NRG GRI Index 2013

Strategy and Analysis

NUMBER	DESCRIPTION	RESPONSE
1.1	CEO Statement	See CEO letter in 2013 Sustainability Report
1.2	Key impacts, risks, and opportunities	See 2013 Year in Review for strategy and the 2013 Sustainability Report for opportunities. NRG's risks are discussed in Item 1A Risk Factors of NRG's 2013 Annual Report pages 37-50.

Organizational Profile

NUMBER	DESCRIPTION	RESPONSE
2.1	Name of organization	NRG Energy, Inc.
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 Solar NRG Energy Services; eVgo; NRG Simply Smart Solutions; NRG Thermal. NRG Yield
2.3	Operational structure	See Our Companies and Our Assets
2.4	Location of	Princeton, New Jersey, United States

	headquarters	
2.5	Countries of operation	United States, 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 conducts business in 44 states including Guam and Necker Island. See NRG's 2013 Annual Report for details.
2.8	Scale of the organization	As of Dec. 31, 2013, NRG had 7, 843 employees. NRG reported 2012 total revenue of $11.3 billion For more information on our financial and operational scale, please see our full-year 2013 earnings release as well as our 2013 Year in Review
2.9	Significant changes in operations—The location of, or changes in operations, including facility openings, closings, and expansions.	Over the course of 2013, we strengthened our position and showcased true leadership by making several key acquisitions that enhance our core generation fleet and expand our renewable facilities, like Gregory Cogeneration plant, the pending acquisition of Edison Mission Energy, and the TA High Desert and Kansas South solar projects. For facilities brought online please see page 25 of 2013 Year in Review In 2013 we formed NRG Yield, Inc. primarily to own and operate a portfolio of contracted generation assets and thermal infrastructure assets that have historically been owned and/or operated by NRG and its subsidiaries. On July 22, 2013, NRG Yield,Inc. closed its initial public offering of 22,511,250 shares of Class A common stock at a price of $22 per share. On December 31, 2013, NRG Yield LLC acquired Energy Systems. For more detail on mergers and acquisitions please see NRG's 2013 Annual Report
2.10	Awards received	• In 2013 NRG was listed for the first time in the Civic 50, an annual initiative that identifies and recognizes the top S&P 500 companies for their commitment to improve the quality of life in the communities where they do business. The Civic 50 survey was conducted by the National Conference on Citizenship (NCoC), a nonprofit organization that identifies best practices in civic engagement, and Points of Light, a volunteer organization that aims to address critical needs in communities. • Four of NRG's plants - Seward, Conemaugh, Keystone and Homer City - were selected to receive an "American Red Cross Philanthropy Award" given by the Indiana County Office of the American Red Cross. The award is for outstanding support of Red Cross programs and commitment to the regional American Red Cross chapter in Pennsylvania. • The Power Association of Northern California (PANC) presented their 2013 Award for Achievement to NRG Energy, Inc., in recognition of the company's many significant accomplishments in California.

		• NRG's Human Resources department won the 16th Annual Delaware Valley HR Department of the Year award, presented in Philadelphia. Our HR team was recognized for the growth and change they produce and manage within NRG. • NRG was selected as a finalist for the Intersolar AWARD 2013 in the Solar Projects in North America category. The award recognized NRG's solar-powered playground, which was donated to the Dr. Martin Luther King, Jr. Charter School for Science and Technology in New Orleans, and developed in partnership with Sunora Energy Solutions, an NRG subsidiary. • NRG's El Segundo facility was selected as the runner-up in the Natural Gas Plant of the Year category during POWER-GEN International's Projects of the Year awards. • NRG retail subsidiary Reliant won the prestigious "Corporation of the Year" Award at the 2013 Houston Intercontinental Chamber's awards dinner. Employees Sidney Evans and Cathy McNair were also honored with the "Pinnacle Award" for special service and the "Ambassador Award," respectively. • The Houston Business Journal named John Ragan, executive vice president and Gulf Coast regional president, NRG; and Elizabeth Killinger, president of NRG Texas Retail and president of Reliant, to the 2013 list of "Who's Who in Energy" based on their industry impact, years of service and peer nominations. The list of the 100 most influential leaders in the Houston energy industry appeared in the November issue of the Houston Business Journal.
EU1	Installed capacity, broken down by primary energy source and by regulatory regime.	See page 8 of NRG's 2013 Annual Report
EU2	Net energy output broken down by primary energy source and by regulatory regime.	See page 8 of NRG's 2013 Annual Report
EU3	Retail customer accounts	As of December 31, 2013, NRG had 2,210,000 mass and C&I customers (excluding utility partners and natural gas customers). 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 33 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, 2013, to Dec. 31, 2013
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 please contact us.
3.5	Process for defining report content	See 2013 Sustainability Report 'NRG Sustainability Analysis & Structure'
3.6	Report boundary	The boundary of this report includes all U.S. operations for NRG. 2013 is the first year reporting including the combined company post-merger with GenOn.
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.
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	No corrections at this time
3.11	Changes from previous report in terms of scope, boundary, or	No change.

