

2023

SUSTAINABILITY REPORT

About this report

The content and structure of this report provide stakeholders a comprehensive update highlighting NRG's dedication to people, commitment to environmental stewardship, and the governance principles that inform our work. Sustainability has become increasingly integrated into the fabric of who we are as a company; this report reflects its importance and impact across all parts of our business.

This sustainability report is aligned with our fiscal year (FY) and is a snapshot of the period from January 1 to December 31, 2023, unless otherwise noted in individual disclosures. Featuring highlights from the reporting period as well as relevant data and disclosures, our report contains information and issues pertinent to NRG and complements our other reporting and financial filings. Unless otherwise stated, NRG refers to NRG Energy, Inc. as well as its subsidiaries and affiliates. While this report's scope is FY 2023, some longer-term projects and goals are discussed, as are certain significant current events that occurred between the end of FY 2023 and the time of publication.

Where applicable, sustainability-related disclosures are in line with the Sustainability Accounting Standards Board (SASB), which was recently incorporated into the International Financial Reporting Standards (IFRS) Foundation, and the United Nations Sustainable Development Goals (SDGs). Additional details on NRG can be found in our Environmental, Social, and Governance (ESG) Data Download as well as in our reports and proxy statement on the NRG Investor Relations website. The Appendix section contains our SASB table and resources with more information linked throughout the report.



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Introduction

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CEO letter

Dear Stakeholders,

Today, NRG is proud to be working at the intersection of energy and consumer services, placing sustainability at the core of everything we do. Our strategy ensures we make responsible decisions that consider every aspect of our business.

In 2023, we achieved some great milestones, thanks to the steps we've taken in recent years to strengthen our business. NRG made significant progress in advancing our long-term energy transition and electrification strategy.

We achieved a 58% reduction in GHG emissions, bettering our 2025 target, and our demand response programs effectively helped to balance market needs and reduce grid demand. The NRG team's commitment to the community remained steadfast, contributing 31,000 volunteer service hours across North America. The integration of NRG and Vivint has been a 'better together' story, enriching both our offerings and our teams. Reflecting our new collective identity, we introduced an updated purpose statement: To power a brighter future together. One that is safe, smart, and sustainable.

Looking ahead, there is still much to accomplish. Our goals for the coming years are ambitious as we enter a new era of energy, driven by increasingly cleaner supply, continued electrification, and tremendous demand-side growth. NRG is harnessing technology, our customer-centric approach, and incredible talent to advance our business. We are not just adapting to change—we are leading it, championing an intentional energy transition that is safe, affordable, reliable, and beneficial for future generations.

Thank you for your continued support and interest in NRG. It is your belief in our vision that inspires us to do better every day. I am grateful for our employees, partners, customers, and communities' dedication. Together, we are shaping a bright future.



Larry Coben

Chair, President and Chief Executive Officer

CSO letter

Dear Stakeholders,

Looking back on my first nine months as Chief Sustainability Officer for NRG, I am filled with hope and excitement. I feel honored to have joined a sustainability program with such a strong legacy. The opportunity to now spearhead NRG's sustainability initiatives as we shape the future of energy is a privilege. Today, I am proud to share with you both our progress over the past year and our vision for a more sustainable future.

In 2023, we achieved many milestones and expanded our portfolio to offer more sustainable alternatives for both homes and businesses. Our efforts to progress our emissions targets were reflected in a 58% decrease in GHG emissions from our base year, including a 30% cut from 2022 in our Scope 1 emissions. We retained our top-decile safety performance, and our commitment to our people and communities was strengthened through integration with our Vivint colleagues. Throughout an atypical year for our business, we maintained shareholder engagement and strong governance principles and ensured our strategies remained aligned with stakeholder values and expectations.

My time in this role has deepened my commitment to advancing NRG's sustainability agenda and reinforced my belief that sustainability is not a destination, but rather a journey that requires constant adaptation, learning, and dedication. I am anticipating many more opportunities to engage with customers in new ways.

Our whole-home experience delivers comprehensive, tech-forward energy management to our customers. For our gas business, we are exploring ways to evolve our customer solutions as we continue reducing our carbon intensity. The anticipated power demand increase driven by the technology sector presents both challenges and opportunities.

NRG's strategic shift to sit at the intersection of energy and technology marks a new chapter in our sustainability story. As we navigate this next phase of NRG and the energy industry as a whole, I remain focused on maintaining our unwavering commitment to putting our customers first as we continue to elevate our sustainability approach and set a benchmark for the industry.

I am proud of the progress to date, which is a testament to our company's dedication and to those leaders before me who paved the way. As we move forward, I will continue to collaborate closely within NRG to ensure that sustainability remains at the core of our business.

I am grateful for the support and engagement of our stakeholders as we pursue our sustainability goals and for the opportunity to lead as we drive tangible results through our collective efforts. Together, we can create a more prosperous and sustainable future for all.



Lynda Clemmons

Chief Sustainability Officer

About NRG

NRG sits at the intersection of energy and home services. With our customers' needs and aspirations at the forefront, we are bringing peace of mind, customization, and convenience to the home. Our leading brands and customer experience as an energy provider have paved the way for trusted relationships inside the home, and today, we are much more than simply a power and natural gas retailer. We are empowering consumers with a unique platform that combines innovative energy services and controls with home automation, smart devices, and protection.



ESSENTIALS FOR THE HOME AND BEYOND

Throughout 2023, we focused on the integration of Vivint Smart Home as a catalyst in accelerating our consumer-focused growth strategy — to bring customers a best-in-market home services platform fueled by unparalleled insights, proprietary technologies, and complementary sales channels.

NRG serves approximately eight million residential consumers in addition to commercial, industrial, and wholesale customers, supported by approximately 13 GW of energy generation capacity as of December 31, 2023. We sold 152 TWhs of electricity and 1,892 MMDth of natural gas in 2023, making us one of the largest competitive energy retailers in the U.S.

As of 2023's end, we had recurring electricity and/or natural gas sales in 25 U.S. states, the District of Columbia, and eight provinces in Canada. Other products and services are available nationwide in both the U.S. and Canada. Vivint served customers in all 50 U.S. states. NRG's retail brands collectively have the largest share of competitively-served residential electricity customers in Texas and nationwide.

OUR PURPOSE AND VALUES

Our purpose and values inform how we move forward and achieve more for the people we serve. We constantly aim higher to provide a better experience for our customers, employees, and communities. In 2023, we rolled out a new purpose statement. This new statement reflects our growth, aspirations, and the evolving needs of our stakeholders.

NRG PURPOSE STATEMENT

To power a brighter future together.
One that is safe, smart, and sustainable.

Our power values

- Safety and well-being
- Customer focus
- Collaboration
- Accountability
- Diversity, equity, and inclusion



Sustainability at NRG

Sustainability is a philosophy that underpins and facilitates value creation across our business for all stakeholders. It is an integral piece of our corporate strategy and ties directly to business success, reduced risk, and enhanced reputation.

We are committed to affecting positively the communities in which our customers and employees live and work. We are focused on reducing our environmental footprint while ensuring the long-term reliability, competitiveness, and success of NRG.

As we help to drive the energy transition through increasingly more sustainable products and solutions, our goal is to provide more clean energy choices to our customers and help reduce overall environmental and social impacts associated with the use of our products. This includes:

- Providing sustainable energy solutions to customers, optimizing our generation on an ongoing basis
- Reducing the carbon footprint of our operations
- Leveraging cleaner energy technologies such as battery storage and the incorporation of renewables
- Supporting the advancement of our employees through initiatives spanning health, safety, personal and professional growth, and DE&I

OUR SUSTAINABILITY GOALS

In addition, we have established three ambitious targets for reducing NRG's environmental footprint and reporting our progress:

50%
reduction in GHG emissions by 2025[1]

Net-zero
emissions by 2050

100%
electrification of company-owned, light-duty fleet vehicles by 2030

[1] From our 2014 base year, includes scopes 1, 2, and 3 business travel

YEAR IN REVIEW

We're on a mission to power, protect, and intelligently manage all things home and business — and 2023 was another year of outstanding progress. We advanced our strategic priorities, expanded our sustainability initiatives, and reinforced our support for NRG employees, partners, and the communities we serve.

