

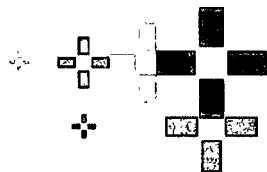


Control Number: 50664

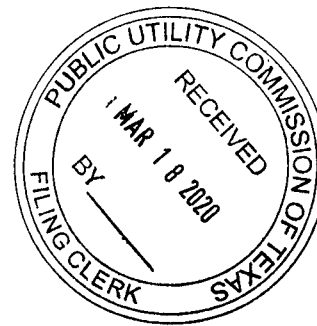


Item Number: 5

Addendum StartPage: 0



NRG Energy, Inc.
1005 Congress Ave. Suite 950
Austin, Texas 78701



March 17, 2020

Chairman DeAnn T. Walker
Commissioner Arthur C. D'Andrea
Commissioner Shelly Botkin
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78701

Re: *Project 50664-Issues Related to the State of Disaster for Coronavirus Disease 2019*

Dear Commissioners:

Reliant Energy Retail Services LLC ("Reliant") is actively working to assist its customers and community as steps are taken to mitigate the spread of the novel coronavirus (COVID-19). Below is a summary of the initial voluntary actions taken by Reliant to support customers during the COVID-19 global pandemic.

- **Pausing Payment-Related Disconnections.** To ensure customers impacted by COVID-19 have the power they need during this crisis, Reliant is pausing payment-related disconnects for residential and small commercial customers.
- **Bill Payment Assistance.** For customers financially affected by the COVID-19 pandemic, Reliant is providing relief through payment extensions, late fee waivers, and deferred payment plans. Reliant customers may also receive bill payment assistance through Reliant's CARE (Community Assistance from Reliant Energy) program.
- **Encourage Social Distancing.** With the importance of social distancing to curb the spread of COVID-19, Reliant has reminded customers of the various ways they can reach Reliant around the clock, including through online account management tools or by contacting customer care agents by telephone or online chat.

Reliant will continue to monitor the evolving COVID-19 situation and respond, as needed, with additional plans for customer and community assistance in the weeks and months ahead.

A copy of the press release describing the details of the assistance implemented by Reliant is attached. If you have any questions, please contact me at 512-691-6245.

Sincerely,

Kristina F. Rollins
NRG Energy, Inc.
Assistant General Counsel, Regulatory Affairs

Enclosure

Reliant Helping Customers During Coronavirus Pandemic *—Reliant providing additional customer assistance and pausing disconnects during health crisis—*

HOUSTON – March 16, 2020 – With our communities at the heart of what we do, Reliant announced a series of actions to support customers during the Coronavirus (COVID-19) global pandemic. Reliant is directly supporting customers who are facing hardships associated from the Coronavirus by:

- Providing payment extensions and waiving late fees
- Assisting customers with deferred payment plans
- Offering bill payment assistance through Reliant's CARE program

In addition, to ensure customers impacted by COVID-19 have the power they need during this crisis, Reliant is pausing payment-related disconnects for residential and small commercial customers.

"Helping the community is core to who we are at Reliant," said Elizabeth Killinger, president, Reliant. "Together, we face this unprecedented global health crisis, and we are doing our part by providing additional assistance so our fellow Texans can focus on their health and well-being. The measures we're taking today will directly assist Reliant customers facing hardships from the Coronavirus pandemic."

As always, we are available 24/7 to assist our customers. With the importance of social distancing to curb the spread of Coronavirus, customers are reminded of the various ways they can reach us, including:

- Visiting us at Reliant.com to chat online or manage your account, including paying your bill, tracking usage and more
- Downloading the Reliant app to enjoy immediate assistance and convenience of the online tools at your fingertips
- Calling 1-866-Reliant to speak with a live agent

Community Assistance by Reliant Energy

Since 2005, Reliant and its customers contributed more than \$11 million through its CARE (Community Assistance by Reliant Energy) program for Texans who need help with electricity costs. Reliant assists residential customers who need support, including seniors and low-income families, with paying their Reliant electricity bills through the CARE program and contributions from social services agencies. For anyone who needs assistance or wants information on any of these programs, contact us at 1-866-Reliant.