	measurement methods.	
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	NRG has chosen to voluntarily report on our corporate responsibility performance and has designed processes to collect and/or estimate, assess and report on this data. NRG Management is responsible for the completeness, accuracy and validity of the information contained in the 2013 Sustainability Report. We have engaged a Big Four registered public accounting firm to review and report on certain performance metrics set forth in this report. This verification is in progress, and a copy of their findings will be posted to our Sustainability website upon completion later in 2014. Calculation methods and numbers for key metrics are certified by third party verifiers for the NRG Form 10-K (financial data). In addition, the NRG Internal Audit Department reviews the use of RECs by Reliant (supply and demand) as well as the data collection and reporting processes for our Environmental department.

Governance

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, oversee succession planning, most notably at the Chief Executive Officer level, and preside 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. For more information, see pages 7-10 of our Form DEF 14A Proxy Statement filed on 03/26/14: The Board members and the Committee on which they participate are located on page 11 of our Form DEF 14A Proxy Statement Filed on 3/26/14.
4.2	Chairman of the	Mr. Cosgrove has served as Chairman of the Board and a

	Board	director of NRG since December 2003.
4.3	Independence of the Board and number of board meetings in 2011	Under the Guidelines, a majority of the Board must be composed of independent directors. The Board determines the independence of our directors by applying the independence principles and standards established by the New York Stock Exchange (NYSE). These provide that a director is independent only if the Board affirmatively determines that such director does not have a direct or indirect material relationship with the Company, which may include commercial, industrial, consulting, legal, accounting, charitable, familial and other business, professional and personal relationships. The Board has determined that all of the Company's directors are independent under the Guidelines and the listing standards of the NYSE, with the exception of David Crane, our President and Chief Executive Officer, and Paul Hobby, whose sister-in-law is a current partner at the Company's independent registered public accounting firm. Mr. Hobby's sister-in-law is not involved in any Company matters. During the 2013 fiscal year, the Board held 5 regularly scheduled meetings and 4 special meetings.
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Stockholders 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 2013 results of NRG's executive compensation program on pages 40-65 of NRG's Form DEF 14A Proxy Statement filed on 03/26/14:
4.6	Avoiding conflicts of interest	NRG's Code of Conduct addresses conflicts of interests. See pg. 11-13. Additionally, the annual 2013 Code of Conduct training emphasized gifts and business entertainment. 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 fourteen 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 leading a customer-driven change in the U.S. energy industry by delivering cleaner and smarter energy choices, while building on the strength of the nation’s largest and most diverse competitive power portfolio. See CEO Letter (http://www.nrgenergy.com/ceoletter/) 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 http://www.nrgenergy.com/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 Form 10-K
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. For more information please contact Investor Relations
4.13	Memberships	Please contact Investor Relations
4.14	Customer accounts	The Retail Business provides energy and related services to residential, commercial and institutional customers primarily located in Texas and selected Northeast markets. Products and services range from system power to home services, to bundled products which combine system power with protection products, energy efficiency and renewable energy solutions. Based on metered locations, as of December 31, 2013, NRG's Retail Business served approximately 2.3 million residential, small business, commercial and industrial customers.

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.
EC1	Direct economic value	Refer to page 114 of 2013 Annual Report
	Donations (total in $$) by type	In 2013, NRG donated $4.3 million through NRG's Global Giving program to benefit education, human welfare, the environment and economic development. For more information please see 2013 Sustainability Report
	Capital Investment	See Fourth Quarter 2013 Earnings Presentation and 2013 Annual Report 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. beginning on page 47 of the 2013 Annual Report.
EC3	Coverage of the	See pages 163-167 of 2013 Annual Report: "Defined Benefits

