NRG GRI Index 2012

Strategy and Analysis

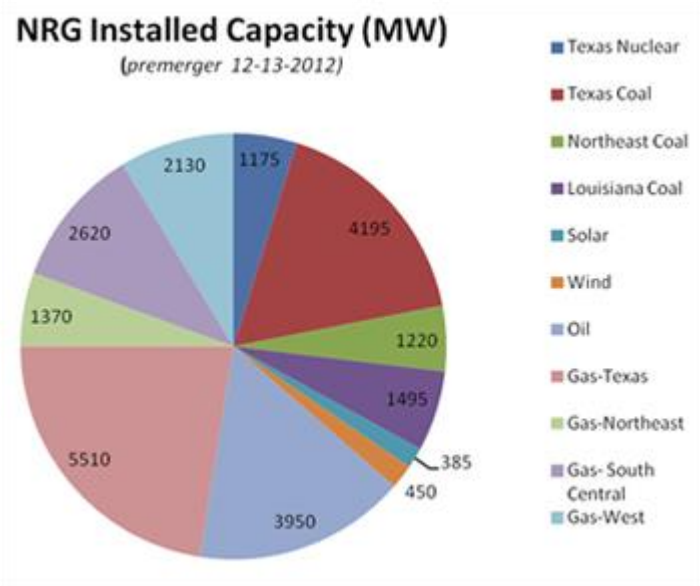
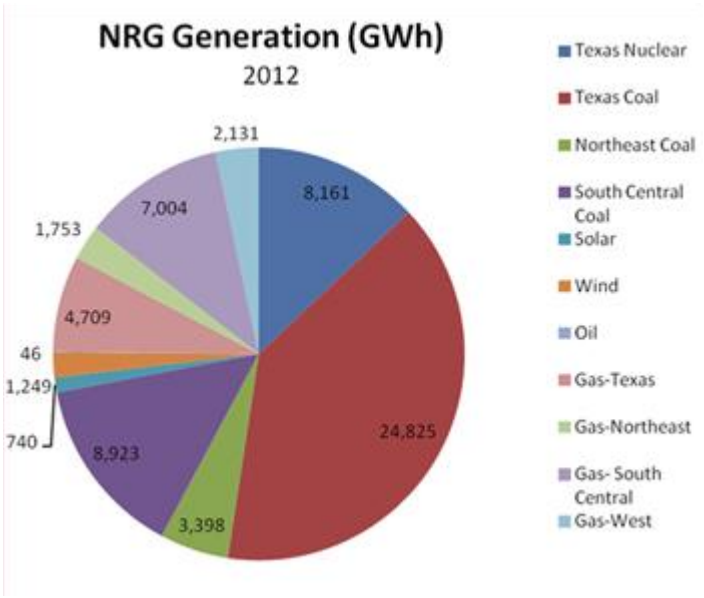
NUMBER	DESCRIPTION	RESPONSE
1.1	CEO Statement	See CEO letter in 2012 Corporate Responsibility Report
1.2	Key impacts, risks, and opportunities	See pages 3-9 of our 2012 Year In Review for strategy and the 2012 Corporate Responsibility Report for opportunities. NRG's risks are discussed in Item 1A Risk Factors of NRG's 2012 Form 10-K. pages 33-45.

Organizational Profile

NUMBER	DESCRIPTION	RESPONSE
2.1	Name of organization	NRG Energy, Inc.
2.10	Awards received	• In 2012, NRG received the Silver Quill Award for our 2011 Year-in-Review report, which included a section on the company's sustainability results. • Three of NRG's solar projects won industry excellence awards in 2012. • Agua Caliente was named Solar Project of the Year by*Renewable Energy World*, a leading industry magazine, and PV Project of the Year by Solar Power Generation USA, the industry's leading utility-scale solar power conference. • Ivanpah Solar Electric Generating Station was named CSP Project of the Year by Solar Power Generation USA. Among distributed solar projects, Arizona State University's PowerParasol™ was recognized by Engineering News-Record (ENR) Southwest Best Projects 2012 with the Green Project - Award of Merit. • NRG's electric vehicle charging infrastructure subsidiary eVgo was selected as one of the "Top 100 Technology Providers" by Broadband Communities in its selection of

		2012 "Top 100 Technology Providers" and won the award for Best Private Sector under 100 Employees at the North Texas Commission's Foundation Working for Clean Air Awards. • NRG employees were honored for their leadership role in an Electric Power Research Institute (EPRI) research and development (R&D) collaborative that explored new and innovative technologies that benefit the company, the industry, and the public. NRG employees Eric Barnhouse, Ron Bevacqua, Thomas Fox and Vince Menta received a 2012 EPRI Technology Transfer Award, given annually to EPRI members who have led efforts to apply R&D on behalf of their companies and the industry at large. This team of NRG employees utilized new information, developed by EPRI, on graphitization of carbon (C) and carbon-molybdenum (C-Mo) steel to evaluate the piping in one of NRG's fossil plants. Results of that assessment led them to more effectively discover graphitization and to replace affected piping, eliminating a significant safety risk for NRG personnel.
2.2	Primary brands, products, services	**Retail electricity providers:** Reliant; Green Mountain Energy Company; Energy Plus. **Service and solution providers:** NRG Residential Solar Solutions; NRG Energy Services; eVgo; NRG Simply Smart Solutions; NRG Thermal.
2.3	Operational structure	See Our Companies and Our Assets
2.4	Location of headquarters	Princeton, New Jersey
2.5	Countries of operation	United States, Canada, Australia
2.6	Nature of ownership	NRG Energy, Inc. is an investor-owned corporation trading on the New York Stock Exchange under the ticker NRG. NRG is also listed on the S&P 500.
2.7	Markets served	NRG owns wholesale generation assets in Texas, Louisiana, Mississippi, Florida, California, Nevada, New Mexico, Arizona, Illinois, Pennsylvania, Ohio, Maryland, Delaware, New Jersey, New York, Massachusetts and Connecticut. The Company serves retail electricity customers in 12 states including Washington,