For more information and resources, visit reliant.com/health.

About Reliant, an NRG company

Reliant powers, protects and simplifies life by bringing electricity, security and related services to homes and businesses across Texas. Serving customers and the community is at the core of what we do, and the company is recognized nationally for outstanding customer experience. Reliant is part of NRG, a Fortune 500 company that creates value by generating electricity and providing energy solutions to more than 3.5 million residential and commercial customers across the U.S. and Canada. NRG's competitive residential electricity business, which includes Reliant, is one of the largest in the country. For more information about Reliant, visit reliant.com and connect with Reliant on Facebook at facebook.com/reliantenergy and Twitter or Instagram @reliantenergy. PUCT Certificate #10007.

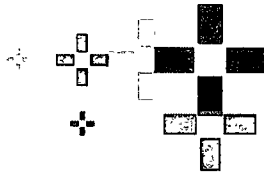
Media Contact:

Megan Talley

713-537-2160

Megan.Talley@reliant.com

@ReliantEnergy



NRG Energy, Inc.
1005 Congress Ave. Suite 950
Austin, Texas 78701

March 17, 2020

Chairman DeAnn T. Walker
Commissioner Arthur C. D'Andrea
Commissioner Shelly Botkin
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78701

Re: Project 50664-*Issues Related to the State of Disaster for Coronavirus Disease 2019*

Dear Commissioners:

Reliant Energy Retail Services LLC ("Reliant") is actively working to assist its customers and community as steps are taken to mitigate the spread of the novel coronavirus (COVID-19). Below is a summary of the initial voluntary actions taken by Reliant to support customers during the COVID-19 global pandemic.

- **Pausing Payment-Related Disconnections.** To ensure customers impacted by COVID-19 have the power they need during this crisis, Reliant is pausing payment-related disconnects for residential and small commercial customers.
- **Bill Payment Assistance.** For customers financially affected by the COVID-19 pandemic, Reliant is providing relief through payment extensions, late fee waivers, and deferred payment plans. Reliant customers may also receive bill payment assistance through Reliant's CARE (Community Assistance from Reliant Energy) program.
- **Encourage Social Distancing.** With the importance of social distancing to curb the spread of COVID-19, Reliant has reminded customers of the various ways they can reach Reliant around the clock, including through online account management tools or by contacting customer care agents by telephone or online chat.

Reliant will continue to monitor the evolving COVID-19 situation and respond, as needed, with additional plans for customer and community assistance in the weeks and months ahead.

A copy of the press release describing the details of the assistance implemented by Reliant is attached. If you have any questions, please contact me at 512-691-6245.

Sincerely,

Kristina F. Rollins
NRG Energy, Inc.
Assistant General Counsel, Regulatory Affairs

Enclosure

Reliant Helping Customers During Coronavirus Pandemic *—Reliant providing additional customer assistance and pausing disconnects during health crisis—*

HOUSTON – March 16, 2020 – With our communities at the heart of what we do, Reliant announced a series of actions to support customers during the Coronavirus (COVID-19) global pandemic. Reliant is directly supporting customers who are facing hardships associated from the Coronavirus by:

- Providing payment extensions and waiving late fees
- Assisting customers with deferred payment plans
- Offering bill payment assistance through Reliant's CARE program

In addition, to ensure customers impacted by COVID-19 have the power they need during this crisis, Reliant is pausing payment-related disconnects for residential and small commercial customers.

"Helping the community is core to who we are at Reliant," said Elizabeth Killinger, president, Reliant. "Together, we face this unprecedented global health crisis, and we are doing our part by providing additional assistance so our fellow Texans can focus on their health and well-being. The measures we're taking today will directly assist Reliant customers facing hardships from the Coronavirus pandemic."