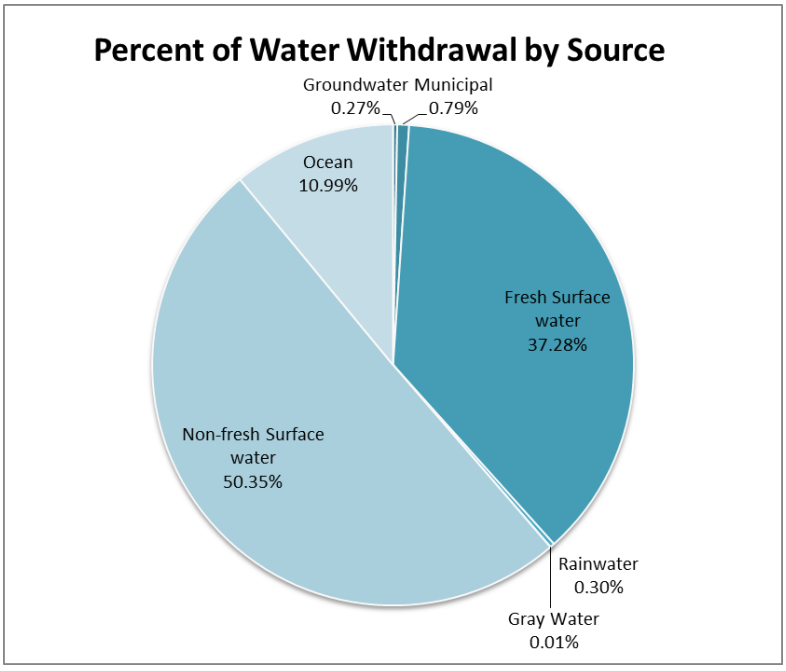
	organization's defined benefit plan obligations	Plans"
EC4	Significant financial assistance received from government	See 2013 Annual Report
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	To achieve economies of scale in our purchasing, NRG will enter into contracts with national suppliers that provide miscellaneous office and administrative goods and services (travel related, office supplies, IT software/hardware etc). Also due to the nature of our business, specialized goods and services needed for the operations and maintenance of NRG's generation assets are obtained from a limited number of domestic and international manufacturers. In certain circumstances, where it is possible NRG may elect to utilize a local sourcing strategy rather than a regional/national approach. NRG does have a Supplier Diversity program that works to achieve established goals with the Small Business Administration for NRG's utilization of diverse businesses across a variety of different categories including but not limited to: women, minority, veteran, HUB zone owned business.
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	We have no such policy or procedure for local hiring of senior management.
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement	See pages 26-29 of our 2013 Year in Review

Environment

NUMBER	DESCRIPTION	RESPONSE
EN Management Discussion		See 2013 Sustainability Report. NRG's Environmental Policy Statement can be found on the NRG website: Environmental Policy Statement

EN1	Materials	Most high volume materials are purchased by various units of measure with no direct correlation to weight or volume. NRG does not own or operate distribution and only 26 mile of transmission from our wind farms. Materials used in the generation of electricity include fuel, chemicals for wastewater treatment and air quality control equipment and maintenance as necessary. NRG has a Chemical Management Plan in place to review all chemicals before they can be used on site; manage the handling and delivery of chemicals to ensure best practices and avoid the need for disposing of chemicals past their shelf life; secondary containment; and emergency response. 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 2013, 4% of our capacity came from renewable sources, solar or wind. See page 8 of 2013 Annual Report
EN3	Materials used by weight or volume—fossil fuel usage	2013 Station service (energy consumption) for the fossil fleet was 6.3 TWh (6% of gross generation). Station service for the coal fleet was 4.9 TWh (6% of gross generation). Station service for the oil/gas fleet was 1.2 TWh (1% of generation). According to page 33 of the 2013 Investor Relations Earnings presentation, NRG consumed 35 million US tons of coal domestically. According page 16 of the 2013 Annual Report , NRG purchased approximately 32 million tons of coal in 2013, of which 74% was Powder River Basin coal and lignite, and 26% was Waste and Appalachian coal. We consumed 803,756 barrels of oil and 205,127,011mmbtu of gas for 2013. Gas volume does not include any thermal facilities or retail gas.
EN4	Electricity purchased for internal use	In 2013, NRG purchased approximately 2,410,000,0000 KWH of electricity. The substantial increase from 2012 is due to the nearly doubling of facilities with the completion of the GenOn merger in December 2012. These new facilities added about 1,800,000,000 KWH in electricity purchases.
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 2013 NRG completed 205 stewardship projects. This includes 35 climate change projects that work towards reducing the consumption of natural resources included, recycling electronic wastes, installing solar lighting, going "paperless," using refillable water bottles, installing eVgo charging stations, and purchasing electric vehicles. Our Corporate headquarters and Houston Pavilions office purchased 6.4 million KWH of renewable energy, avoiding 3,500 metric tons of greenhouse gases. NRG developed a power plant energy efficiency program for implementation in 2013 which will set benchmarks and monitor energy efficiency improvements. In 2013 we had 30 econrg projects around energy conservation. This involved 218 employees who spent approximately $252,000.

<table>
<tr><td>EN6</td><td>Energy-efficient or renewable initiatives</td><td>Please see 2013 Sustainability Report</td></tr>
<tr><td>EN7</td><td>Indirect energy consumption and reductions</td><td>See EN4</td></tr>
<tr><td>EN8</td><td>Total water withdrawal</td><td>In 2013 our plants, while producing 99.9 million TWh of electricity withdrew 7346 million m3, but returned 95% of that to the waterbody from which it was withdrawn. The 2012 NRG Water use included the pre-merger NRG generating stations with water consumption of 3%, the increase in water consumption is due to reductions in water withdrawal from repowering with dry cooling and water reuse. 59% of the water withdrawal is from non-fresh water sources. This water has high salinity, such as bays and oceans and is not used as water supply for to communities or agriculture.