		Oregon, California, Arizona, Texas, Minnesota, Illinois, Ohio, Maryland, Delaware, Pennsylvania, New Jersey, New York, Connecticut, Massachusetts and Washington, D.C.
2.8	Scale of the organization	As of Dec. 31, 2012, NRG had 8,792 employees. NRG reported 2012 total revenue of $8.42 billion. The company generated about 65 terawatt-hours in 2012, a 9% decrease from 2011, and serves more than 2.2 million retail customers. For more information on our financial and operational scale, please see our full-year 2012 earnings release Note: This response reflects the December 2012 merger With GenOn Energy.
2.9	Significant changes in operations—The location of, or changes in operations, including facility openings, closings, and expansions.	Changes in 2012 - only % of NRG's ownership reported below: On December 14, 2012, NRG Energy, Inc. (NYSE: NRG) and GenOn Energy, Inc. (NYSE: GEN) completed their merger, creating the largest competitive power generator in the United States. NRG now has a diverse fleet of almost 100 generation assets with a total capacity of approximately 47,000 megawatts (MW) concentrated in three domestic regions: East, Gulf Coast and West. For the purposes of this report, NRG will report on the company as it was prior to the merger unless otherwise specified. • Aqua Caliente – Repowered - +129.1 MW • SR Bertron 3,4& 22GT – Mothballed in January 2012 (-435.0 MW) • Greens Bayou 82 – Mothballed – (-64.0) • Greens Bayou 5 - Return to Service – +406.0 MW • SR Bertron 1&2 – Return to Service – + 292.0 MW • Distributed Solar – Uprate Addition – 0 MW - Arrowhead phase II went commercial on 3/28/2012 for .154 MW (no change due to rounding) • Astoria 10,11 – Mothballed – (-40.0MW) • SR Bertron 3,4& 22GT – Return to Service - +435.0 MW • Greens Bayou 5 – Rerated – 0 MW • Camas Boiler (Thermal) – Sold – 0 MW • Schkopau (International) – Sold – (-400.0 MW) • Dunkirk 3& 4 – Mothballed – (-380.0 MW) • CVSR – repowered - +22.0 MW • SR Bertron 3&4 – Mothballed – (-422.0 MW) • Avra Valley – Repowered - +25.0 MW • Distributed generation (Solar) – Repowered – 1.9 MW - MetLife field in commission, • Distributed generation (Wind) – Repowered – 0.1 MW • Acquisition of GenOn • Acquired Energy Alternatives a energy services company • Alpine – on line Sept 2012 (66MW) • Borrego – Dec 2012 (26MW)

		• CVSR – Dec 2012 (124MW)
EU1	Installed capacity, broken down by primary energy source and by regulatory regime.	
EU2	Net energy output broken down by primary energy source and by regulatory regime.	
EU3	Retail customer accounts	As of December 31, 2012, NRG had 2,210,000 mass and C&I customers (excluding utility partners). NRG Retail consists of multiple brands including Reliant, Green Mountain Energy, Energy Plus, etc.
EU4	Transmission and distribution lines	Not applicable. NRG does not own nor operate any distribution or transmission and is not a regulated utility.

EU5	Allocation of CO2e emissions allowances or equivalent, broken down by carbon trading framework.	NRG is subject to U.S. carbon trading programs such as the Regional Greenhouse Gas Initiative and California's AB32 program. NRG also owns a stake in Gladstone in Australia but our partners are responsible for credits to comply with that program. See page 28 of the NRG Form 10-K for CO2 emissions in each of these frameworks.

Report Parameters

NUMBER	DESCRIPTION	RESPONSE
3.1	Reporting period	Jan. 1, 2012, to Dec. 31, 2012
3.2	Most recent previous report	June 2012
3.3	Reporting cycle	Annual
3.4	Contact for this report	Any questions related to this report can be directed to NRG's Director of Sustainability,Leah.Seligmann@nrgenergy.com.
3.5	Process for defining report content- inc. materiality, prioritizing topics, and identifying stakeholders	Different departments at NRG are "owners" of specific stakeholders. They engage in two way discussion to determine what is important to both sides. Some examples include: focus groups conducted in our mass retail business to understand the needs and desires of customers; engaging with commercial and industrial businesses to develop partnerships that reduce client GHG footprint and increase energy and service sales for NRG; investor and analyst meetings with Investor Relations and Sr. Management; outreach to environmental advocacy groups and regulators on key issues like climate change; external rating agencies such as GRI, CDP and DJSI and a number of sustainability consulting firms to identify areas for improvement; track surveys/requests from customers, suppliers and external organizations for information needs
3.6	Report boundary	The boundary of this report includes all U.S. operations for legacy NRG. It is worth noting, however, that a merger between NRG and GenOn closed on December 12, 2012. Due to the short period in 2012 during which the companies were combined, the historical data reported in this table pertains only to legacy NRG. The 2013 report will include the combined company.
3.7	State any specific limitations on the scope or boundary of the report.	See 3.6 Report Boundary

3.8	Reporting on other entities	Reporting includes wholly or partially owned businesses or generation assets, including joint ventures and partnerships. Unless otherwise specified, reporting does not include GenOn facilities which were acquired in mid-December 2012.
3.9	Data measurement techniques	Quantitative data is collected according to standard industry practice/protocols and key metrics such as GHG emissions, financial data. REC transfers are audited or verified by third parties including regulatory bodies and external auditors.
3.10	Corrections to earlier reports	In 2012, NRG conducted an internal audit of our coal ash information. This led to corrections in our percent reuse calculation for 2010 and 2011. SeeNRG's 2012 Corporate Responsibility Report
3.11	Changes from previous report in terms of scope, boundary, or measurement methods.	No change.
3.12	Standard disclosures table	This listing represents NRG's standard disclosures table. GRI code is listed in the first column.
3.13	External assurance for this report	Calculation methods and numbers for key metrics are certified by third party verifiers: 28% of our GHG emissions, the use of RECs by Green Mountain to fulfill customer renewable energy commitments and the NRG Form 10-K (financial data). In addition, the NRG Internal Audit Department reviews the use of RECs by Reliant (supply and demand), fly ash reuse percentages and annual capacity and generation.