As always, we are available 24/7 to assist our customers. With the importance of social distancing to curb the spread of Coronavirus, customers are reminded of the various ways they can reach us, including:

- Visiting us at Reliant.com to chat online or manage your account, including paying your bill, tracking usage and more
- Downloading the Reliant app to enjoy immediate assistance and convenience of the online tools at your fingertips
- Calling 1-866-Reliant to speak with a live agent

Community Assistance by Reliant Energy

Since 2005, Reliant and its customers contributed more than \$11 million through its CARE (Community Assistance by Reliant Energy) program for Texans who need help with electricity costs. Reliant assists residential customers who need support, including seniors and low-income families, with paying their Reliant electricity bills through the CARE program and contributions from social services agencies. For anyone who needs assistance or wants information on any of these programs, contact us at 1-866-Reliant.

For more information and resources, visit reliant.com/health.

About Reliant, an NRG company

Reliant powers, protects and simplifies life by bringing electricity, security and related services to homes and businesses across Texas. Serving customers and the community is at the core of what we do, and the company is recognized nationally for outstanding customer experience. Reliant is part of NRG, a Fortune 500 company that creates value by generating electricity and providing energy solutions to more than 3.5 million residential and commercial customers across the U.S. and Canada. NRG's competitive residential electricity business, which includes Reliant, is one of the largest in the country. For more information about Reliant, visit reliant.com and connect with Reliant on Facebook at facebook.com/reliantenergy and Twitter or Instagram @reliantenergy. PUCT Certificate #10007.

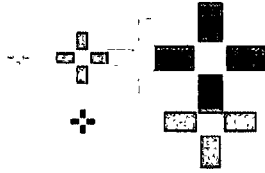
Media Contact:

Megan Talley

713-537-2160

Megan.Talley@reliant.com

@ReliantEnergy



NRG Energy, Inc.
1005 Congress Ave. Suite 950
Austin, Texas 78701

March 17, 2020

Chairman DeAnn T. Walker
Commissioner Arthur C. D'Andrea
Commissioner Shelly Botkin
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78701

Re: Project 50664-*Issues Related to the State of Disaster for Coronavirus Disease 2019*

Dear Commissioners:

Reliant Energy Retail Services LLC ("Reliant") is actively working to assist its customers and community as steps are taken to mitigate the spread of the novel coronavirus (COVID-19). Below is a summary of the initial voluntary actions taken by Reliant to support customers during the COVID-19 global pandemic.

- **Pausing Payment-Related Disconnections.** To ensure customers impacted by COVID-19 have the power they need during this crisis, Reliant is pausing payment-related disconnects for residential and small commercial customers.
- **Bill Payment Assistance.** For customers financially affected by the COVID-19 pandemic, Reliant is providing relief through payment extensions, late fee waivers, and deferred payment plans. Reliant customers may also receive bill payment assistance through Reliant's CARE (Community Assistance from Reliant Energy) program.
- **Encourage Social Distancing.** With the importance of social distancing to curb the spread of COVID-19, Reliant has reminded customers of the various ways they can reach Reliant around the clock, including through online account management tools or by contacting customer care agents by telephone or online chat.

Reliant will continue to monitor the evolving COVID-19 situation and respond, as needed, with additional plans for customer and community assistance in the weeks and months ahead.

A copy of the press release describing the details of the assistance implemented by Reliant is attached. If you have any questions, please contact me at 512-691-6245.

Sincerely,

Kristina F. Rollins
NRG Energy, Inc.
Assistant General Counsel, Regulatory Affairs

Enclosure

Reliant Helping Customers During Coronavirus Pandemic *—Reliant providing additional customer assistance and pausing disconnects during health crisis—*

HOUSTON – March 16, 2020 – With our communities at the heart of what we do, Reliant announced a series of actions to support customers during the Coronavirus (COVID-19) global pandemic. Reliant is directly supporting customers who are facing hardships associated from the Coronavirus by:

- Providing payment extensions and waiving late fees
- Assisting customers with deferred payment plans
- Offering bill payment assistance through Reliant's CARE program

In addition, to ensure customers impacted by COVID-19 have the power they need during this crisis, Reliant is pausing payment-related disconnects for residential and small commercial customers.