<table>
<tr><td>Water Withdrawal by Source</td><td>m3</td><td>Percent</td></tr>
<tr><td>Groundwater</td><td>20070598</td><td>0.27</td></tr>
<tr><td>Municipal</td><td>57960659</td><td>0.79</td></tr>
<tr><td>Fresh Surface water</td><td>2730818487</td><td>37.28</td></tr>
<tr><td>Rainwater</td><td>22108906</td><td>0.3</td></tr>
<tr><td>Gray Water</td><td>812550</td><td>0.02</td></tr>
<tr><td>Non-fresh Surface water</td><td>3688290175</td><td>50.35</td></tr>
<tr><td>Ocean</td><td>804616753</td><td>10.99</td></tr>
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EN10	Number of sites using grey water for cooling	The Etiwanda generating station in Rancho Cucamonga, California uses grey water for all plant processes.
EN11	Biodiversity	NRG operates sites across the country. See our plant list NRG generating stations are primarily in the United States and follow all Federal, State and Local regulatory requirements. The National Environmental Policy Act (NEPA) is a United States environmental law that established a U.S. national policy and goals for the protection, maintenance, and enhancement of the environment and provides a process for implementing these goals within the federal agencies. For more about biodiversity please visit http://www.nrg.com/sustainability/environmental-commitment/wildlife-diversity/
EN12	Impacts on biodiversity	Extensive NEPA studies were conducted at environmentally sensitive locations such as our solar generation that is located in the desert. THE NEPA study for Ivanpah identified desert tortoises (*Gopherus agassizii*) as a specie of significant impact. As a part of our Ivanpah partnership BrightSource Energy's extensive desert tortoise protection program, NRG has helped establish a "head-start" program at the Ivanpah project site. Head start programs are a critical avenue for enhancing repopulation of the desert tortoise—a federally listed "threatened" species. In their natural environment, less than 10 percent of juvenile desert tortoises survive beyond five years of age due to predation from ravens, kit foxes, and coyotes and other factors such as drought and disease, but the head start program significantly increases that survival rate. The Ivanpah Concentrating Solar Power Project located in Ivanpah Dry Lake, California is approximately 3,500 acres of environmental sensitive desert. NRG protects the land working with state and federal agencies California Energy Commission, US Fish & Wildlife Service, California Department of Fish & Game, Mojave National Preserve, and Bureau of Land Management. See table of plans to ensure all native plant and animal species are protected. Car wash installed to prevent invasive plant species. The site was designed with the desert environment in mind. • Efficient Land Use – taller towers and optimized solar field design • Improved Air Quality – avoids millions of metric tons of carbon dioxide, nitrogen oxides and sulfur oxides • Low Water Use – uses 95% less water than competing wet cooled solar thermal plants by using a dry cooling process • Limited impact on Land – heliostat pylons are inserted directly in the ground allowing vegetation to co-exist within the solar field below the mirrors. The limited grading and concrete foundations allow the land to retain its natural land contours.

Ivanpah's location on Bureau of Land Management land enabled to site to close 50 illegal roads through sensitive desert habitat. NRG restored the roads with native vegetation that will provide habitat, reduce erosion and reduce desert tortoise from vehicles using the illegal roads.

The California Valley Solar Ranch project 250 MW consists of ten solar photovoltaic (PV) arrays, or groups of solar PV panels, along with a substation and other facility buildings. The total footprint of the solar arrays and buildings is 1,500 acres, or about a third of the 4,700 acres of the total project site. The remaining 3,200 acres of land will be permanently conserved and managed to meet conservation objectives for a range of species.

NRG operates the Cedar Bayou EcoCenter on the Galveston Bay in Texas to provide public awareness of the needs of the ecosystem, wetland education, and solutions for coastal issues and restoration. The ecocenter plant nursery grows the majority of wetland plants used for estuarine restoration in Galveston Bay.

The ecocenter also is a resource for unique partnerships with coastal restoration organizations, educators concerned about "No Child Left Inside," and groups creating public awareness of coastal issues. The ecocenter plant nursery sits on 14 acres of land and consists of 24 earthen ponds, six above-ground constructed ponds, a greenhouse, a classroom and a laboratory.