Governance, Commitments and Engagement

NUMBER	DESCRIPTION	RESPONSE
4.1	Governance structure	Currently, the Chief Executive Officer, Mr. Crane, and the Chairman, Mr. Cosgrove, work closely together in complementary roles. Mr. Crane focuses on the day-to-day developments of the Company and establishes the Company's various growth initiatives and strategic plan. Mr. Cosgrove leads the Board's responsibilities to review, approve and monitor fundamental financial and business strategies and major corporate actions, assess major risks facing the Company and management, oversees succession planning, most notably at the Chief Executive Officer level, and presides over the Board and its Committees as they perform their broad and varied oversight functions. The Board believes that these complementary roles provide the appropriate governance structure for the Company

		at this time. NRG's Board of directors is responsible for directing and providing oversight of the management of the Company's business in the best interests of the shareholders and consistent with good corporate citizenship practices. In carrying out its responsibilities, the Board selects and monitors top management, provides oversight for financial reporting and legal compliance, determines the Company's governance principles, and implements its governance policies. The Board, together with management, is responsible for establishing the firm's operating values and code of conduct and for setting strategic direction and priorities. For more information, see pages 6-9 of our Form DEF 14A Proxy Statement filed on 03/13/13: Meet the Board and see a list of their committees on page 16 of the 2012 Year in Review
4.2	Chairman of the Board	Mr. Cosgrove has served as Chairman of the Board and a director of NRG since December 2003.
4.3	Independence of the Board and number of board meetings in 2011	The Board is made up of a majority of independent directors. An "independent" director is a director who meets the criteria for independence as required by applicable law and the New York Stock Exchange (NYSE) listing standards and is affirmatively determined to be "independent" by the Board. The Board has determined that each of the current directors is independent under the listing standards of the NYSE, with the exception of David Crane, President and Chief Executive Officer, and Paul Hobby, whose sister-in-law is a current partner at KPMG LLP, the Company's independent registered public accounting firm. Mr. Hobby's sister-in-law is not involved in any Company matters, but pursuant to the NYSE independence requirements, Mr. Hobby is deemed to not be independent. During 2012, the Board held five regularly scheduled meetings and three special meetings.
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Shareholders and employees can communicate with the Board and senior executives in a variety of ways. Stockholders and other interested parties may communicate with the Board by writing to the Corporate Secretary, NRG Energy, Inc., 211 Carnegie Center, Princeton, NJ. The Investor relations team is always available to answer questions and help stockholders submit requests for the Board through the Corporate Secretary. Employees are able to question senior staff during quarterly town hall meetings, where executives including the CEO share the status of the financial, operational and environmental performance of the Company. Employees are

		also encouraged to email any questions that they are not comfortable asking in public.
4.5	Linkage of performance and executive compensation	Our Compensation Committee designs and implements an executive compensation program to: • closely align our executive compensation with stockholder value creation without motivating executives to take excessive risks; • support the Company's long-term business strategy with tailored executive compensation incentives; • provide for recruitment, retention and growth of our executive team in a competitive industry; and • provide a competitive compensation opportunity without being an outlier among our peer group. The Committee is responsible for the development and implementation of NRG's executive compensation program. The intent of our executive compensation program is to reward the achievement of NRG's annual goals and objectives while supporting our long-term business strategy. The Committee is committed to tying executives' compensation to the performance of the Company. The Committee's objectives are achieved through the use of both short-term and long-term incentives. The Company currently targets the median pay of our peers as further discussed in detail below. In addition, through the Annual Incentive Program, the NEOs are rewarded for achieving annual corporate and individual goals. Please see the Compensation Discussion and Analysis section of NRG's Proxy Statement for a detailed description of the elements of, changes to, implementation of, and 2012 results of NRG's executive compensation program on pages 35-71 ofNRG's Form DEF 14A Proxy Statement filed on 03/13/13.
4.6	Avoiding conflicts of interest	NRG's Code of Conduct addresses conflicts of interests. See pg. 11-13. NRG has updated the Code of Conduct from 2011 to provide further definition including Q&A's to employees and Board Members. Additionally, the annual 2012 Code of Conduct training emphasized conflicts of interest including nepotism. Certification to read, understand, abide by the Code of Conduct and report violations is an annual requirement for every employee and Board Member. NRG also maintains a Nepotism Policy and a Gift and Receipt of Business Entertainment Policy that provides further definition on these specific conflicts of interest.

4.7	Process for determining the composition, qualifications and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	The Board is presently composed of sixteen directors. At the 2012 Annual Meeting of Stockholders, the stockholders approved, as recommended by the Board, an amendment to NRG's Amended and Restated Certificate of Incorporation to eliminate the Board's classified structure by 2015. The Board membership criteria include, among other things, an individual's business experience and skills, independence, judgment, integrity, and ability to commit sufficient time and attention to the activities of the Board. The Committee does not assign specific weights to particular criteria and no particular criterion is necessarily applicable to all Board members. While the Company does not have a formal diversity policy, the Corporate Governance Guidelines, since their adoption in 2004, provide that the Governance and Nominating Committee will consider these criteria in the context of the perceived needs of the Board as a whole and seek to achieve a diversity of backgrounds and perspectives on the Board. The composition of the current Board reflects diversity in business and professional experience, skills, gender and race. The Governance and Nominating Committee reviews the qualifications of director candidates in light of applicable Board membership criteria and recommends candidates to the Board for election by the stockholders at the annual meeting. The Committee also considers nominations by stockholders who recommend candidates for election to the Board in compliance with the advance notice provisions in the Company's Bylaws, applicable Securities and Exchange Commission rules and regulations, and applicable securities market rules and regulations.
4.8	Corporate mission and values	NRG is a different kind of energy company focused on changing the way people think about and use energy. We will empower people with more choices and cleaner energy solutions that enhance their lives, businesses and communities. At NRG, our Core Values provide a framework for all strategies, decisions and behavior. They are the standards by which we STRIVE to conduct our daily business, work with one another and interact within our communities. See /about/corevalues.html for more information.

4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Risks including those associated with corporate responsibility are assessed annually. Risks are discussed by the Board and senior management during quarterly Board meetings. Furthermore, risks are discussed during annual stockholder meetings and earnings calls. The culture of Financial risk management control and compliance is established through the NRG Risk Management Policy that is applicable to all NRG business activities. The introduction to the Risk Management Policy provides the best description: "The NRG Energy, Inc. (NRG) Risk Management Policy (Risk Policy), together with the NRG Energy, Inc. Energy Trading Compliance Manual, provides an overall framework to be applied to all of NRG's various businesses with respect to their management of risk. This framework institutionalizes key "Best Practices" concepts related to governance, risk tolerance, control infrastructure and the articulation of roles and responsibilities of individuals and business units throughout NRG." The NRG Risk Management Policy is approved by the Financial Risk Management Committee and comes under the oversight responsibilities of the Board of Directors Commercial Operations oversight Committee. As a significant participant in the energy sector NRG encounters many risks including weather, fuel prices, fuel transportation, competition, labor, environmental, regulatory and many more. The success of NRG's business strategy is linked to the mitigation of many of the risks inherent in the energy industry through business diversity. The diversity of NRG is evidenced in: a. NRG assets in multiple geographic regions and markets, b. Use of multiple fuel types, c. Assets across the merit order, d. Wholesale production and multiple retail sales channels in each region served, e. Technological diversity including disruptive technologies References for each of these befits can be found in the NRG 2012 10k
4.10	Performance evaluation of the Board	The Board and each of its committees conduct annual self-evaluations to assess their effectiveness. Individual directors are also evaluated by the Board. In connection with its self-evaluation, each committee reviews its charter. The Governance and Nominating Committee coordinates the Board's self-evaluation.
4.11	Explanation of whether and how the precautionary approach or	Risks are assessed by NRG's Risk department and by department heads without specific reference to the precautionary principle. However, NRG has programs and policies in place to proactively assess climate change and other