Together, we are building a brighter, cleaner, and more resilient future.

SELECTED 2023 AWARDS AND RECOGNITION

- Newsweek's Most Responsible Companies
- Forbes America's Best Midsize Employer
- Forbes Global 2000
- Forbes Best Employer for Diversity
- Forbes America's Best Employer by State (Texas)
- Fortune Global 500
- HRO Today's Talent Acquisition Leader of the Year, Lifetime Achievement
- Finalist HRO Today's Talent Acquisition Team of the Year
- IABC Houston Bronze Quill Award of Excellence
- Illumi: Creative Development Award (UserTesting)
- Ragan Communications CSR & Diversity Awards Finalist

2023 by the numbers

A Fortune
150
Company

Approximately
$28.8B
in revenue

Approximately
18,000
employees

13 GW
total generation capacity

8MM+
customers

1,892 MMDth
natural gas sold

152 TWh
electricity sold

58%
reduction in GHG emissions[1]

54%
Board of Directors' ethnic or gender diversity

1.9 GW
of renewable power purchase agreements (PPAs)

Top decile
safety performance

Approximately
$7.2 MM
donated to charitable organizations

Approximately
31,100
hours of volunteer service by employees

1,160+
charitable organizations impacted by volunteers and donations



[1] From our 2014 base year.





Facilitating an intentional energy transition

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Our balanced approach

The energy industry is at an inflection point, transitioning from a century-old system built upon combustible fuels to one that fulfills the requirements of a world contending with climate change and being reshaped by technological innovation.

At NRG, we are committed to the responsible transition to a lower-carbon economy. Our sustainability strategy recognizes and embraces that together with NRG's customers and partners, we have an unprecedented opportunity to rethink what power can be.

While much of today's energy landscape is transforming, our fundamental approach — delivering energy that is safe, affordable, and available when it's needed — still holds true. From development to strategy, our customers are crucial in helping us navigate and find success in an ever-evolving sector.



We all want to leave a better world for the next generation. By using the technology we have now to manage our resources, we believe we can turn the tide on climate change."

— Lynda Clemmons
Chief Sustainability Officer



Customer-driven solutions

We are empowering NRG customers to play a greater role in shaping a sustainable energy future. From data center growth to continued electrification, our customers are inspiring industry change and influencing how we think about solutions to meet the needs of their homes and businesses. To empower and mobilize our customers to achieve their sustainability goals, we are aligning smart home technologies that manage usage with cleaner energy options.

Whether generating power from our fleet with diverse fuel sources and geographic proximity to our customers, selectively purchasing power from the market, or entering long-term power purchase agreements (PPAs) for renewables, we're sourcing power in ways that meet our customers' needs and values.



Our vision is to orchestrate all of these instruments — wind power, solar panels, smart thermostats, EV charging, and more — to continue providing energy whenever and wherever people need it. In concert with our customers, we can make sustainable energy usage a way of life."

— Mark Parsons
Head of Texas, Consumer Energy



Energy-saving innovations in the tech-smart home

As modern living spaces become increasingly electrified and technologically interconnected, consumers have unprecedented opportunities to manage their residential energy usage more flexibly. Aided by our Vivint products, we are accelerating this shift toward a more demand-driven model through our combined solutions.

By controlling their thermostat, lighting, appliances, electric vehicle (EV) charging, and other in-home devices from anywhere via a single app, our customers have greater control over their energy usage without sacrificing comfort or convenience. In addition, the Vivint platform supports our broader efforts to level out demands on the energy grid by offering attractive incentives for customers to change their electricity usage.

In 2023, we continued to advance our customer EV rate plan offerings. This includes a new EV interface that helps customers connect their cars automatically with a time-of-use electricity plan. Our new interface also gives customers the option to see both gasoline and CO_2 savings. This is just one example of how NRG's products are making customer's energy experience seamless.

Sustainable products and services

We are continually innovating to support the energy transition with more responsive products and services that put greater control in customers' hands.

SOLUTIONS FOR THE HOME

We believe smart home solutions are an essential catalyst in the transition to a lower-carbon energy future. Our retail brands are built around making sustainability easy for customers. Gone are the days where being efficient was seen as sacrificial, old-fashioned, and difficult. Instead, that's been replaced by technology, transparency, and flexibility.

Our offerings include:

- **Degrees of Difference, Reduce Your Use, and Ready Set Relax** These demand response programs adjust customer's electricity use during times of high demand. In 2023, NRG's programs resulted in nearly 1,155 MWh saved across 24 demand response events and an additional ~520 MWh saved through customers' voluntary participation.
- **Flextra Credits.** As part of this 100% solar electricity plan, Reliant customers receive their two highest-use days each week for free. The program also provides up to $200 in bonus bill credits over the length of a customer's term.
- **Solar buyback programs.** In 2023, we grew our Reliant solar buyback portfolio by nearly 20% while also enhancing customers' experience with online account management. For example, the Reliant app now provides insights on solar savings, KWh imported and exported, environmental impact, and weather. In addition, we launched a new buyback program, Solar Unlimited, for our Direct Energy customers.
- **EV charger plan.** EV owners receive a discounted rate every night between 9 p.m. and 5 a.m. to support overnight charging. The plan is supported by 100% renewable energy and comes with a complimentary Level 2 EV charger.
- **Renewable energy add-on.** This program allows our customers to add renewable energy to cover 25%, 50%, or 100% of their load.
- **SolarSPARC.** When customers enroll in this plan, they help fund a variety of projects that make solar energy more accessible in local communities.

In addition, we have participated in small pilot projects that provide insight into expanded demand side management capabilities that benefit both consumers and the grid.

These efforts include:

- A pilot project that allows Reliant customers in Texas to enroll their energy storage system in the state's aggregated distributed energy resource (ADER) program
- Involving NRG employees with EVs in a proof-of-concept test to integrate "smart car" technology as a lever for EV charging
- Conducting an assessment among select Reliant customers to gauge how they perceive the value of receiving a smart thermostat with free installation. The results of this study will help us further hone our integration of Vivint Smart Home capabilities



SOLUTIONS FOR BUSINESS

We guide our business customers to what's optimal for their unique goals and needs — leveraging our energy industry knowledge, a technology-agnostic mindset, and our customer-first approach. Our ultimate goal is to make each customer's energy strategy a competitive advantage for their business.

NRG's diverse portfolio for businesses includes:

Carbon intensity-reducing and socially-responsible solutions

- Community solar brokerage
- Renewable Select™
- Renewable power purchase agreements (PPAs) and virtual power purchase agreements (VPPAs)
- Renewable Energy Credits (REC)
- Carbon offsets
- ESG advisory services
- Fleet electrification advisory services

Customizable demand-side solutions

- Demand response
- Responsive Economic Dispatch
- Energy efficiency and management tools
- Peak load management

Energy storage and resilience solutions

- Emergency back-up generation
- Distributed energy resources (DERs)

We also have several teams dedicated to helping our commercial and industrial customers optimize sustainability in their operations:

- **Our sustainability advisory** group educates commercial and industrial customers on how to reach their sustainability goals by providing insight into their carbon footprint, helping them to decide the appropriate way to access renewable energy as well as the tools available for benchmarking and reporting. This team helps customers establish a solid strategy and make it easier to navigate the evolving clean energy landscape, understand the ESG implications of energy commodity and services procurement, and improve business performance.
- **Our renewable brokerage** team focuses on assisting Fortune 500 companies with VPPAs, community solar portfolio origination and management, transferable tax credit financing solutions, distributed generation solutions, and long-term REC purchases. With over two GW in recent transactions, the team continues to assist clients in an ongoing effort to maximize both ESG and financial benefits.
- **Our renewable and new product innovation team** works with NRG business operations to bring new products such as renewable energy credits, carbon offsets, renewable natural gas (RNG), and certified gas (CG) to market. They identify customer needs and market opportunities and collaborate with internal and external partners to design, develop, and launch innovative solutions that address sustainability challenges. This team also supports the scaling and adoption of these products across different regions and sectors, ensuring they deliver value to our customers and stakeholders.