"Helping the community is core to who we are at Reliant," said Elizabeth Killinger, president, Reliant. "Together, we face this unprecedented global health crisis, and we are doing our part by providing additional assistance so our fellow Texans can focus on their health and well-being. The measures we're taking today will directly assist Reliant customers facing hardships from the Coronavirus pandemic."

As always, we are available 24/7 to assist our customers. With the importance of social distancing to curb the spread of Coronavirus, customers are reminded of the various ways they can reach us, including:

- Visiting us at Reliant.com to chat online or manage your account, including paying your bill, tracking usage and more
- Downloading the Reliant app to enjoy immediate assistance and convenience of the online tools at your fingertips
- Calling 1-866-Reliant to speak with a live agent

Community Assistance by Reliant Energy

Since 2005, Reliant and its customers contributed more than \$11 million through its CARE (Community Assistance by Reliant Energy) program for Texans who need help with electricity costs. Reliant assists residential customers who need support, including seniors and low-income families, with paying their Reliant electricity bills through the CARE program and contributions from social services agencies. For anyone who needs assistance or wants information on any of these programs, contact us at 1-866-Reliant.

For more information and resources, visit reliant.com/health.

About Reliant, an NRG company

Reliant powers, protects and simplifies life by bringing electricity, security and related services to homes and businesses across Texas. Serving customers and the community is at the core of what we do, and the company is recognized nationally for outstanding customer experience. Reliant is part of NRG, a Fortune 500 company that creates value by generating electricity and providing energy solutions to more than 3.5 million residential and commercial customers across the U.S. and Canada. NRG's competitive residential electricity business, which includes Reliant, is one of the largest in the country. For more information about Reliant, visit reliant.com and connect with Reliant on Facebook at facebook.com/reliantenergy and Twitter or Instagram @reliantenergy. PUCT Certificate #10007.

Media Contact:

Megan Talley

713-537-2160

Megan.Talley@reliant.com

@ReliantEnergy



NRG Energy, Inc.
1005 Congress Ave. Suite 950
Austin, Texas 78701

March 17, 2020

Chairman DeAnn T. Walker
Commissioner Arthur C. D'Andrea
Commissioner Shelly Botkin
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78701

Re: Project 50664-*Issues Related to the State of Disaster for Coronavirus Disease 2019*

Dear Commissioners:

Reliant Energy Retail Services LLC ("Reliant") is actively working to assist its customers and community as steps are taken to mitigate the spread of the novel coronavirus (COVID-19). Below is a summary of the initial voluntary actions taken by Reliant to support customers during the COVID-19 global pandemic.

- **Pausing Payment-Related Disconnections.** To ensure customers impacted by COVID-19 have the power they need during this crisis, Reliant is pausing payment-related disconnects for residential and small commercial customers.
- **Bill Payment Assistance.** For customers financially affected by the COVID-19 pandemic, Reliant is providing relief through payment extensions, late fee waivers, and deferred payment plans. Reliant customers may also receive bill payment assistance through Reliant's CARE (Community Assistance from Reliant Energy) program.
- **Encourage Social Distancing.** With the importance of social distancing to curb the spread of COVID-19, Reliant has reminded customers of the various ways they can reach Reliant around the clock, including through online account management tools or by contacting customer care agents by telephone or online chat.

Reliant will continue to monitor the evolving COVID-19 situation and respond, as needed, with additional plans for customer and community assistance in the weeks and months ahead.

A copy of the press release describing the details of the assistance implemented by Reliant is attached. If you have any questions, please contact me at 512-691-6245.