	principle is addressed by the organization	environmental sensitivities.
4.12	Externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or endorses	In addition to complying with all local, State and Federal regulations which apply to our company, NRG supports the stakeholder groups with which we are members or board members. Our list of stakeholder affiliations are outlined in this document.
4.13	Memberships	See Indicator 4.12
4.14	Customer accounts	As of December 31, 2012, NRG had 2,210,000 mass and C&I customers (excluding utility partners). NRG Retail consists of multiple brands including Reliant, Green Mountain Energy, Energy Plus, etc.

Economics

NUMBER	DESCRIPTION	RESPONSE
EC Management Discussion		NRG's approach is to effectively make substantial investments in the future of the Company while delivering exemplary financial and operating results in the present. See Economic Responsibility
EC1	Direct economic value	Refer to page 113 of NRG's 2012 Form 10K
	Donations (total in $$) by type	In 2012, NRG donated $5.4 million to 700 organizations, through NRG's Global Giving program to benefit education, human welfare, the environment and economic development.
	Capital Investment	See page 8 of the 4th quarter 2012 earnings call slides. Internally, capital is deployed in 3 categories: maintenance, environmental or growth investment. For the year ending December 31, 2012, major projects included the installation of selective catalytic reduction systems, scrubbers and fabric filters to reduce air emissions on Indian River Unit 4, utility scale solar projects and the EL Segundo combined cycle gas turbines. See page 87 of the NRG 2012 Form 10-K for more information.
EC2	Financial implications of climate change	Financial risks associated with climate change are discussed in Item1A- Risk Factors Related to NRG Energy Inc. on page 42 of the NRG 2012 Form 10-K.

EC3	Coverage of the organization's defined benefit plan obligations	Note 13, pages 160-165 of the NRG 2012 Form 10-K address benefit plans.
EC4	Significant financial assistance received from government	NRG's solar and carbon capture and sequestration projects utilize two federal programs to accelerate the transition to new technologies. DOE loans are non-recourse to NRG and accrue interest at a fixed rate based on U.S. Treasury rates plus a spread of 0.375%. In addition, NRG has elected to receive cash grants in lieu of Investment Tax Credits with respect to a number of its renewable energy projects as allowed by Section 1603 of the American Recovery and Reinvestment Act (ARRA) . These grants equate to 30% of the eligible qualifying costs of the facilities. As of December 31, 2012 NRG has entered into DOE guaranteed loan agreements to borrow up to $3.8 billion to finance the costs of constructing solar facilities and has received $164 million in cash grants. The specific project financing details can be found starting on page 155 of the NRG 2012 Form 10-K
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	NRG donated $5.4 million to 700 organizations throughout the U.S. in 2012. NRG completed our $1 million commitment made through the Clinton Global Initiative to construct solar arrays at 20 schools, a fish farm, and a farm with drip irrigation in Haiti. In addition, NRG has expanded its efforts to bring the benefits of solar power to facilities that provide education, healthcare, child services and other key community needs throughout areas where NRG operates and in Haiti. In 2012, NRG additionally donated and installed a solar array on the Zanmi Beni Home for Children in Port-au-Prince, Haiti. Through donations from Green Mountain Energy customers, the Green Mountain Sun Club also installed seven solar arrays at schools and community-owned facilities throughout Texas. In its history, the Green Mountain Sun Club has funded nearly 50 solar arrays in three states. In early 2013, NRG installed solar arrays at the Martin Luther King Jr. Charter School in New Orleans and Hospital Bernard Mevs in Port-au-Prince. See page 13 of our 2012 Year-in-Review Report and page 16 of our Corporate Responsibility Report for more information.
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	From 2011 to 2014, more than 8,600 jobs will be directly created by NRG's cleaner energy initiatives, including solar projects, the expansion of our eVgo network of electric vehicle charging infrastructure in California, and repowering projects that enhance or replace existing power plants with new more efficient, lower emission technologies. NRG's large-scale solar projects alone are directly creating more than 4,200 jobs.

Environment

NUMBER	DESCRIPTION	RESPONSE
EN Management Discussion		Our approach is to lead the industry in a change to cleaner energy and to minimize the impact from traditional electric generating units by 1) repowering our generation fleet with cleaner technologies, and 2) maintaining our existing plants in compliance with environmental regulations while promoting stewardship.Environmental Policy Statement
EN1	Materials	NRG does not own nor operate distribution and only 26 miles of transmission from our wind farms. Any transformers or PCB containing equipment on our property were converted to non-PCB materials a number of years ago.
EN2	Percentage of materials used that are recycled input materials	Our primary input materials are fuels and in 2012, 3% of the generation came from renewable sources, solar or wind.
EN3	Materials used by weight or volume— fossil fuel usage	• 124,230,629 mmbtu of gas • 25 million US tons of coal • 12.6 million gallons or 300,000 barrels of oil
EN4	Electricity purchased for internal use	In 2012, NRG purchased 575,000,000 KWH
EN5	Energy saved due to conservation and efficiency improvements.	NRG employs energy efficiency and conservation practices across our locations including insulation, lighting, HVAC settings and other office practices. For example, in 2012 San Diego Thermal switched to efficient lighting which saved 11,000 KWH of electricity annually. 5 of our buildings are LEEDS certified. In 2012, NRG completed 104 stewardship projects. These projects include light bulb changes, energy efficiency, tree planting, recycling, water conservation, switching to electric vehicles, and other initiatives and saved NRG over $99,000 in 2012. NRG developed a power plant energy efficiency program for implementation in 2013 which will set benchmarks and monitor energy efficiency improvements.
EN6	Energy-efficient or renewable initiatives	Reliant, NRG's largest retail brand, offers a range of plans and options that give customers the tools and ability to better manage their electricity use, potentially reducing their use thereby saving money for the consumer and reducing emissions through reduced generation. The eSense suite gives residential customer insights into their energy use, allowing them to better manage how they