Community solar

NRG takes a market-leading approach to maximizing the value of community solar and minimizing the effort required. We work with organizations to scale community solar based on unique footprints. An offsite solar facility generates electricity that's delivered directly to the grid. Afterward, bill credits are assigned to specific customer sites and the customer pays a discounted price.

Support for a customer's climate planning journey

As a trusted advisor on implementing ESG and disclosure strategies, NRG recently helped a large consulting firm successfully apply for several respected climate planning and sustainability certifications. These efforts included:

- Assisting with the customer's latest CDP submission
- Helping the firm prepare for a climate scenario planning analysis in accordance with the International Sustainability Standards Board (ISSB)
- Assisting with deliverables to the Taskforce on Climate-Related Financial Disclosures (TCFD)
- Supporting the firm's Science-Based Targets initiative (SBTi) submission, which led to final certification in December 2023
- Helping the firm create its playbook for achieving sustainable longevity and continuing to quantify its climate change-related activities
- Supporting the firm's assessment and verification of metric data for upcoming sustainability deliverables



Technology and data analytics

Data, technology, and security play a major role in our business. We have the data to make informed decisions, the technology to support business execution and optimization, and internal security controls based on the U.S. National Institute of Standards and Technology Cybersecurity Framework (NIST CSF).

The unique power of harnessing data, technology, and security keeps us on the cutting edge of our business, allowing us to deliver excellence.

Our approach groups data and technology under the same roof. Through this combination, we are building enterprise-wide platforms to capture individual consumer insights and behavioral trends that enable us to continue innovating and enhancing customer engagement and satisfaction with our products and services.

Some of our key accomplishments in 2023 include:

- Expanding the customer data platform, providing industry-leading insights, and enabling real time personalization
- Delivering enterprise-wide data projects to strengthen the core business, executing on the digital strategy to personalize offers, and advancing our Artificial Intelligence (AI) capabilities to unlock value within the business
- Continuing to develop preventative protections, identifying and remediating information security risks and vulnerabilities, testing incident response procedures, and providing ongoing employee cybersecurity training and awareness

In addition, we are committed to facilitating customers' sustainability efforts through solutions that make renewables, energy efficiency, and home management more accessible to everyone. Our robust technology platform helps customers be better energy users by providing data and insights into their consumption. Paired with the right electricity plan, we reward customers for leveraging this information to modify energy use — without disrupting their lives.

With the help of smart home technology, consumers can easily control their power usage with a simple tap on a phone app. Lower power usage can mean lower bills, less strain on the grid, and less environmental impact. This literally puts control over their sustainable energy use in the palm of a customer's hands. Multiplied by thousands or millions of households, the potential impact is substantial.



Public policy and advocacy

Renewable energy policies are rapidly evolving, due in part to the need to address climate change. These policy changes present challenges and solutions for businesses operating in the energy sector.

We recognize that consumer choice is an important component in achieving a sustainable energy transition. Therefore, NRG advocates for legislation and policy pillars that allow customers to leverage the power of the free market to influence and shape the energy future.

Four overarching policy principles guide our political advocacy work:

- **Competition and consumer choice.** Consumers should be able to choose their electricity and natural gas providers. Competition promotes a customer-centric approach to business and drives companies to innovate and develop products and solutions, while helping to keep them affordable.
- **Sustainability and lower-carbon-intensity energy.** Competitive markets allow energy providers to cater to consumers who would like to support renewable electricity from wind and solar resources, and meet their energy efficiency goals.
- **Innovation and technologies.** Retail innovation-focused policies improve consumer experiences by spurring the development of innovative technologies, products, and services.
- **Resilience and reliability.** Retail energy-focused policies help ensure customers have access to energy when they need it, helping support a market system where reliability and resiliency are prioritized.

More specifically, we advocate for state and federal policies that give customers access to a greater array of renewable and emissions-free energy options, with the right to choose their preferred providers and shop for the lowest prices. We also help customers optimize their use of renewable energy incentives created under the Inflation Reduction Act (IRA), which includes tax credits for adopting decarbonization technologies such as wind and solar power.

NRG has been a market leader in guiding businesses toward opportunities to save money while achieving their sustainability goals through renewable energy tax credits. In addition, we commission and prepare energy policy research to help guide legislators, regulatory agencies, and non-governmental organizations in making decisions that affect our business, customers, and broader industry.

Learn more on our Energy Policy page.

Looking ahead

Technology continues to expand the opportunities for at-home and business customers to take charge of their energy choices and usage. We are focused on continuing to equip and mobilize NRG customers to achieve their sustainability goals through the combination of advanced digital smart home technologies and renewable, resilient energy.



Environmental

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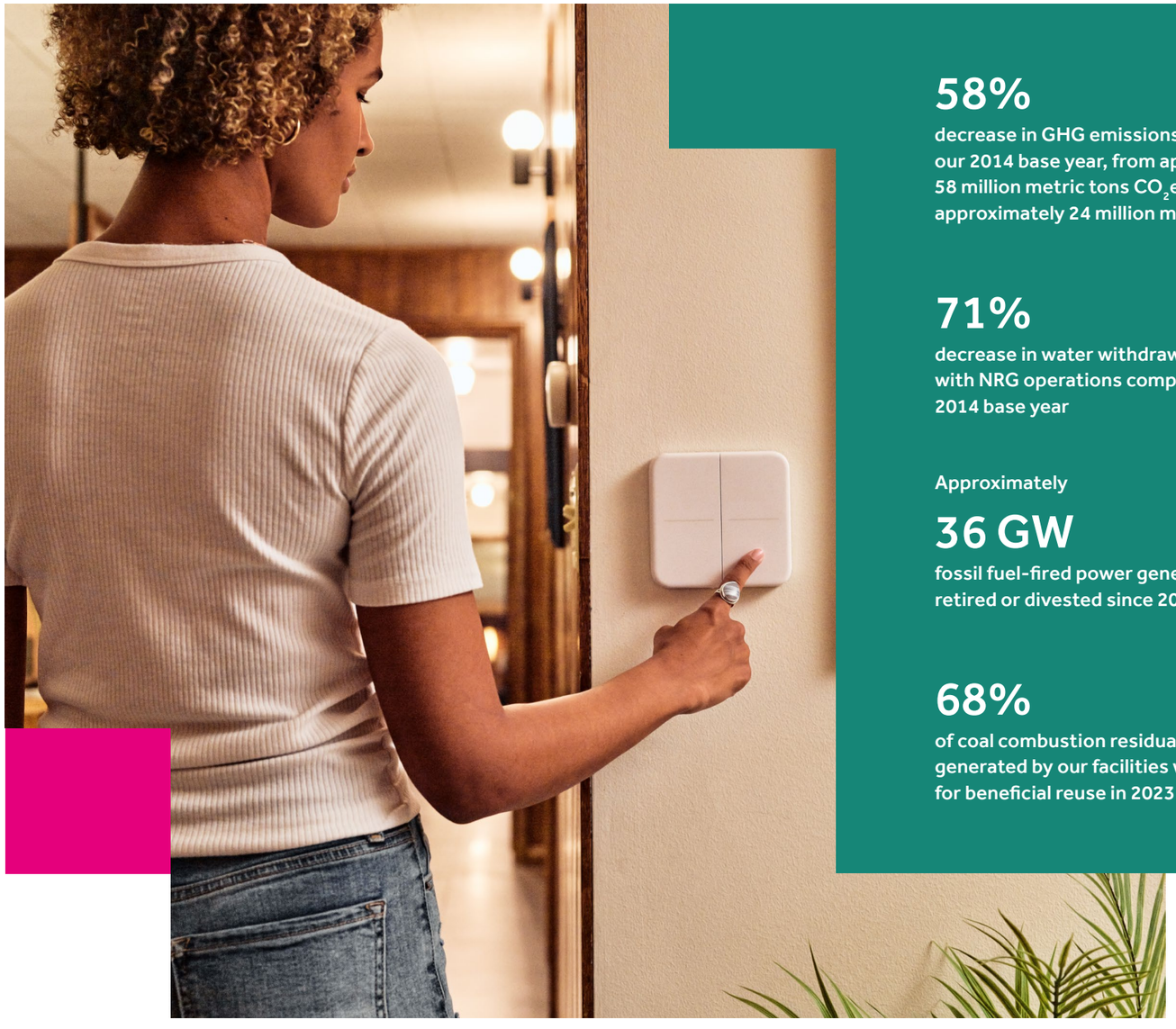
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Powering a lower-carbon future

We're committed to managing our business in an environmentally responsible way while also offering energy products and services that help our customers achieve their environmental goals. Our focus on reducing greenhouse gas (GHG) emissions to achieve our climate goals remains at the forefront of NRG's strategic planning as we transition to a decarbonized global economy. In addition, we continue to invest in water-saving and waste-reducing innovations.