Sincerely,

Kristina F. Rollins
NRG Energy, Inc.
Assistant General Counsel, Regulatory Affairs

Enclosure

Reliant Helping Customers During Coronavirus Pandemic *—Reliant providing additional customer assistance and pausing disconnects during health crisis—*

HOUSTON – March 16, 2020 – With our communities at the heart of what we do, Reliant announced a series of actions to support customers during the Coronavirus (COVID-19) global pandemic. Reliant is directly supporting customers who are facing hardships associated from the Coronavirus by:

- Providing payment extensions and waiving late fees
- Assisting customers with deferred payment plans
- Offering bill payment assistance through Reliant's CARE program

In addition, to ensure customers impacted by COVID-19 have the power they need during this crisis, Reliant is pausing payment-related disconnects for residential and small commercial customers.

"Helping the community is core to who we are at Reliant," said Elizabeth Killinger, president, Reliant. "Together, we face this unprecedented global health crisis, and we are doing our part by providing additional assistance so our fellow Texans can focus on their health and well-being. The measures we're taking today will directly assist Reliant customers facing hardships from the Coronavirus pandemic."

As always, we are available 24/7 to assist our customers. With the importance of social distancing to curb the spread of Coronavirus, customers are reminded of the various ways they can reach us, including:

- Visiting us at Reliant.com to chat online or manage your account, including paying your bill, tracking usage and more
- Downloading the Reliant app to enjoy immediate assistance and convenience of the online tools at your fingertips
- Calling 1-866-Reliant to speak with a live agent

Community Assistance by Reliant Energy

Since 2005, Reliant and its customers contributed more than \$11 million through its CARE (Community Assistance by Reliant Energy) program for Texans who need help with electricity costs. Reliant assists residential customers who need support, including seniors and low-income families, with paying their Reliant electricity bills through the CARE program and contributions from social services agencies. For anyone who needs assistance or wants information on any of these programs, contact us at 1-866-Reliant.

For more information and resources, visit reliant.com/health.

About Reliant, an NRG company

Reliant powers, protects and simplifies life by bringing electricity, security and related services to homes and businesses across Texas. Serving customers and the community is at the core of what we do, and the company is recognized nationally for outstanding customer experience. Reliant is part of NRG, a Fortune 500 company that creates value by generating electricity and providing energy solutions to more than 3.5 million residential and commercial customers across the U.S. and Canada. NRG's competitive residential electricity business, which includes Reliant, is one of the largest in the country. For more information about Reliant, visit reliant.com and connect with Reliant on Facebook at facebook.com/reliantenergy and Twitter or Instagram @reliantenergy. PUCT Certificate #10007.

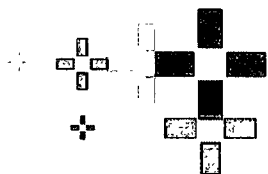
Media Contact:

Megan Talley

713-537-2160

Megan.Talley@reliant.com

@ReliantEnergy



NRG Energy, Inc.
1005 Congress Ave. Suite 950
Austin, Texas 78701

March 17, 2020

Chairman DeAnn T. Walker
Commissioner Arthur C. D'Andrea
Commissioner Shelly Botkin
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78701

Re: Project 50664-*Issues Related to the State of Disaster for Coronavirus Disease 2019*

Dear Commissioners:

Reliant Energy Retail Services LLC ("Reliant") is actively working to assist its customers and community as steps are taken to mitigate the spread of the novel coronavirus (COVID-19). Below is a summary of the initial voluntary actions taken by Reliant to support customers during the COVID-19 global pandemic.

- **Pausing Payment-Related Disconnections.** To ensure customers impacted by COVID-19 have the power they need during this crisis, Reliant is pausing payment-related disconnects for residential and small commercial customers.
- **Bill Payment Assistance.** For customers financially affected by the COVID-19 pandemic, Reliant is providing relief through payment extensions, late fee waivers, and deferred payment plans. Reliant customers may also receive bill payment assistance through Reliant's CARE (Community Assistance from Reliant Energy) program.
- **Encourage Social Distancing.** With the importance of social distancing to curb the spread of COVID-19, Reliant has reminded customers of the various ways they can reach Reliant around the clock, including through online account management tools or by contacting customer care agents by telephone or online chat.