		purchase and use electricity, potentially reducing use and thus saving money and avoiding emissions. Tools include home energy monitors; use information delivered online, and via email or text message; and dynamic pricing plans that reward customers for shifting use away from peak demand periods. At the end of 2012, approximately 96% of Reliant's Residential customers in Texas had smart meters (note meters are installed by the transmission and distribution companies, not by Reliant). Over 700,000 customers, or >57% of those with smart meters opted to use one or more of Reliant's smart energy products and services. Reliant offers two programs to large commercial and industrial users that assist with system load optimization, helping to mitigate potential shortfalls and support system stability. In 2012, Reliant's large customers made available an average of 97 megawatts of demand that could be curtailed in response to emergency conditions. Further details are commercially sensitive. NRG: Our corporate and Houston offices purchased 6.5 million KWH of renewable energy, avoiding 3,500 metric tons of greenhouse gases. Our Green Mountain Energy office is carbon neutral. Fuel conservation pays off too. Improvements in the Minneapolis Energy Center district heating and cooling system reduced the amount of natural gas needed and qualified for a fee exemption saving the plant $195,000 in 2012 (reported as part of fornrg).
EN7	Indirect energy consumption and reductions	In 2012, NRG purchased over 575 million KWh of electricity. This number excludes the electricity usage from Green Mountain Energy. See Green Mountain's CSR for more information.
EN8	Total water withdrawal	Our plants, while producing 62 million MWh of electricity withdrew 6.3 million m3, but returned 97% of that to the waterbody from which it was withdrawn. See Environmental Scorecard
EN10	Number of sites using grey water for cooling	A number of sites route gray water into their cooling systems. For example, three 2012 water conservation projects in Minneapolis, Pittsburgh and Harrisburg will save more than 28 million gallons annually by reusing process water in place of groundwater and reducing water expenses at the same time . Most of that savings is realized by our customers who appreciate the environmental and economic benefits of this project. It helps NRG to build customer loyalty in the competitive market for energy.

EN11	Biodiversity	NRG operates sites across the country. See our plant list The NRG utility solar sites, located in the sensitive desert ecosystem, have detailed biodiversity plans for both the construction and operating phases. These plans are developed with input from the surrounding community, environmental advocacy organizations, state and federal agencies. There are greater than 14,000 acres, predominantly in California presently being managed. NRG operates 4 wind farms in West Texas totaling approximately 60,000 acres. These sites, like all NRG sites, have biodiversity plans to protect threatened and endangered species and their habitat.
EN12	Impacts on biodiversity	Biodiversity impacts are evaluated at our generating stations in the project/development phase. Each site goes through an environmental review to assess potential impact to threatened and endangered and develop appropriate mitigation and monitoring plans on a site specific basis. Each site has the ability to enhance habitats for native species. Plans are then put in place to address any risks during operation. This includes renewable energy sites like wind and solar, any pipeline or wire rights of way, and fossil fired plant expansions for new development. In addition, recent studies on the impact of impingement and entrainment of water intakes from power plants without closed loop cooling were conducted. Mitigation plans are developed on a site specific basis where states have requested it and others are waiting for federal direction. Given their size and location in sensitive desert habitats, NRG's utility solar sites have detailed biodiversity plans for both the construction and operating phases. These plans are developed with input from the surrounding community, environmental advocacy organizations, state and federal agencies. They include habitat management, avian and bat protection, disturbed location offsets, and other specific practices to protect the native species. Ongoing monitoring, reporting, and mitigation activities are memorialized in enforceable permits.
EN13	Habitats protected or restored	As goodwill and not for mitigation purposes, NRG owns and operates the Cedar Bayou EcoCenter in Baytown, TX. The EcoCenter grows and donates native vegetation for wetlands, prairies, hummocks and forests as an offset habitat strategy. The Galveston Bay Estuary Program (GBEP) was established to develop a conservation plan to address threats from pollution, development and overuse. NRG partners with GBEP and other conservation organizations to support Action Plans developed by Galveston Bay stakeholders to address wetland loss, habitat loss, shoreline management and species

		population protection. Reference:www.gbep.state.tx.us/solutions-partners/habitat-protection-plan.asp As far as our newest renewable energy portfolio, a combined 20,000 acres of desert habitat is under conservation easements in the Southwest portion of the US to protect populations of desert tortoise, kit fox, giant kangaroo rat, burrowing owl and golden eagle. The easements are adjacent to or nearby NRG Solar installations. At each of our sites, renewable or traditional, the plants look to identify native species and habitats and protect them from potential impacts of operations. Each site has a biodiversity plan.
EN14	Biodiversity strategy	NRG recognizes the value of the natural ecosystem and strives to support and protect sustainable biological diversity. As guided by our Biodiversity Policy, each facility (plant or greater than 100 people) have a site specific Biodiversity plan that addresses protection and enhancement of the biological diversity in the area. Elements include identification, training, monitoring, and roles and responsibilities. As part of the econrg stewardship program, NRG also reaches beyond the fence line into communities and biosystems. See Environmental Commitment
EU13	Biodiversity of offset habitats compared to the biodiversity of the affected areas	NRG owns and operates the Cedar Bayou EcoCenter in Baytown, Texas. The EcoCenter grows and donates native vegetation for wetlands, prairies, hummocks and forests as an offset habitat strategy. The Galveston Bay Estuary Program (GBEP) was established to develop a conservation plan to address threats from pollution, development and overuse. NRG partners with GBEP and other conservation organizations to support Action Plans developed by Galveston Bay stakeholders to address wetland loss, habitat loss, shoreline management and species population protection. Reference:www.gbep.state.tx.us/solutions-partners/habitat-protection-plan.asp About 50,000 acres of wetlands were lost in the Galveston Bay complex over the last 50 years. NRG and its partners have contributed to the restoration of approximately 22,000 of those lost acres. This habitat restoration supports the US Fish & Wildlife Services' mission to protect habitat for Threatened and Endangered Species and National Marine Fisheries Services mission to protect fisheries as defined by the Magnuson Act. (State of the Bay, 3rd edition) GBEP A combined 20,000 acres of desert habitat is under