58%
decrease in GHG emissions compared to our 2014 base year, from approximately 58 million metric tons CO_2e to approximately 24 million metric tons

71%
decrease in water withdrawal associated with NRG operations compared to our 2014 base year

Approximately
36 GW
fossil fuel-fired power generation capacity retired or divested since 2014

68%
of coal combustion residuals (CCRs) generated by our facilities were recycled for beneficial reuse in 2023

Our climate goals and progress

Our emissions reduction goals encompass Scope 1, Scope 2, and the employee business travel portion of Scope 3 emissions. To ensure consistency and relevance, our 2014 base year GHG emissions are reviewed annually and recalculated as warranted to reflect any changes to our generation asset portfolio. Such recalculations are made according to The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard, Revised Edition, 2004.

NRG GOALS

50%
carbon emissions reduction by 2025[1]

Net-zero
carbon emissions by 2050

100%
electrification of our vehicle fleet by 2030

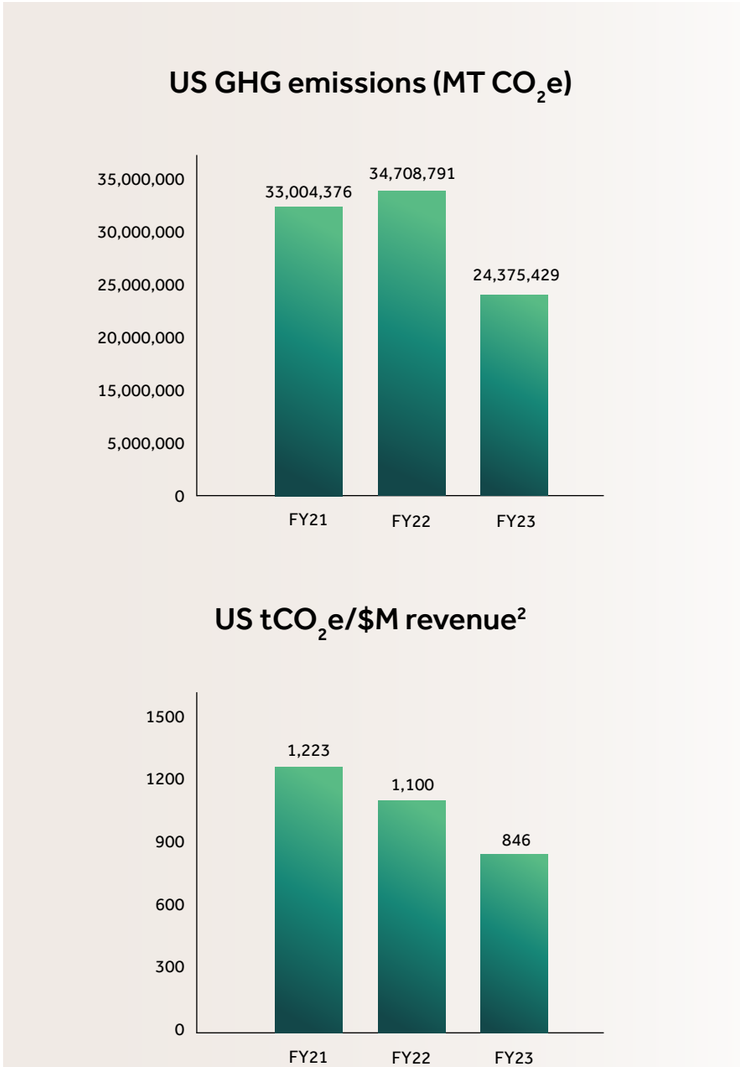
Since 2014, our CO_2e emissions have decreased 58%, from 58 million metric tons to 24 million metric tons. Key drivers of this change include reductions in our fleet-wide annual net GHG generation and a market-driven shift from coal to natural gas as a primary fuel for power generation.

We achieved a 30% reduction in our Scope 1 emissions in 2023, primarily resulting from reduced output by our power plants along with a 34% decline in net electricity generation from our coal-powered facilities compared to 2022.

While we are excited about our 58% reduction in 2023, the achievement of NRG's 2025 emissions reduction targets could be impacted by volatility within the power markets, driven by market conditions and changes in regulatory policies. We target the continued achievement of this goal.

Please see our Annual Report on Form 10-K for additional discussion on NRG's generation from all fuels — natural gas, coal, nuclear, oil, and renewables — represented in our portfolio.

In 2023, less than 5% of our consolidated operating revenues were derived from coal-fired operating assets, and our carbon intensity by revenue has decreased 31% since 2021.



[1] Compared with our 2014 base year.
[2] These numbers have been updated since publishing our 10-K, and therefore do not match what is listed in the 10-K.

CLIMATE TRANSITION STRATEGY LEVERS

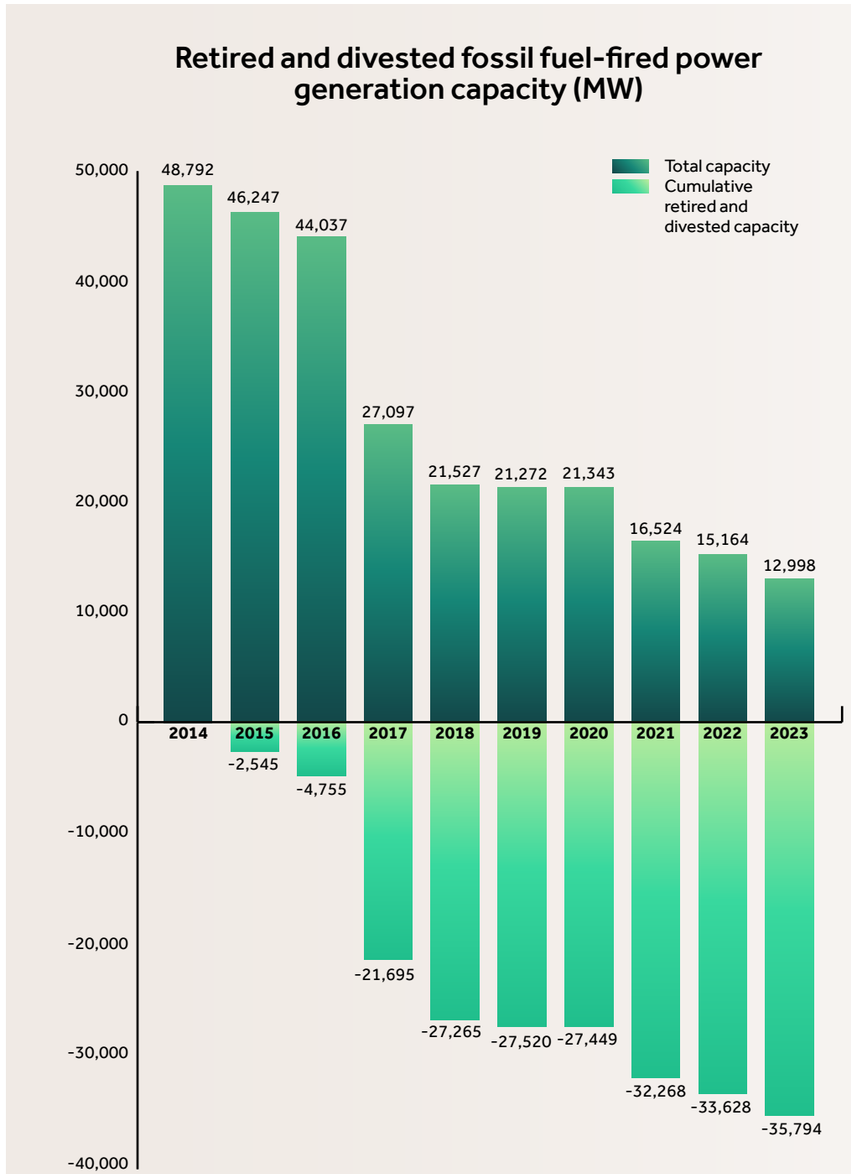
We are using four main levers to advance our carbon transition strategy:

- Decarbonization of existing business lines, which includes retiring fossil fuel generation assets when they reach end of life
- Diversification into low-emissions businesses, which includes providing our customers with renewable electricity and options to reduce the carbon footprint associated with their natural gas consumption
- Divestment of select high-emissions assets
- Deployment of new technologies and innovations

Asset retirements and divestitures

Since 2014, we have retired or divested approximately 36 GW of fossil fuel generation, a reduction of 73%. In 2023, we sold or retired natural gas-fired capacity equivalent to approximately 2,200 MW.