In addition to operating the ecocenter, NRG donates wetland plants for restoration

2013 Wetland Plant Donations from the NRG Cedar Bayou EcoCenter

Date	Organization	Number of Smooth Cordgrass Plugs	Location
1/30/2013	TPWD	59,300	Starvation Gap Planting
3/14/2013	FWS	20000	Anahuac NWR
3/19/2013	FWS	600	Bay Harbor
5/16/2013	GBF	3800	H2H and Boy Scout
7/2/2013	TPWD	29,000	Jumbile, McAllis replant
5/15/2013	Jamica Beach	3,600	Jamica Beach HOA
7/8/2013	GBF	8100	Total H2H plantings for spring 2013
7/10/2013	TPWD	11,000	Jumbile,

			McAllis replant
9/10/2013	Tiki Island BU	7,000	Tiki
4/27/2013	GBF	9,625	Marsh Mania at Abshier WMA
Total		**152,025**	

Wetland education is an important component of the ecocenter. Through a partnership with the Galveston Bay Foundation's Get Hip to Habitat program, 20 area schools participate in a hands-on science module that includes wetland education plant harvests and plant growth on school campuses. At the end of the school year, the plants are used in coastal restoration. Students learn science through hands-on activities throughout the school year including, Galveston Bay water quality, species diversity, and ecosystem services.

Additionally, the ecocenter is available to the public for environmental education and has hosted school groups, public and private conservation organizations, and public interest groups.

New for 2013, the EcoCenter began experimenting with a limited number of seeds collected from native tree and shrub species that are drought resistant and soil/salt tolerant for use in wildlife habitat restoration. The EcoCenter's on-site greenhouse successfully germinated seeds from Coral Bean, Net-leaf Hackberry and Carolina Wolfberry.

EN13	Habitats protected or restored	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. All NRG stations have a biodiversity plan that is specific for their location and identifies: • Description of on-site biodiversity and protective measures; • Assessments and studies for the facility; • Impingement and entrainment studies; • Federal, state, regional or local conservation plans, goals or status; • Mitigation plans or covenants; • Biological inventory maps; • Area Threatened and Endangered species; • Resource agency discussions; and • econrg environmental stewardship projects. Operations in the most sensitive environment require monitoring, measuring and reporting of impacts negative and positive. NRG employees and contractors attend training on interactions and requirements of protecting populations of desert tortoise, kit fox, giant kangaroo rat, burrowing owl and golden eagle. A list of plans for CVSR and Ivanpah are found below.

		Biodiversity Plans – CVSR
		Avian Bat Protection Plan — Annual Bat Survey Report
		Annual Fatality Report
		Annual Burrowing Owl Nest Monitoring Report
		Annual Golden Eagle Nest Monitoring Report
		Annual Avian Activity Survey Report
		Habitat Restoration and Re-vegetation Plan — Qualitative vegetation monitoring
		Quantitative vegetation monitoring
		Habitat Mitigation and Monitoring Plan Report — Weed Control Plan
		Residual Dry Matter monitoring
		Special status plant monitoring
		Mapping surveys of San Joaquin Kit Fox
		Mapping surveys of Giant Kangaroo Rat
		Mapping surveys of San Joaquin Antelope Ground Squirrel
		Spotlight and camera surveys of San Joaquin Kit Fox
		Mark-recapture surveys for Giant Kangaroo Rat and San Joaquin Antelope Ground Squirrel
		Burrowing owl breeding surveys
		Western spade-foot toad monitoring
		Grazing Management Plan — Report grazing with the arrays
		Incidental Take Permit Reporting — San Joaquin Kit Fox radio collar monitoring
		Mitigation Lands — Restoration of 2 gypsum mines on site for a total of 102.7 acres
		3,250 acres of mitigation land on site
		5,828 acres of mitigation land off site
EN14	Biodiversity strategy	Biodiversity is included in NRG’s environmental policy to reduce the impacts of our operations on the environment and biodiversity. NRG's conservation efforts focus on helping to protect and preserve natural biodiversity. We're putting our energy into reforesting large tracts of land, restoring Texas wetlands, protecting threatened or endangered species, reducing and recycling waste, conserving energy, and decreasing chemical

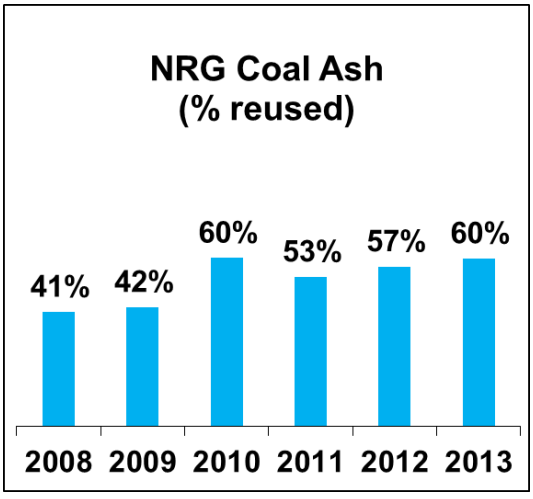
		use on our sites. NRG owned and operated sites shall maintain a Biodiversity Plan that includes as applicable: • Site description; • Biodiversity policy statement; • Description of on-site biodiversity and protective measures; • Assessments and studies for the facility; • Impingement and entrainment studies; • Federal, state, regional or local conservation plans, goals or status; • Mitigation plans or covenants; • Biological inventory maps; • Area Threatened and Endangered species; • Resource agency discussions; and • econrg environmental stewardship projects. Wildlife Protection Plans were developed and implemented at all NRG owned and operated wind farms and the plans identify potential risk of protected and non-protected species based on site specific available biological surveys completed during wind site pre-development. The Plans were developed to address voluntary guidance developed by the U.S. Fish and Wildlife Services' Land-based Wind Energy program and Avian Protection Plan Guidelines released by the Avian Power Line Interaction Committee. The Plans serve as resources for managing impacts and require annual employee awareness training and evolution updates.
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

