emergency response continues across Texas and Louisiana, NRG Energy and its subsidiary Reliant today announced broad preliminary efforts to assist millions of Texans impacted by devastating rains, floods and winds. NRG and Reliant will provide more than \$2 million of disaster relief resources, comprised of \$1 million in cash donations, as well as in-kind relief efforts valued at more than \$1 million in community support and customer assistance. The funding goes toward charitable contributions including a relief fund for impacted employees, deploying disaster-response power generation solutions to assist first responders, providing Houstonians backup power and phone chargers, and offering enrollment and billing assistance to impacted customers.

"We are devastated to witness the hardship and suffering endured by so many in and around Houston, Corpus Christi and southeast Texas," said Mauricio Gutierrez, NRG President and Chief Executive Officer. "Houston is our home, and NRG and our employees will do everything we can to provide assistance and resources to those in need and who are bearing the tragic effects of this historic natural disaster."

NRG and Reliant's combined relief will include \$1 million in cash contributions to: the Greater Houston Community Foundation on behalf of the City of Houston and Harris County; the American Red Cross Hurricane Harvey relief efforts; the J.J. Watt Foundation Houston Flood Relief Fund; Team Rubicon; SBP USA; BakerRipley; the NRG Employee Relief Fund to help employees facing financial hardship immediately after the natural disaster; and a handful of other relief agencies and charities.

Reliant will also provide direct financial relief for customers impacted by Harvey, including payment extensions, late fee and deposit alternatives/waivers as well as increased funding of bill payment assistance in the CARE program (Community Assistance from Reliant Energy).

Finally, NRG and Reliant will provide numerous in-kind donations, including:

- Deployment of Power2Serve, a 26-foot-long truck that serves as a mobile power generation station and provides a climate-controlled pavilion to assist emergency responders and area residents;
- Two 18-wheeler trucks filled with Goal Zero portable solar-powered generators and battery charging products, to be distributed by Reliant Home Services across impacted communities; and
- 20 NRG Go stations that dispense portable phone battery chargers, delivered to area shelters.

"As a native Houstonian and fourth-generation Texan, I am heartbroken by the loss so many in our community are experiencing this week. We want everyone affected by Harvey – the communities here in Houston and beyond, and all public officials, first responders and tireless volunteers – to know they are in our thoughts and prayers during this most trying of times," said Elizabeth Killinger, president, Reliant and NRG Retail. "The spirit of our state and our residents are resilient, and together we will overcome this adversity and emerge stronger than ever."

NRG and Reliant are continuing to support fundraising efforts, as well as developing plans for expanded customer and community assistance and programs in the days and weeks ahead.

About NRG

NRG is the leading integrated power company in the U.S., built on the strength of our diverse competitive electric generation portfolio and leading retail electricity platform. A Fortune 500 company, NRG creates value through best in class operations, reliable and efficient electric generation, and a retail platform serving residential and commercial businesses. Working with electricity customers, large and small, we implement sustainable solutions for producing and managing energy, developing smarter energy choices and delivering exceptional service as our retail electricity providers serve almost three million residential and commercial customers throughout the country. More information is available at www.nrg.com. Connect with NRG Energy on [Facebook](https://www.facebook.com/nrgenergy) and follow us on Twitter [@nrgenergy](https://twitter.com/nrgenergy).

About Reliant, an NRG Company

Reliant brings electricity, smart energy solutions and home services to business and residential customers across Texas. Reliant is part of NRG Energy, Inc. (NYSE: NRG), a Fortune 500 company that is at the forefront of changing how people think about, buy and use energy. Backed by a diverse portfolio of nearly 140 power generating facilities that can support millions of homes and businesses nationwide, NRG's retail companies, including Reliant, deliver electricity and home security services and serve almost 3 million customers in 10 states and the District of Columbia. NRG retail brands collectively are the largest providers of electricity in Texas. For more information about Reliant products and services, please visit reliant.com and connect with Reliant on Facebook at [facebook.com/reliantenergy](https://www.facebook.com/reliantenergy) and Twitter [@reliantenergy](https://twitter.com/reliantenergy). PUCT Certificate #10007.

Media Contacts:

Marijke Shugrue
609-524-5262
Marijke.Shugrue@nrg.com
Twitter: [@nrgenergy](https://twitter.com/nrgenergy)

Bobby Zafarnia
281-635-9698
Bobby.Zafarnia@reliant.com
Twitter: [@reliantenergy](https://twitter.com/reliantenergy)