As part of our portfolio optimization strategy, we intend to retire all remaining fossil power plants in Illinois in time to comply with the Illinois Climate and Equitable Jobs Act, which mandates that private coal- and oil-fired electric generating units reach zero emissions by no later than January 1, 2030. Our overall plan includes deactivating the 410 MW Indian River Unit 4 coal-fired power plant in Delaware upon the termination of a Reliability Must-Run (RMR) agreement with the PJM regional transmission organization (RTO). The end of RMR service is dependent upon notice of termination by PJM and successful completion of certain transmission system upgrades which is currently expected no earlier than December 2024. The 1,538 MW Powerton coal facility in Illinois is projected to close by December 31, 2028 to comply with ELG regulations. In Maryland, the 167 MW Vienna oil facility is planned for retirement in June 2025. In Texas, we plan to cease operating Cottonwood, a 1,166 MW natural gas-fired facility when our lease expires in May 2025 and operations revert to the facility owner. Additional details about our asset retirements and divestitures are available in our Form 10-K.





BROADENING RENEWABLE ENERGY OPTIONS

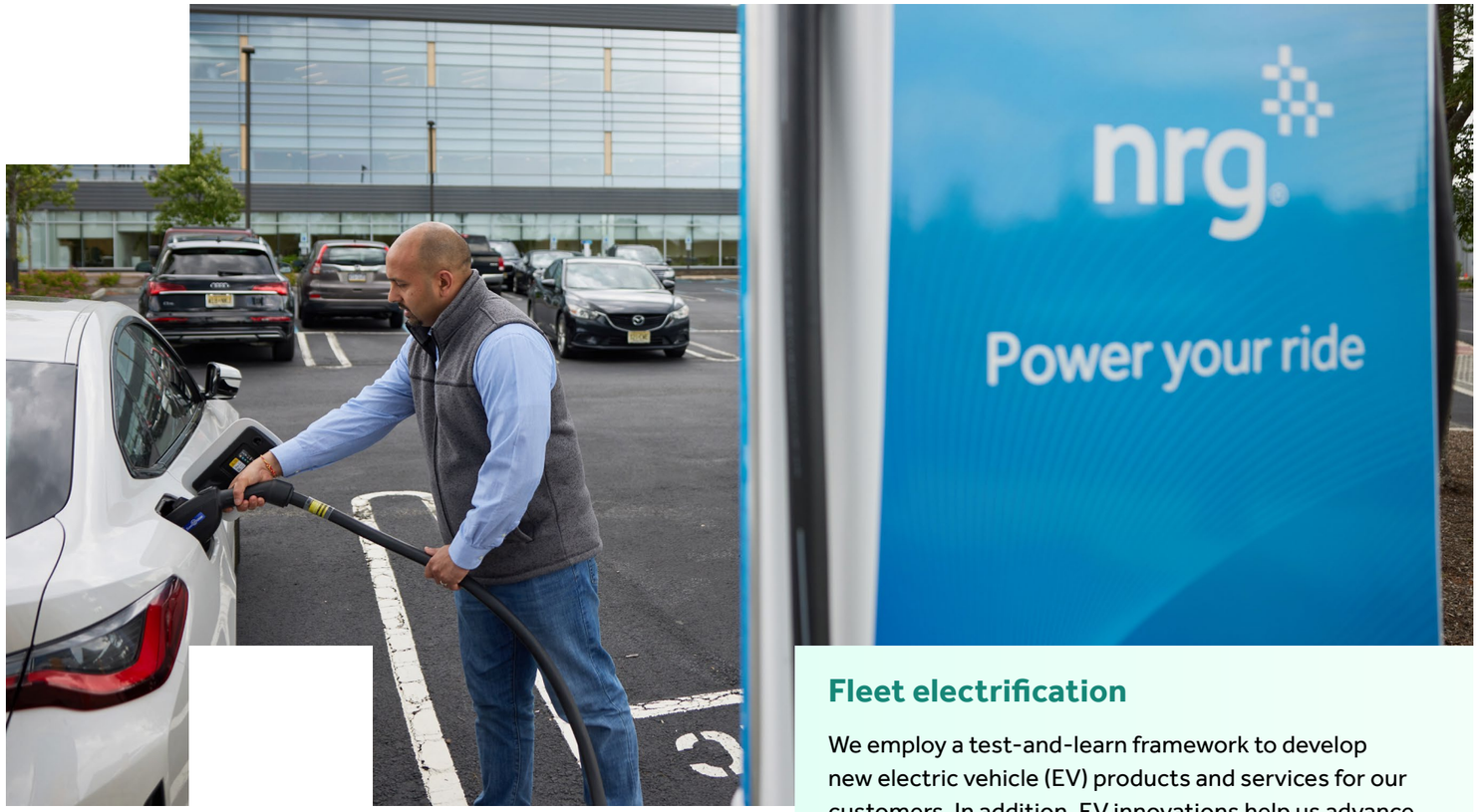
Knowing that our customers increasingly want sustainable energy solutions, we partner with developers to bring new renewables to the grid through medium and long-term PPAs. At the end of 2023, NRG had signed agreements for 1.9 GW of renewable power capacity through these PPAs, of which all were online as of July 2024. The average tenor of these agreements is 11 years.

We expect to continue evaluating and entering into additional PPAs that support our business needs as well as the objectives of our customers.

NATURAL GAS

Natural gas remains an important part of the overall energy mix, and we support its continued use within our diversified portfolio. We expect that natural gas will become less carbon-intensive over time through advancements in emerging forms such as RNG, CG, and hydrogen.

NRG delivers reliable, competitively priced natural gas supply and related solutions to households, companies, and state and local governments, helping them to achieve their climate goals. We also work to help reduce the carbon impact of gas consumption with products like high-quality carbon offsets.



Fleet electrification

We employ a test-and-learn framework to develop new electric vehicle (EV) products and services for our customers. In addition, EV innovations help us advance toward our 2030 climate goals.

In 2023, we grew our fleet of EVs by 14, adding all-electric trucks. Also, we applied lessons from our own fleet electrification and home charging experiences in the development and deployment of new solutions. Our framework included testing these concepts at the Houston Boat & Auto Show.

Environmental management and operations

We integrate environmental considerations into our strategic decisions as part of our commitment to operating sustainably and complying with all applicable environmental requirements. Our Environment-Over-Production policy sets a clear understanding among NRG employees that environmental compliance takes precedence in the company's operational decision-making. For more details, see our Environmental Policy Statement.

BIODIVERSITY

Recognizing the potential impact of our operations on the local natural ecosystem, we strive to support and protect biological diversity in the areas where we operate.