<table>
<tr><td></td><td></td><td>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.</td></tr>
<tr><td>EN16 &17</td><td>Total direct and indirect GHGs by weight</td><td>See the 2013 Year in Review and 2013 Sustainability Report for historical GHG emission data including intensity. See page 33 of the 2013 Annual Report for a breakdown by region.</td></tr>
<tr><td>EN18</td><td>Initiatives to reduce greenhouse gas emissions</td><td>See the 2013 Year in Review and ‘Enhancing Generation’ in the 2013 Sustainability Report for progress on these initiatives</td></tr>
<tr><td>EN19</td><td>Emissions of ozone-depleting substances by weight</td><td>NRG does not maintain this information centrally. Each individual facility complies with its record-keeping requirements regarding ozone-depleting substances</td></tr>
<tr><td>EN20</td><td>NOx, SOx and mercury emissions</td><td>See 2013 Year in Review page 9 for emissions</td></tr>
<tr><td>EN21</td><td>Total water discharge</td><td>See 2013 Sustainability Report “Water’</td></tr>
<tr><td>EN22</td><td>Total weight of waste (ewaste, haz and non-haz wastes)</td><td>In 2013, NRG produced 5,841,098 tons of coal ash of which 60% was recycled. See our 2013 Sustainability Report for more information.

Below is the list of ash for coal plants:

<table>
<tr><th>Location</th><th>Beneficial Reuse/Recycle Tons</th><th>Landfill Tons</th><th>Total CCB Tons</th><th>Percent Recycled</th></tr>
<tr><td>Avon Lake</td><td>23,017</td><td>77,107</td><td>100,124</td><td>23%</td></tr>
<tr><td>Big Cajun II</td><td>156,436</td><td>139,919</td><td>296,354</td><td>53%</td></tr>
<tr><td>Chalk Point</td><td>131,576</td><td>24,705</td><td>156,281</td><td>84%</td></tr>
<tr><td>Cheswick</td><td>62,543</td><td>98,304</td><td>160,847</td><td>39%</td></tr>
<tr><td>Conemaugh(20 %)</td><td>-</td><td>242,674</td><td>242,674</td><td>0%</td></tr>
<tr><td>Dickerson</td><td>44,511</td><td>31,932</td><td>76,443</td><td>58%</td></tr>
<tr><td>Dover</td><td>124</td><td>-</td><td>124</td><td>100%</td></tr>
<tr><td>Dunkirk</td><td>11,452</td><td>3,795</td><td>15,248</td><td>75%</td></tr>
<tr><td>Huntley</td><td>-</td><td>33,719</td><td>33,719</td><td>0%</td></tr>
</table>
</td></tr>
</table>

Indian River	105,768	187,304	293,072	36%
Keystone (20%)	55,958	192,138	248,097	23%
Limestone	575,375	880,065	1,455,440	40%
Morgantown	308,913	23,801	332,714	93%
New Castle	-	31,941	31,941	0%
Portland	-	8,432	8,432	0%
Seward	1,691,537	-	1,691,537	100%
Shawville	4,634	104,770	109,404	4%
Titus	-	18,040	18,040	0%
WA Parish	318,206	252,402	570,608	56%
Total Tons	**3,490,051**	**2,351,047**	**5,841,098**	**60%**



Coal Combustion by-products are tracked by all coal plants and 100% of the generating facilities NRG began tracking solid waste generation at our power plants in 2013; the amount reported for 2013 is a partial representation of waste generation and recycling. Coal combustion by-products that are not used for beneficial reuse is managed at on-site

		permitted landfills. Avon Lake uses an off-site landfill for disposal of coal combustion by-products. **Waste Generation** • Ash: 5841098 Tons or 5934830 Tonnes • Trash: 4553 Tons or 4626 Tonnes • Metal: 82074 Tons or 83391 Tonnes • Hazardous Waste: 65.5 Tons or 66.6 Tonnes • Electronics Waste: 54 Tons or 54.9 Tonnes **Amount to Landfill** • Ash: 3490051 tons • Trash: 4269 tons **Hazardous Waste Management:** • Energy Recovery: 11.8 Tons • Incineration Destruction: 6.6 • Landfill: 3.4 • Store and transfer: 41.7 **Amount Recycled** • Coal Ash: 2351047 Tons • Trash: 284 Tons • Metal Recycling: 82074 Tons • Electronics Waste: 54 Tons
EN23	Significant spills	See 2013 Sustainability Report 'NOV' and pages 187-190 of 2013 Annual Report
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 65 U.S. tons of EPA defined hazardous wastes generated by NRG, none was transported internationally.