Reliant will continue to monitor the evolving COVID-19 situation and respond, as needed, with additional plans for customer and community assistance in the weeks and months ahead.

A copy of the press release describing the details of the assistance implemented by Reliant is attached. If you have any questions, please contact me at 512-691-6245.

Sincerely,

Kristina F. Rollins
NRG Energy, Inc.
Assistant General Counsel, Regulatory Affairs

Enclosure

Reliant Helping Customers During Coronavirus Pandemic *—Reliant providing additional customer assistance and pausing disconnects during health crisis—*

HOUSTON – March 16, 2020 – With our communities at the heart of what we do, Reliant announced a series of actions to support customers during the Coronavirus (COVID-19) global pandemic. Reliant is directly supporting customers who are facing hardships associated from the Coronavirus by:

- Providing payment extensions and waiving late fees
- Assisting customers with deferred payment plans
- Offering bill payment assistance through Reliant's CARE program

In addition, to ensure customers impacted by COVID-19 have the power they need during this crisis, Reliant is pausing payment-related disconnects for residential and small commercial customers.

"Helping the community is core to who we are at Reliant," said Elizabeth Killinger, president, Reliant. "Together, we face this unprecedented global health crisis, and we are doing our part by providing additional assistance so our fellow Texans can focus on their health and well-being. The measures we're taking today will directly assist Reliant customers facing hardships from the Coronavirus pandemic."

As always, we are available 24/7 to assist our customers. With the importance of social distancing to curb the spread of Coronavirus, customers are reminded of the various ways they can reach us, including:

- Visiting us at Reliant.com to chat online or manage your account, including paying your bill, tracking usage and more
- Downloading the Reliant app to enjoy immediate assistance and convenience of the online tools at your fingertips
- Calling 1-866-Reliant to speak with a live agent

Community Assistance by Reliant Energy

Since 2005, Reliant and its customers contributed more than \$11 million through its CARE (Community Assistance by Reliant Energy) program for Texans who need help with electricity costs. Reliant assists residential customers who need support, including seniors and low-income families, with paying their Reliant electricity bills through the CARE program and contributions from social services agencies. For anyone who needs assistance or wants information on any of these programs, contact us at 1-866-Reliant.

For more information and resources, visit reliant.com/health.

About Reliant, an NRG company

Reliant powers, protects and simplifies life by bringing electricity, security and related services to homes and businesses across Texas. Serving customers and the community is at the core of what we do, and the company is recognized nationally for outstanding customer experience. Reliant is part of NRG, a Fortune 500 company that creates value by generating electricity and providing energy solutions to more than 3.5 million residential and commercial customers across the U.S. and Canada. NRG's competitive residential electricity business, which includes Reliant, is one of the largest in the country. For more information about Reliant, visit reliant.com and connect with Reliant on Facebook at facebook.com/reliantenergy and Twitter or Instagram @reliantenergy. PUCT Certificate #10007.

Media Contact:

Megan Talley

713-537-2160

Megan.Talley@reliant.com

@ReliantEnergy



NRG Energy, Inc.
1005 Congress Ave. Suite 950
Austin, Texas 78701

March 17, 2020

Chairman DeAnn T. Walker
Commissioner Arthur C. D'Andrea
Commissioner Shelly Botkin
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78701

Re: Project 50664-*Issues Related to the State of Disaster for Coronavirus Disease 2019*

Dear Commissioners:

Reliant Energy Retail Services LLC ("Reliant") is actively working to assist its customers and community as steps are taken to mitigate the spread of the novel coronavirus (COVID-19). Below is a summary of the initial voluntary actions taken by Reliant to support customers during the COVID-19 global pandemic.