All active NRG plants have a site-specific Biodiversity Plan that outlines practices to limit the local impact of operations. In 2023, our plants completed 31 econrg^{SM} projects, with each plant completing at least one. Project highlights:

- $18,000 in scholarships focused on environmental matters provided to high school students
- Lighting upgrades (installation of solar lighting, motion sensors, and LEDs, all reducing energy use)
- Beach/creek/community cleanup volunteer events
- Planting native grasses/wildflowers
- Recycling materials that had historically gone to landfill

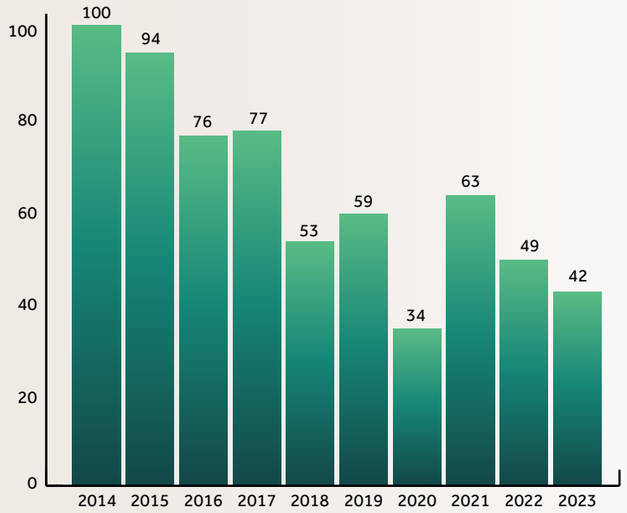
Annually, each plant chooses, designs, and implements one econrg^{SM} project, and this work contributes to the plant's environmental key performance indicators (EKPIs) score. Our econrg^{SM} projects span multiple program areas including biodiversity, climate change, and resource reduction, reuse, and recycling.

ENVIRONMENTAL PERFORMANCE

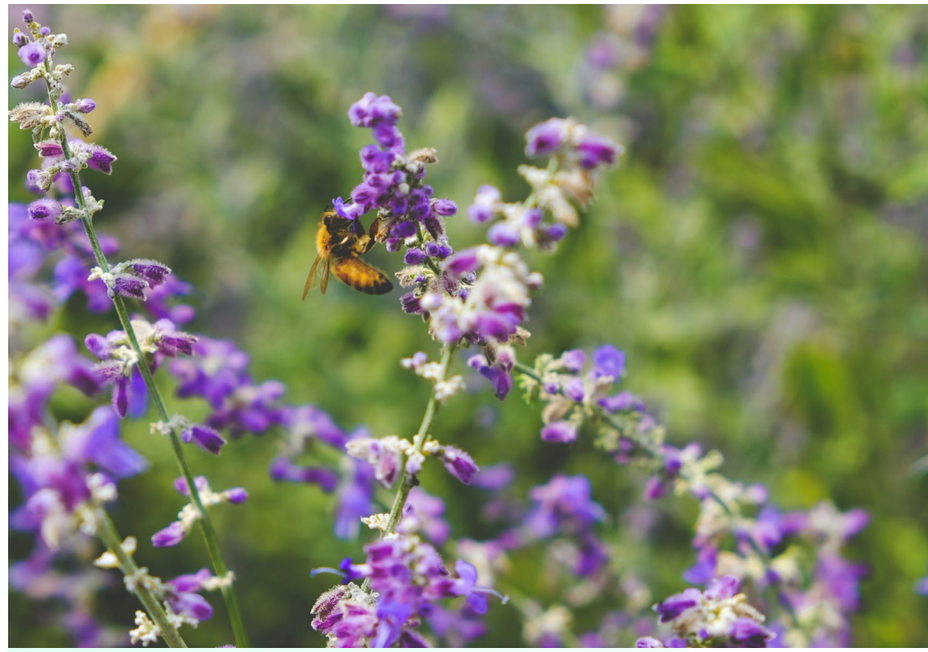
We carefully measure and track compliance with environmental requirements and NRG standards using our EKPIs, which measure leading and lagging indicators such as Notices of Violation (NOVs), reportable spills, and compliance with laws. We report on EKPIs to our management monthly, and our Board also receives regular reports. In 2023, 93% of our generation fleet met or exceeded their respective performance targets.

Our environmental performance metric counts environmental incidents such as reportable spills, permit deviations, and receipts of NOVs. Having fewer incidents results in a lower, more favorable score. The chart below shows the company's EKPI score by year as a percentage of base year 2014, which is indexed to 100%.

Environmental performance record[1] (% compared to base year – 2014, 100%)



[1] The score associated with the base year is updated as the composition of the NRG generation fleet changes. In some cases, this has resulted in differences from percentages previously reported.



Intelex Environmental Management Information System (EMIS)

We use a system called Intelex to track, assign responsibility, and report on our full range of environmental tasks and requirements. This EMIS system helps us maintain environmental compliance by efficiently capturing data related to incident management, audit findings, corrective actions, root cause determinations, and the performance of our generation fleet. We continuously analyze this information to identify opportunities for improvement.

AIR EMISSIONS

Over the last decade, our annual air emissions have declined significantly. These improvements were driven in part by actions like emission controls and decommissioning of coal-fired units. We expect to achieve similar results from future plant retirements.

SO_2 emissions (million KG)

2021	2022	2023	% change since 2014 baseline
39	41	32	-71%

NOx emissions (million KG)

2021	2022	2023	% change since 2014 baseline
16	18	12	-59%

Mercury emissions (US tons)

2021	2022	2023	% change since 2014 baseline
0.08	0.07	0.04	-96%

WATER WITHDRAWAL AND DISCHARGE

To effectively operate our power plants, we use fresh, recycled, brackish, and ocean water to cool condensers during electricity power generation and create steam for the turbines that produce electricity.

Water usage, scarcity, quality, and the effects of these factors on biodiversity are important site-specific considerations for us. To conserve freshwater, we use non-potable options like brackish and grey water from sewage treatment plants and leachate collection, and reuse water in plant cooling and process systems. In addition, we invest in water-saving technologies such as cooling towers that mitigate effects on aquatic life and significantly reduce water consumption at generating stations.

Since 2014, we have reduced our total volume of water withdrawal by approximately 71% and our total volume of water discharge by approximately 72%. Our net amount of water consumed has decreased by approximately 37% since 2014. In addition to our conservation efforts, NRG's water usage is affected by variables such as weather, plant capacity utilization, and plant retirements.

NRG water withdrawal, discharge, and recycling (million cubic meters)

	2021	2022	2023
Freshwater withdrawal	1,807	1,101	487
Non-freshwater withdrawal	1,065	1,039	1,067
Total water withdrawal	**2,872**	**2,140**	**1,554**
Freshwater discharge	1,727	991	394
Non-freshwater discharge	1,059	1,023	1,067
Total water discharge	**2,786**	**2,014**	**1,461**
Total water consumption[2]	**86**	**126**	**93**

[2] Total water consumption represents the net difference between total water withdrawal and total water discharge.

WASTE

We work to reduce, reuse, and recycle materials used in our daily operations to help preserve natural resources, save money, and improve operational efficiency. The scope of our waste management programs includes both corporate offices and generation facilities.

Coal combustion residuals

We continually research options for the beneficial reuse of CCRs from NRG operations. Examples include diverting CCRs for use in construction products, concrete, and cement. This practice helps reduce the need for mining virgin resources like native soil, gravel, and gypsum.

In 2023, NRG facilities generated approximately 743,253 metric tons of CCRs, 68% of which — more than 504,000 metric tons — were beneficially reused. The remainder was disposed of in accordance with applicable state and federal regulations.

Electronic waste

NRG works with Compucycle to recycle electronic waste (e-waste) such as old computers and other electronic products. We recycled 60 US tons of e-waste in 2023 — raising our total since 2014 to more than 530 short tons. The increase in e-waste in 2023 was primarily driven by office closures and decommissioning efforts at the Waukegan, Will County, and Joliet plants.

NOVs and spills

An NOV can be issued for any violation of law, regulation, permit, certification, or license, regardless of significance, and may or may not result in a fine. Historically, the vast majority of NOVs issued to NRG have not included a fine. All NOVs issued to NRG, regardless of final disposition, are recorded as an incident against our EKPIs.