		conservation easements in the Southwest portion of the US to protect populations of desert tortoise, kit fox, giant kangaroo rat, burrowing owl and golden eagle. The easements are adjacent to or nearby NRG Solar installations.
EN16 &17	Total direct and indirect GHGs by weight	In 2012, NRG directly emitted 50 million metric tons of GHGs, 47 million of which were in the US. Indirect emissions (US only), or scope 2 emissions, were 292,000 metric tons. See theEnvironmental Scorecard in the Corporate Sustainability Report for historical GHG emission data including intensity. See page 28 of theNRG 2012 Form-10K for a breakdown by region.
EN18	Initiatives to reduce greenhouse gas emissions	The primary source of GHGs is our generation business. Our strategy to reduce emissions includes: Development of new renewable projects, primarily solar; Repowering to cleaner, more efficient technologies like combined cycle gas turbines; Maintaining the existing plants in good operating condition; Promoting the use of electric vehicles through the build out of charging infrastructure; Installation of distributed solar at customer locations; Offering solutions to our customers, residential, commercial and industrial to help them manage their energy use; Offering incentives for employees to use mass transit and deploy energy saving technologies. See the 2012 Corporate Responsibility Report for progress on these initiatives
EN19	Emissions of ozone-depleting substances by weight	NRG tracks this on an individual facility basis in compliance with applicable record-keeping requirements regarding ozone-depleting substances
EN20	NOx, SOx and mercury emissions	See Environmental Scorecard for emissions In 2012, air quality control equipment to further reduce air emissions came on line at the Indian River Power plant (SO2 dry scrubber and SCR for NOx, baghouse for particulate). In addition, NRG announced plans to reduce emissions from the Big Cajun II generating station including SNCRs (5/1/2014) on all three units to reduce NOx; Dry Sorbent Injection or DSI (4/14/2015) on Unit 1 to reduce SO2 and acid gases; and conversion of Unit 2 to natural gas (4/15/2015) which will reduce GHGs, SO2, acid gases, and particulate matter. See page 88 of the NRG Form 10-K for existing and planned controls at NRG's coal plants.
EN21	Total water discharge	NRG retuned 6.1 million m3 of water or 97.5% of the total withdrawal. See Environmental Scorecard for more information on water withdrawal and discharge
EN22	Tons of coal ash	In 2012, NRG produced 1,789,000 tons of coal ash of which

	produced and reused	57% was recycled. See our Environmental Scorecard for more information.
EN22	Total weight of waste (ewaste, haz and non-haz wastes)	See Environmental Scorecard for a summary of waste and waste minimization plans
EN23	Significant spills	See NRG's Environmental Scorecard
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	NRG's US facilities categorize waste according to EPA regulations. Of the 26 U.S. tons of EPA defined hazardous wastes generated by NRG, none was transported internationally.
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	No response

EN26	Initiatives to mitigate environmental impacts of products and services.	Reliant, NRG's largest retail brand, offers a range of plans and options that give customers the tools to manage their electricity use, potentially reducing consumption, saving money, and reducing their environmental footprint. The eSense suite gives customer insights into their energy use, allowing them to better manage how they purchase and use electricity. Tools include home energy monitors; use information delivered online, and via email or text message; and dynamic pricing plans that reward customers for shifting use away from peak demand periods. At the end of 2012, approximately 96% of Reliant's Residential customers in Texas had smart meters (note meters are installed by the transmission and distribution companies, not by Reliant.) over 700,000 customers, >57% of those with smart meters opted to use one or more of Reliant's smart energy products and services. Reliant offers two programs to large commercial and industrial users that assist with system load optimization, helping to mitigate potential shortfalls and support system stability. In 2012, Reliant's large customers made available an average of 97 megawatts of demand that could be curtailed in response to emergency conditions. Further details are commercially sensitive.
EN27	Percentage of products sold that are reclaimed.	Not applicable (electricity cannot be reclaimed/recycled).
EN28	Environmental Compliance	Operations are measured on environmental performance through key environmental performance indicators. All plants met the gate requirements in order to receive the EKPI based compensation. As a whole, EKPI performance was the best this year since this system was put in place. See NRG's Environmental Scorecard for further discussion including NOVs and fines

EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Our product is transported via transmission and distribution systems owned by utilities. We collaborate with our partners on the EPRI Sustainability Interest Group to foster sustainable practices in the industry. We are working with a selection of suppliers to reduce the number of trips related to plant "hot shot" and chemical deliveries to our facilities, thereby reducing the contribution to climate change and traffic to local communities. Travel policies, incentives for employees to commute via mass transportation or carpooling, company electric vehicles, and the offset of GHG emissions from corporate travel all work to minimize environmental impact.
EN30	Total environmental protection expenditures.	NRG invested $889 million in environmental improvements since 2004 (including $47 million in 2012) to make the power plants more eco-efficient and reduce our footprint. An additional $317 million is budgeted from 2013 through 2017 for pre-merger NRG plants. See page 34 of the first quarter 2013 10 Q which contains an update to the expected environmental capital investments. On-going O&M and routine maintenance are included in plant budgets and not disclosed separately.

Human Rights

NUMBER	DESCRIPTION	RESPONSE
Human Rights Management Discussion		NRG is committed to providing a workplace free of discrimination, intimidation and harassment that promotes equal opportunity.
HR1	Human rights approach in investments	The majority of our facilities are domestic. In each location, we comply with all federal, state and international laws and regulations applicable to our operations.
HR2	Supplier Human Rights Screening	Our Supplier Code of Conduct stipulates that suppliers shall respect the basic human rights of employees. Employees shall not be forced to work against their will. All work must be voluntary and workers shall be free to leave work at any time or terminate their employment. Forced, involuntary prison labor, slavery or trafficking of person shall not be used. Our Supplier Code of Conduct can be found here.
HR3/EU14	Employee training on human rights	Annual Code of Conduct Training is required of all employees and includes training on health and safety, workplace violence prevention, equality of employment and harassment free workplace. NRG trains all new hires when they join the Company and requires a signed authorization that new employees have read NRG's Code of Conduct. Each year, all