- **Pausing Payment-Related Disconnections.** To ensure customers impacted by COVID-19 have the power they need during this crisis, Reliant is pausing payment-related disconnects for residential and small commercial customers.
- **Bill Payment Assistance.** For customers financially affected by the COVID-19 pandemic, Reliant is providing relief through payment extensions, late fee waivers, and deferred payment plans. Reliant customers may also receive bill payment assistance through Reliant's CARE (Community Assistance from Reliant Energy) program.
- **Encourage Social Distancing.** With the importance of social distancing to curb the spread of COVID-19, Reliant has reminded customers of the various ways they can reach Reliant around the clock, including through online account management tools or by contacting customer care agents by telephone or online chat.

Reliant will continue to monitor the evolving COVID-19 situation and respond, as needed, with additional plans for customer and community assistance in the weeks and months ahead.

A copy of the press release describing the details of the assistance implemented by Reliant is attached. If you have any questions, please contact me at 512-691-6245.

Sincerely,

Kristina F. Rollins
NRG Energy, Inc.
Assistant General Counsel, Regulatory Affairs

Enclosure

Reliant Helping Customers During Coronavirus Pandemic *—Reliant providing additional customer assistance and pausing disconnects during health crisis—*

HOUSTON – March 16, 2020 – With our communities at the heart of what we do, Reliant announced a series of actions to support customers during the Coronavirus (COVID-19) global pandemic. Reliant is directly supporting customers who are facing hardships associated from the Coronavirus by:

- Providing payment extensions and waiving late fees
- Assisting customers with deferred payment plans
- Offering bill payment assistance through Reliant’s CARE program

In addition, to ensure customers impacted by COVID-19 have the power they need during this crisis, Reliant is pausing payment-related disconnects for residential and small commercial customers.

“Helping the community is core to who we are at Reliant,” said Elizabeth Killinger, president, Reliant. “Together, we face this unprecedented global health crisis, and we are doing our part by providing additional assistance so our fellow Texans can focus on their health and well-being. The measures we’re taking today will directly assist Reliant customers facing hardships from the Coronavirus pandemic.”

As always, we are available 24/7 to assist our customers. With the importance of social distancing to curb the spread of Coronavirus, customers are reminded of the various ways they can reach us, including:

- Visiting us at Reliant.com to chat online or manage your account, including paying your bill, tracking usage and more
- Downloading the Reliant app to enjoy immediate assistance and convenience of the online tools at your fingertips
- Calling 1-866-Reliant to speak with a live agent

Community Assistance by Reliant Energy

Since 2005, Reliant and its customers contributed more than \$11 million through its CARE (Community Assistance by Reliant Energy) program for Texans who need help with electricity costs. Reliant assists residential customers who need support, including seniors and low-income families, with paying their Reliant electricity bills through the CARE program and contributions from social services agencies. For anyone who needs assistance or wants information on any of these programs, contact us at 1-866-Reliant.

For more information and resources, visit reliant.com/health.

About Reliant, an NRG company

Reliant powers, protects and simplifies life by bringing electricity, security and related services to homes and businesses across Texas. Serving customers and the community is at the core of what we do, and the company is recognized nationally for outstanding customer experience. Reliant is part of NRG, a Fortune 500 company that creates value by generating electricity and providing energy solutions to more than 3.5 million residential and commercial customers across the U.S. and Canada. NRG’s competitive residential electricity business, which includes Reliant, is one of the largest in the country. For more information about Reliant, visit reliant.com and connect with Reliant on Facebook at facebook.com/reliantenergy and Twitter or Instagram @reliantenergy. PUCT Certificate #10007.

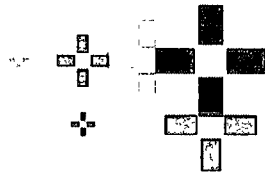
Media Contact:

Megan Talley

713-537-2160

Megan.Talley@reliant.com

@ReliantEnergy



NRG Energy, Inc.
1005 Congress Ave. Suite 950
Austin, Texas 78701

March 17, 2020

Chairman DeAnn T. Walker
Commissioner Arthur C. D'Andrea
Commissioner Shelly Botkin
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78701

Re: Project 50664-*Issues Related to the State of Disaster for Coronavirus Disease 2019*

Dear Commissioners:

Reliant Energy Retail Services LLC ("Reliant") is actively working to assist its customers and community as steps are taken to mitigate the spread of the novel coronavirus (COVID-19). Below is a summary of the initial voluntary actions taken by Reliant to support customers during the COVID-19 global pandemic.