Coal combustion residual recycling rate (%)

2021	2022	2023
72	80	68

Electronic waste recycled (US tons)

2021	2022	2023
10	22	60



NOVs and spills in 2023

7
NOVs from events occurring between 2021 and 2023; 3 with fines totaling $15,780

1
reportable oil spill to land of approximately 3 gallons during the demolition of a site. Oil remained in the immediate area of the spill and the oil and impacted soil was removed from the property

0
unauthorized discharges of process water

0
reportable chemical spills

Advancing a sustainable supply chain

We strive to work with suppliers that share our commitment to sustainability. Some of our supply chain initiatives include:

- Promoting environmental disclosure practices for those with whom we do business
- Developing strong manufacturing standards and internal policies

In 2023, we continued advancing transparency and disclosure by participating in the world-leading CDP (formerly known as Carbon Disclosure Project) Supply Chain engagement program. This initiative is very important to NRG and supports our vision to create a sustainable energy future. 2023 marks NRG's seventh year participating in CDP's Supply Chain Engagement program. We have also been disclosing to CDP our climate change information for 15 years and our water management information for nine years.

As members of this program, we ask all suppliers that comprise the top 90% of our total spend to participate and report their water- and climate-related information in the CDP Climate Change and Water Security Questionnaires.



2023 CDP Supplier Response highlights

82%

suppliers reporting to CDP that have an active target for reducing their emissions, compared to 76% in 2022

88%

suppliers reporting to CDP that are integrating climate-related issues into their long-term objectives

Looking ahead

NRG's supply strategy and fuel mix will continue to evolve to meet the needs of our customers and the electric grid, as we are committed to supporting the transition to a lower-carbon-economy.

Recognizing our essential role in the energy system, our approach will continue to balance the important affordability, reliability, and sustainability factors of our products.

Opportunities to support this approach will include leveraging innovations in both the supply and demand side of the energy equation, helping support a cleaner natural gas and power supply chain, and continuing to be good stewards of the environment and efficient, safe operators of our facilities.



Social

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Supporting and empowering our people

NRG employees are the heartbeat of our purpose and the engine that drives our success. We're dedicated to fostering a workplace where every person can thrive — with a dynamic corporate culture, a dedication to safety and well-being, and a keen focus on diversity and inclusion. Together with our employees, we also foster strong communities through philanthropic and volunteer projects.

ALIGNING CULTURES AND MULTIPLYING STRENGTHS

Our acquisition of Vivint Smart Home in 2023 added a groundswell of new talent, viewpoints, and practices to NRG's workplace culture. We brought more than 11,000 Vivint employees into our corporate family with a goal of melding the best traits within both organizations.

This intentional process continues to evolve through efforts such as:

- Finalizing a new set of companywide values that align Vivint and NRG's foundational beliefs and behaviors
- Making Vivint's extensive training and professional development resources available to all employees within one system
- Standardizing our benefits packages and other support for employees across NRG business groups
- Strengthening our performance management, leadership development, and succession planning opportunities



Top decile
safety performance

Approximately
31,100[1]
hours of volunteer service by employees

1,160+[1]
charitable organizations impacted by volunteers and donations

Approximately
$7.2MM[1]
donated to charitable organizations

[1] Figures include positiveNRG and Vivint Gives back.



Bringing the best of Vivint and NRG together has created many opportunities for enhancing our culture by allowing diverse perspectives to come through in conversations. Looking at our business through new lenses has been so rewarding for my team and me."

— Jennifer Brunelle
Vice President, Talent Acquisition and DE&I

ATTRACTING AND RETAINING THE BEST AND BRIGHTEST

To stay competitive in our industry and continue delighting our customers, we need innovative and talented people who are excited about building their careers with NRG. Our recruitment and hiring programs focus on attracting highly-qualified candidates whose diverse backgrounds, interests, and perspectives reflect the communities that we serve.

We cultivate a robust pipeline of future talent by raising NRG's profile through regional job fairs, university programs, on-campus events, and recruiting websites. In addition, we provide internships in many of our corporate locations.

Through the NRG Historically Black Colleges and Universities (HBCU) Academic Excellence Scholarship program, we award $10,000 annually ($100,000 total) to ten students at Prairie View A&M and Texas Southern University. Administered by the Thurgood Marshall College Fund and supported by our BELIEVE (Black Employees Leading in Inclusion, Excellence, Vision, and Education) Business Resource Group (BRG), the scholarship program also provides career development, mentorship, and networking opportunities. This partnership helps empower talented individuals from historically underrepresented backgrounds to pursue their academic and professional aspirations.

Learn more about our diverse and inclusive recruitment practices.



> "Getting to come home a little early from my enlistment and getting that time back with my family has been absolutely amazing. I really appreciate my manager and NRG for making this possible for me."
>
> — James Walker
> Military Veteran, U.S. Marine Corps, Patrol to Power Recruit

Patrol to Power

Now in its fourth year, our Patrol to Power internship program helps former military personnel transfer their valuable experience and skills into career opportunities at NRG. With support from the U.S. Department of Defense, Patrol to Power gives participating veterans a 12-week paid work experience in fields such as instrumentation and control, engineering, plant operation, and equipment operation.

Of the 14 interns who completed Patrol to Power through the end of 2023, we have hired 11 into full-time positions.

While these service members gain on-the-job training and a deeper understanding of what our industry does, the traits that they bring — including leadership, integrity, commitment, and a strong work ethic — benefit our company just as much.

Building on the two-way value that Patrol to Power creates, we are currently expanding it to include other positions and locations across the company.

Total Rewards

We aspire to grow and improve as a company for decades to come — powered by employees who feel recognized and rewarded for contributing to NRG's success. Our Total Rewards compensation and benefits program reflects the value that we place in cultivating a highly talented and deeply engaged workforce for the long term.

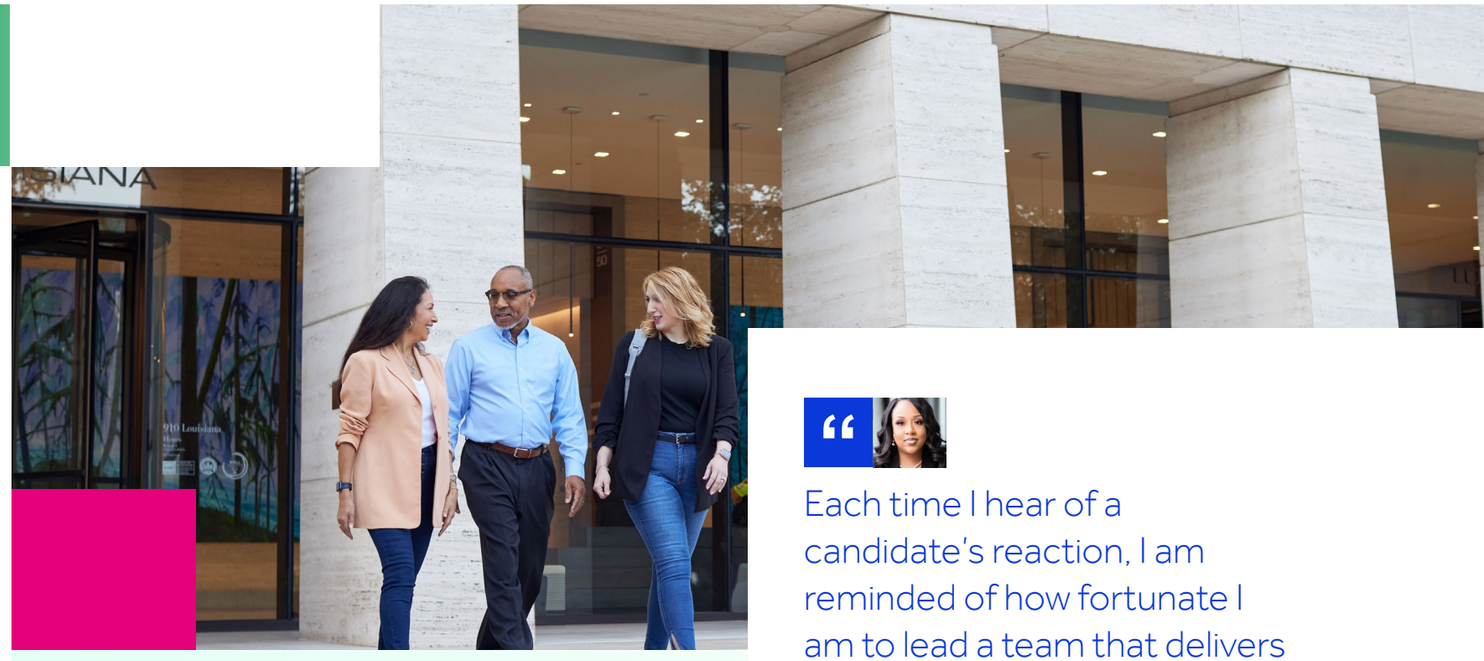
To help us retain high-performing talent, we regularly benchmark our offerings against those of NRG's industry peers as well as other employers in the communities where we operate. As a result, we enhanced several categories of benefits in 2023. Changes included raising our 401(k) matching contribution from 4% to 6% and increasing paid parental leave to six weeks, regardless of gender. Also, we instituted fully employer-paid disability leave for our workforce in Canada.