EN26	Initiatives to mitigate environmental impacts of products and services.	See 2013 Sustainability Report 'Expand Retail'
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. 2013 was NRG's best year for EKPI performance. See NRG's 2013 Sustainability Report for further discussion including NOVs and fines, spills, and NRG's EKPI metric. For a description of NRG's environmental management program, see http://www.nrg.com/sustainability/environmental-responsibility/environmental-management-system/
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Electricity is transported via transmission and distribution systems owned by third party utilities. 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.	See pg. 29 of NRG Fourth Quarter 2013 Earnings Presentation

Human Rights

NUMBER	DESCRIPTION	RESPONSE
Human Rights Overview	Disclosure on Management Approach- Human Rights	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	NRG's Standard Terms and Conditions require that suppliers comply with all applicable laws and regulations. NRG is evaluating including a statement as a part of our Standard Terms and Conditions and contract language that states NRG expects suppliers to be in compliance with the United Nations Universal Declaration of Human Rights. Inclusion of this language will require the review of NRG's internal legal counsel and compliance departments and well as sign off by executive management. NRG's operations are almost all based within the domestic 48 contiguous United States.
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 .
HR4	Discrimination incidents	Please see NRG's Code of Conduct for more information on expectations: Code of Conduct
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 compulsory labor,	We comply with all federal and state laws and regulations applicable to our operations.

	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 are unaware of any incidents 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
Labor Practices Overview	Disclosure on Management Approach- Labor	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	East:44.7% Managers - 23% Non-Managers - 77% Gulf: 41.8% Mangers - 24% Non-Managers - 76% West: 8% Managers - 25% Non-Managers - 75%
LA3	Benefits provided to full-	The health and welfare of our employees and their families is very important to NRG. NRG provides employees with the

	time employees that are not provided to temporary or part-time employees, by major operations.	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 accounts 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 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.	As of December 2013, 58.8% of NRG's employees at its U.S. generation plants were covered by collective bargaining agreements. Of the entire 7786 person organization, 35.9% of employees were covered by collective bargaining agreements.
LA6	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	It is in NRG's best interest to provide as much advance notice to employees as possible regarding any significant operational changes. Unless it affects wages, benefits, or working conditions, NRG is not obligated to provide advance notice of change to employees covered by collective bargaining agreements. However, we follow best practice of notifying Union Leadership prior to any announcement to employees regarding the change.
LA7	Recordable incident rate—Safety	Top quartile safety performance with an OSHA recordable rate of 0.77. Please see 2013 Sustainability Report 'Safety' and page 8 of NRG's Q4 Investor Relations Earnings
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 several wellness benefits to aid in the prevention and risk of serious illnesses. *Preventive health & dental care covered at 100% through Aetna and Cigna, respectively *Additional benefits through Aetna: - Age-Specific colonoscopies & mammograms - Free generic Birth Control - Free online Health Assessment, followed by targeted mailings based on results - Aetna In-Touch Care - Disease Management program for chronic conditions that provides specialized access to medicine and experts *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 *Non Tobacco User Discount - Contribution discount of approximately $505 annually offered towards medical premium for non-tobacco use (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 - Quit for Life Tobacco Cessation Program - includes free Chantix as well as other tobacco cessation products
LA10	Health and safety topics covered in formal agreements with trade unions	Health topics covered in Collective Bargaining Agreements may include summary information outlining the cost, design and offerings of the Health Plan(s) provided; specific to each negotiated covenant. Language pertaining to safety matters may include such things as the establishment and commitment to labor-management safety teams and committees, the investigation process after an accident, safety equipment required and who is responsible for providing it.
LA11/EU14	Programs and processes to ensure the availability of a skilled workforce. the community	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. From the results of this analysis, training programs are designed and developed to address any skill gaps and ensure the appropriate skills learned. In addition, input from management is used to enhance programs as jobs are modified or improved. 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 educate 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. Continuing education for technical workers falls within two categories: 1) on-going skills development to improve plant performance and ensure worker safety and 2) attendance at