		employees are required to take an online refresher course on NRG's Code of Conduct. In 2012, 4,754 employees completed 2,580 hours of employee training on NRG's Code of Conduct. Ninety-nine percent of NRG employees completed the Code of Conduct training.
HR4	Discrimination incidents	NRG employees are guided in their behavior by NRG's Code of Conduct. The Code outlines the fundamental principles of business conduct that NRG employees and directors are expected to follow. The Code translates NRG STRIVE (Safety, Teamwork, Respect, Integrity, Value creation and Exemplary leadership) values into standards of expected behavior. The Code entitles employees to a workplace free from harassment and discrimination. Additionally, NRG maintains an Equal Employment Opportunity Commitment Policy which also provides guidance to employees that addresses discrimination. Based on a review of 2012 records, there have been no substantiated incidents of illegal discrimination in 2012. See NRG's Code of Conductfor more information on expectations. Total number of incidents of discrimination and corrective actions taken: 0
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	We are not aware of any occasions where we have inhibited employees from associating and/or bargaining collectively. We comply with all federal and state laws and regulations applicable to our operations.
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Due to the nature of operations and the importance we place on Safety, we do not hire employees under the age of 18 years old.
HR7	Operations identified as having significant risk for incidents of forced or	We comply with all federal and state laws and regulations applicable to our operations. In addition, our Code of Conduct is provided to all employees at hire with refresher training annually.

	compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	We comply with all federal and state laws and regulations applicable to our operations. In addition, our Code of Conduct is provided to all employees at hire with refresher training annually.
HR9	Total number of incidents of violations Involving rights of indigenous people and actions taken.	We comply with all federal and state laws and regulations applicable to our operations. In addition, our Code of Conduct is provided to all employees at hire with refresher training annually.

Labor Practices and Decent Work

NUMBER	DESCRIPTION	RESPONSE
LA Management Discussion		Our success depends on having the right people with the right skills at the right time to support our future growth. See Future NRG for more information.
LA1	Total workforce	Post merger, there are 8,792 employees total; 8,792 employees located in the United States of America; 35% union & 65% non-union
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major	The health and welfare of our employees and their families is very important to NRG. NRG provides employees with the following benefits to all full-time and part-time employees who are schedule to work an average of 20 hours or more per week: annual incentive plans; medical, dental and vision insurance; pre-tax health spending accountings and a company sponsored Health Savings Account; employee assistance program; tuition reimbursement; 401(k) retirement plans; paid and unpaid leave; paid personal time off; and paid company

	operations.	holidays. Benefits are available on the day of hire to all eligible non-represented employees and represented employees where bargained in accordance with the collective bargaining agreement.
LA4	Percentage of employees covered by collective bargaining agreements.	Per NRG's 2012 Form 10K, as of December 31, 2012, NRG had 8,792 employees, approximately 35% of whom were covered by U.S. bargaining agreements. Of this total, NRG plant employees totaled 6,036 of which 51% were covered by U.S. bargaining agreements. This response applies to NRG post-merger.
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	90% of the NRG Power Generation facility workforce is represented in formal, facility-level safety committees. An estimated 75-80% of the NRG office workforces, personnel who are not directly associated with a generating facility are represented in formal safety committees. As our number of offices increase, we continue to focus on employee involvement in those new locations with an emphasis of establishing employee driven safety committees. Safety is the fundamental value to NRG's "STRIVE" core values and is included in all employee performance documents
LA7	Recordable incident rate—Safety	2012 Safety OSHA recordable rate of 0.52, lower than the 2011 incident rate of 0.77, and our best performance. Safety
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	NRG provides : **Preventive Care Benefits** • Aetna Medical - preventive care covered at 100% • CIGNA Dental - preventive care covered at 100% • Employee Assistance Plan offered through LifeWorks • All employees and eligible dependents have access to benefit • Confidential counseling, 24 hours a day, 365 days a year • Up to three free visits per issue per year **Corporate Wellness:** • Non Tobacco User Discount - contribution discount for non-tobacco use offered towards medical premium (available in the Aetna $30 Copay and Aetna HDHP plans) • Must certify tobacco use online or by calling the NRG

		Benefits Service Center during each Open Enrollment to receive discount • Non-tobacco users save approximately $462 annually • Quit for Life Tobacco Cessation Program • Employees receive up to five outbound coaching calls and unlimited access to a Quit Coach • Assistance with deciding what type, dose, and duration of nicotine substitute or other medication is right for you and how to use it so it really works — at no cost • Available at no cost to employees and your eligible dependents
LA10	Training	In 2012, employees spent 2,580 hours in training on NRG's Code of Conduct. Ninety-nine percent of employees completed the Code of Conduct training.
LA11/EU14	Skills management programs	1. NRG Technical Training uses the Systematic Approach to Training (SAT) process to develop and implement training programs for skills training. The SAT process involves five phases of development: analysis, design, development, implementation, and evaluation. In the analysis phase, subject matter experts are interviewed to determine the knowledge, skills, and abilities required to perform effectively. This analysis produces the requirements of the job, so that training programs are developed to ensure that the appropriate skills are attained by trainees. In addition, input from management is used to enhance programs as jobs are modified or improved. 2. NRG Technical Training develops programs for entry level personnel as well as advanced programs to enhance the skills of trained personnel. Some of the major training programs include apprenticeship programs and plant operator training programs to train and enhance the skills of electricians, mechanics, instrument and control technicians and operators. The apprenticeship and plant operator training programs include formal classroom training, as well as on-the-job training, computer-based training, and control room simulator training. Control room simulators are utilized to enhance the skills of personnel in power plant control room operations. The regulatory required training programs (safety, environmental, NERC compliance) cover all regulatory required training. Training is delivered using a variety of interventions, including classroom training, on-the-job training, computer-based training, and job aids. 3. Continuing education for technical workers falls into two categories: 1) on-going skills development to improve plant performance and ensure worker safety (such as Qualified Electrical Worker training for skilled personnel to ensure that

		new information from regulatory standards is passed on to workers as well as to ensure that new skills are attained to meet performance expectations, and 2) attendance at industry and skill area training and seminars (such as participation in industry lessons learned presentations, engineering conferences, and industry knowledge sharing events). Additionally, NRG offers educational assistance to employees pursuing graduate and undergraduate degrees in areas related to our business, including engineering. 4. NRG and Navarro Junior College have established a partnership at the Limestone Generating Station. This partnership includes Navarro utilizing facilities at the Limestone plant to conduct technical classes for college students interested in future careers in the power generation industry. Through our South Texas Project, NRG as has been involved in planning college level curriculum for local institutions to encourage participation in the engineering and technical disciplines. Additionally, STP's Education Incentive Program (EIP) targets local students and supports them through payment of tuition and books and an internship over the course of the student pursuing a two year degree in Nuclear Power Technology. STP also contributes six adjunct instructors teaching at various colleges with an average of 2400 hours annually. 5. Part of the NRG hiring process (in many but not yet all NRG power plants) to ensure we are hiring qualified employees to operate and maintain our power plants is a requirement to pass a pre-employment physical, a pre-employment drug test, and pre-employment technical aptitude tests recognized in the industry as best practice. All of these practices are done on the basis of ability and not on the basis of gender or race. NRG also has a "Women in Power" initiative as a mechanism to attract and retain females in Plant Operations positions. This initiative focuses on education, job enrichment, and mentoring.
LA12	Percentage of employees receiving regular performance and career development reviews.	100% of non-represented employees receive regular performance reviews. Represented employees account for 35% of staff and do not receive performance appraisals.
LA14	Average salary for female vs	Wages and salaries are proprietary information. Executive compensation can be found in our NRG's latest DEF 14A Proxy

	male employees	statement.