- **Pausing Payment-Related Disconnections.** To ensure customers impacted by COVID-19 have the power they need during this crisis, Reliant is pausing payment-related disconnects for residential and small commercial customers.
- **Bill Payment Assistance.** For customers financially affected by the COVID-19 pandemic, Reliant is providing relief through payment extensions, late fee waivers, and deferred payment plans. Reliant customers may also receive bill payment assistance through Reliant's CARE (Community Assistance from Reliant Energy) program.
- **Encourage Social Distancing.** With the importance of social distancing to curb the spread of COVID-19, Reliant has reminded customers of the various ways they can reach Reliant around the clock, including through online account management tools or by contacting customer care agents by telephone or online chat.

Reliant will continue to monitor the evolving COVID-19 situation and respond, as needed, with additional plans for customer and community assistance in the weeks and months ahead.

A copy of the press release describing the details of the assistance implemented by Reliant is attached. If you have any questions, please contact me at 512-691-6245.

Sincerely,

Kristina F. Rollins
NRG Energy, Inc.
Assistant General Counsel, Regulatory Affairs

Enclosure

Reliant Helping Customers During Coronavirus Pandemic *—Reliant providing additional customer assistance and pausing disconnects during health crisis—*

HOUSTON – March 16, 2020 – With our communities at the heart of what we do, Reliant announced a series of actions to support customers during the Coronavirus (COVID-19) global pandemic. Reliant is directly supporting customers who are facing hardships associated from the Coronavirus by:

- Providing payment extensions and waiving late fees
- Assisting customers with deferred payment plans
- Offering bill payment assistance through Reliant's CARE program

In addition, to ensure customers impacted by COVID-19 have the power they need during this crisis, Reliant is pausing payment-related disconnects for residential and small commercial customers.

"Helping the community is core to who we are at Reliant," said Elizabeth Killinger, president, Reliant. "Together, we face this unprecedented global health crisis, and we are doing our part by providing additional assistance so our fellow Texans can focus on their health and well-being. The measures we're taking today will directly assist Reliant customers facing hardships from the Coronavirus pandemic."

As always, we are available 24/7 to assist our customers. With the importance of social distancing to curb the spread of Coronavirus, customers are reminded of the various ways they can reach us, including:

- Visiting us at Reliant.com to chat online or manage your account, including paying your bill, tracking usage and more
- Downloading the Reliant app to enjoy immediate assistance and convenience of the online tools at your fingertips
- Calling 1-866-Reliant to speak with a live agent

Community Assistance by Reliant Energy

Since 2005, Reliant and its customers contributed more than \$11 million through its CARE (Community Assistance by Reliant Energy) program for Texans who need help with electricity costs. Reliant assists residential customers who need support, including seniors and low-income families, with paying their Reliant electricity bills through the CARE program and contributions from social services agencies. For anyone who needs assistance or wants information on any of these programs, contact us at 1-866-Reliant.

For more information and resources, visit reliant.com/health.

About Reliant, an NRG company

Reliant powers, protects and simplifies life by bringing electricity, security and related services to homes and businesses across Texas. Serving customers and the community is at the core of what we do, and the company is recognized nationally for outstanding customer experience. Reliant is part of NRG, a Fortune 500 company that creates value by generating electricity and providing energy solutions to more than 3.5 million residential and commercial customers across the U.S. and Canada. NRG's competitive residential electricity business, which includes Reliant, is one of the largest in the country. For more information about Reliant, visit reliant.com and connect with Reliant on Facebook at facebook.com/reliantenergy and Twitter or Instagram @reliantenergy. PUCT Certificate #10007.

Media Contact:

Megan Talley

713-537-2160

Megan.Talley@reliant.com

@ReliantEnergy