		industry and skill area training and seminars. Qualified Electrical Worker training keeps skilled personnel abreast of information resulting from new regulatory standards and ensures that new skills are attained to meet performance expectations. In addition, employees attend engineering conferences and industry knowledge sharing events and participate in "Industry Lessons Learned" presentations to keep themselves educated on changes in our field. Lastly, NRG offers educational assistance to employees pursuing graduate and undergraduate degrees in areas related to our business, including engineering. 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 in order to encourage participation in the engineering and technical disciplines. Additionally, STP's Education Incentive Program (EIP) targets local students pursuing a two year degree in Nuclear Power Technology and supports them by paying for their tuition and books and offering an internship. STP also contributes six adjunct instructors teaching at various colleges with an average of 2400 hours annually. Part of the NRG hiring process is to ensure we are hiring qualified employees to operate and maintain our power plants. Therefore, in many but not yet all, NRG power plants, we require candidates to pass a pre-employment physical, drug test, and technical aptitude tests that are recognized in the industry as best practice. All of the pre-employment screens 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 35.9% of staff and do not receive performance appraisals.

LA13	Composition of governance bodies and breakdown of employees per employee category, gender, age, minority group, membership and other indicators of diversity	NRG's governance falls under the direction of our Board which has also formed six standing committees: Audit, Compensation, Governance & Nominating, Commercial Operations Oversight, Finance and Nuclear Oversight. Under our Corporate Governance Guidelines, "a majority of the Board must be composed of Independent Directors," therefore, the only employee elected to it is our CEO, David Crane.
LA14	Ratio of basic salary of men to women by employee category	Wages and salaries are proprietary information. Executive compensation can be found in our NRG's latest DEF 14A Proxy 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.	We estimate 100% of our regions have participated in local community engagement and development programs based on accounting records (of donations made) and participant data collected on Global Giving day- NRG's companywide day of volunteering. NRG has a multi-pronged approach to giving that incorporates volunteer opportunities both during and outside regular business hours. Our Team NRG initiatives recognizes groups of employees who "team" up to support local organizations and traditional giving channels of grants and donations (cash and in-kind.) These initiatives allow us to act as good community neighbors in the areas where our employees work and live. NRG regions have long standing relationships with many charitable organizations in our communities and through our continued support, the majority have been able to expand the breadth of their programs (with NRG defined focuses on Education, the Environment, Human Welfare and Community and Economic Development) as well as serve larger populations making a significant difference in the lives of those dealing with insecurities of basic human needs. Our funding and volunteer

		support efforts often initiate programs presenting unique approaches which address sustainability issues, as we encourage independence through innovative solutions.
SO2	Percentage of business units analyzed for risks related to corruption.	100%. 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 take 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 2013, no material incidents of corruption were reported or discovered.
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	In 2013, 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). 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 corruption.	In 2013 no material incidents of corruption were reported or discovered.
SO5	Public policy positions and participation in public policy development and lobbying.	Please see 2013 Annual Report
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 2013 Annual Report in Note 22 - Commitment & Contingencies.

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 2013 Annual Report in Legal Proceedings.
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, in terms of commitments and contingencies, is disclosed in NRG's 2013 Annual Report; Item 15, Note 22, pp. 186-190 - Commitments and Contingencies
PR3	Type of product and service information required by procedures and percentage of significant products and services subject to such information	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 includes but is 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

	requirements.	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 2013, 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, NRG's largest retail brand, provides best-in-class customer care 24x7 through phone, chat and email channels. Our representatives offer a variety of innovative plans and services and are empowered to offer Reliant Home Solutions, a suite of services, such as A/C and surge protection programs that help address complementary problems customers may have. Ultimately our representatives are ambassadors of our brand, equipped with the tools they need to nurture long-term relationships with our customers. To measure customer satisfaction, we monitor the Customer Effort Score, a metric developed by the Corporate Executive Board (CEB) that shows by reducing effort, your customers are more likely to stay with you and buy more from you. Based on CEB's research, Reliant was an early adopter of investing in programs that specifically reduced effort that our customers had to expend to do business with us. Our customer experience journey started in 2009 and our commitment to a low effort culture started in 2010. Since then, we have been featured in conjunction with and companies like American Express in various publications and articles, including the Harvard Business Review and The Effortless Experience published by CEB. Some of our internal programs to reduce customer effort include helping reps adapt to different

		customer personalities, teaching reps how to handle conversations with customers when we can't honor their request, and creating NRG SimplySmart Training ZoneTM where reps can practice skills off the floor in a near-real but safe environment. Some of our customer-facing programs to reduce effort include our Weekly Summary Emails that give customers a greater sense of control over their electricity use and our bill notifications where customers can request to receive a proactive communication if their bill exceeds a specific amount. After one full year of implementation, our Customer Effort Score was 26% lower than the industry average, and each year, we continue to improve and further reduce customer effort.
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 2013, 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), in any formal complaint proceeding docketed with any state or Federal regulatory agency or voluntary code enforcement entity or organization.
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. NRG does not disclose information of this type to the public.

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 2013 Annual Report; Item 15, Note 22, pp. 186-190 - Commitments and Contingencies.