Society

NUMBER	DESCRIPTION	RESPONSE
SO Management Discussion		Business decisions reflect our commitment to social responsibility, which includes support for our communities through our NRG Global Giving Program, partnerships with the communities in which we operate and strict adherence to regulatory regimes for markets into which we sell energy.
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	During the planning and permitting of modifications to existing or building new facilities, NRG conducts assessment studies that consider the impact of operations on communities including noise, traffic, air, water, jobs and biodiversity.
SO2	Percentage of business units analyzed for risks related to corruption.	100% of our business operations are analyzed for risks related to corruption. In addition to a Risk Survey conducted with all business units, all director-level employees and above and any employee interacting with an international vendor or agent are required to complete the Bribery & Corruption training and certify to the Foreign Corrupt Practices Act policy. In addition, business units are tested in the context of Code of Conduct training wherein all employees are required to verify whether they are aware of any violations of the code (including corruption). In 2012, no material incidents of corruption were reported or discovered.
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	In 2012, 100 percent of assigned employees certified to and completed the Bribery & Corruption training (assigned employees include all director level and above employees and any employee who may interact with an international vendor or agent). Additionally, ninety-nine percent of NRG's employees and ninety-one percent of NRG's assigned contractors completed training on NRG's Code of Conduct. All employees and contractors certify to either the NRG Code of Conduct or the NRG Supplier Code of Conduct.
SO4	Actions taken in response to incidents of	In 2012 no material incidents of corruption were reported or discovered.

	corruption.	
SO5	Public policy positions and participation in public policy development and lobbying.	Regulatory Affairs - Table attached
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Company contributions: $272K PAC Contributions: $151K All contributions were in the US.
SO7-8	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations.	All material litigation is disclosed in NRG's 2012 Form 10-K in Note 21 - Commitment & Contingencies (starting on page 181).

Product Responsibility

NUMBER	DESCRIPTION	RESPONSE
PR Management Discussion		NRG's business strategy is intended to maximize stockholder value through the production and sale of safe, reliable and affordable power to its customers in the markets served by the Company, while aggressively positioning the Company to meet the market's increasing demand for sustainable and low carbon energy solutions.
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	NRG does not distribute electricity. Relative to our business, the safety of our product, which is electricity, is assessed relative to our employees and the communities in which we operate. We also publish a Supplier Code of Conduct to make sure our upstream suppliers follow NRG's STRIVE values and focus on safety.

PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	All incidents of non-compliance, whether pending or resolved, are disclosed in NRG's 2012 Form 10-K in Legal Proceedings on page 51.
EU25	Number of injuries and fatalities to the public involving company assets, including legal judgments, settlements and pending legal cases of diseases.	All material litigation is disclosed in NRG's 2011 Form 10-K in Note 22-Commitment & Contingencies (starting on page 183).
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	NRG has a strong culture of compliance that begins with our core values, supported by the Code of Conduct, which provides a framework for all strategies, decisions and behavior. In addition NRG fully complies with all applicable regulatory requirements, which include but are not limited to marketing practices and disclosures, environmental reporting and disclosures requirements. Furthermore, NRG has Environmental and Safety departments, each of which encompasses a compliance group. The objective of these compliance departments is to promote an enterprise wide culture that encourages ethical conduct and compliance with all applicable laws and regulations in support of NRG's core values. NRG Retail is passionate about our customers' understanding our products and services. We provide a diverse suite of products and services to meet individual customer needs while reducing the effort that customers expend when doing business with us. Per Public Utility Commission of Texas Substantive Rule 25.475 (g) all Retail Electric Providers must provide standardized pricing and other related information for every commodity product. http://www.puc.texas.gov/

PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	In 2012, the retail companies of NRG Energy were not found to be in violation of regulations or voluntary codes concerning product and service information and labeling in any formal complaint proceeding docketed with any state or Federal regulatory agency or voluntary code enforcement entity or organization.
PR5	Customer satisfaction	RELIANT - Reliant has implemented an initiative developed by the Customer Contact Council to measure customer effort as a metric for successful customer engagement, in addition to customer satisfaction. This metric focuses sharply on the customer experience by working to reduce the effort expended by the customer rather than the more subjective evaluation of their own satisfaction. Reliant closed 2012 with a customer effort score 28% better than its peers and was profiled in the*Harvard Business Review* for its efforts.
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	NRG has a strong culture of compliance that begins with our core values, supported by the Code of Conduct, which provides a framework for all strategies, decisions and behavior. In addition NRG fully complies with all applicable regulatory requirements, which include but are not limited to marketing practices and disclosures, environmental reporting and disclosures requirements. Furthermore, NRG has Environmental and Safety departments, each of which encompasses a compliance group. The objective of these compliance departments is to promote an enterprise wide culture that encourages ethical conduct and compliance with all applicable laws and regulations in support of NRG's core values.
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	In 2012, the retail companies of NRG Energy were not found to be in violation of regulations or voluntary codes concerning marketing communications (including advertising, promotion, and sponsorship). Any formal complaints or unresolved actions are outlined in our2012 10K filing under Legal Proceedings.

PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	NRG has a strong culture of compliance that begins with our core values, supported by the Code of Conduct, which provides a framework for all strategies, decisions and behavior. The retail companies of NRG treat complaints regarding breaches of customer privacy and losses of customer data with a high sense of urgency. In 2012, NRG experienced no breach of customer privacy or loss of customer data.
PR9	Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services.	All material litigation, in terms of commitments and contingencies, is disclosed in NRG's 2012 Form 10-K on p 181, Note 21.