Leadership and professional development

We provide a broad and growing array of professional development experiences designed to help NRG employees pursue meaningful career growth. Along with presenting various in-person courses and role-specific training throughout the year, we offer more than 10,000 on-demand resources through our online learning portal.

Recognizing that many of our future executives and senior managers are already part of today's NRG workforce, we invest in preparing high-potential employees for leadership roles. Each year, we select 30 people to participate in our Emerging Leaders Program (ELP). They spend the next two years working on business-critical projects and receiving mentorship from current NRG executives and past ELP graduates.

In addition, our people managers support the development goals of their direct reports through annual performance reviews and ongoing conversations. Our talent and culture department also works closely with business leaders on succession planning, management coaching, and organizational design initiatives.



NRG talent lead honored by HRO Today

Robyn Antoine, director of talent acquisition, received a prestigious Lifetime Achievement honor from HRO Today as part of the organization's 2023 Talent Acquisition of the Year Awards. During her 11 years with NRG, Robyn has been instrumental in many of our initiatives to enhance diversity, inclusivity, and employee engagement. We are proud of Robyn's exceptional work and this well-deserved recognition.

"Each time I hear of a candidate's reaction, I am reminded of how fortunate I am to lead a team that delivers the good news, impacts lives positively, and helps NRG acquire the talent needed to succeed in our strategic goals. It's a humbling experience that always warms my heart."

— Robyn Antoine
Director of Talent Acquisition

Upholding safety and well-being

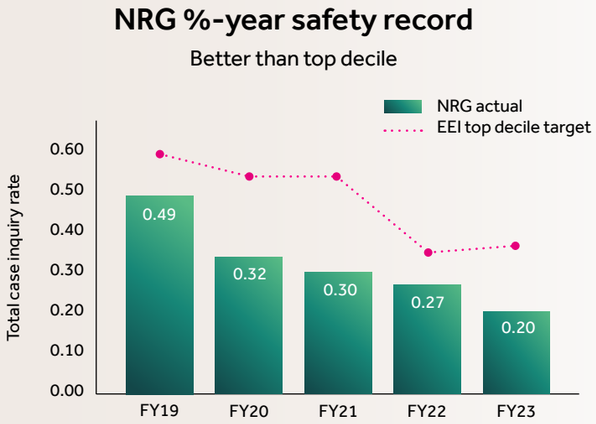
Keeping all personnel safe and well is our top priority. This includes employees' physical, emotional, and mental wellness, which we support through our holistic well-being programs and comprehensive safety standards.

ALWAYS STAYING SAFE

Our power plant-based employees work tirelessly to provide uninterrupted energy to our customers. However, our Safety-Over-Production policy prioritizes all safety rules and requirements even if generation facilities must stop production.

Our comprehensive safety program includes anyone working within an NRG facility. We continually evaluate our safety practices to ensure all NRG programs satisfy regulatory requirements. Every year, we strive to rank in the top decile for total recordable incident rate (TRIR), which is defined as the number of work-related injuries per 100 full-time workers during a one-year period. NRG ended 2023 with a 0.20 TRIR[1], well under the Edison Electric Institute top decile benchmark of 0.36 and 26% lower than our 2022 TRIR. It also marks our fifth consecutive year of top decile safety performance and fifth straight year-over-year reduction in TRIR.

[1] Excludes Vivint and Airtron.



KEEPING CONTRACTORS SAFE

We engage a third-party service provider that specializes in providing detailed reviews of contractor-written safety programs to ensure regulatory compliance and uphold safety performance criteria. This robust review process ensures contractors demonstrate the safe practices that we expect. We audit contractors in the field to verify they are working in accordance with their written safety programs.

In early 2023, we introduced a contractor program focused on reducing incidents with serious injury and fatality (SIF) potential. The SIF program focuses on preventing incidents associated with working at heights, dropped or falling objects, and lines of fire. Contractors are required to identify a hazard mitigation plan to address the SIF potential prior to performing their work.

Safety by the numbers

26
owned or operated plants with zero recordables status

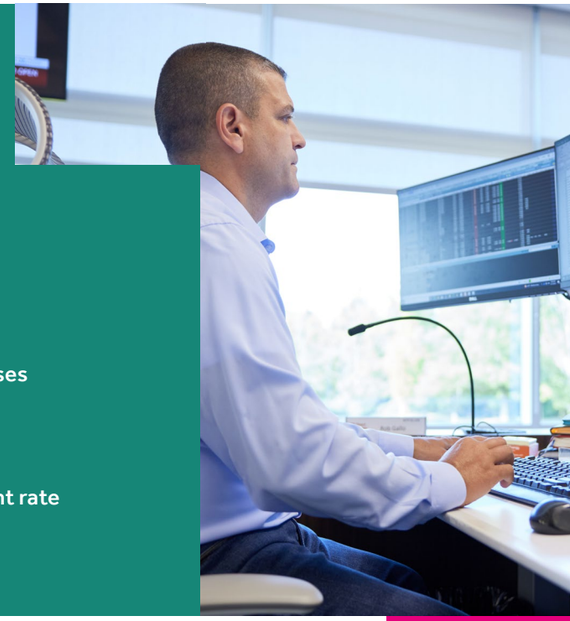
6
facilities with OSHA Voluntary Protection Program (VPP) Star status

600
contractors completing safety courses

30.5K+
hours of safety training

2,200+
employees completing safety courses

26%
decrease in total recordable incident rate



WELLNESS RESOURCES

We offer resources that promote our employees' physical, emotional, and financial wellness to help them achieve a healthy and secure future.

In 2023, we continued partnering with EHE Health to provide an annual physical for employees who may not have a primary care doctor. EHE Health physicians completed nearly 1,500 exams in 2023; 82% of the metabolic conditions identified in these exams were previously unknown to the patients, giving people an opportunity to address issues early.

EHE Health also followed a cohort of 636 returning patients from our company. Of the 298 people who were diagnosed with unhealthy conditions in 2022, only 247 still had the same condition in 2023 — a 17% improvement.

Among our other wellness initiatives in 2023:

- We maintained well-being goals within our Annual Incentive Plan as further motivation for participants to improve their physical, emotional, and financial well-being
- We continued the Mental Health First Aid (MHFA) at Work program, which trains employees to serve as mental health ambassadors and help colleagues find trusted support professionals. Currently, NRG has nearly 200 MHFAs across the company
- We offered free support to find childcare, manage finances, obtain legal guidance, and locate counseling through the Employee Assistance Program (EAP)
- We provided education on retirement planning, mortgages, and other financial wellness topics

JUST TRANSITION

We are committed to ensuring a just transition in the event of a large plant downsizing or closure. Therefore, our plant operations leaders take a proactive approach to notifying employees of upcoming changes and explaining available options.

Plant Operations and corporate leaders maintain an open dialogue with union leadership, share job openings at NRG, prioritize displaced qualified internal employees for open roles at other plants, and relocate impacted employees willing to take those positions.

In addition, NRG offers outplacement services, resume writing skills workshops, and tuition assistance for retraining.



Fostering diversity, equity, and inclusion (DE&I)

At NRG, we celebrate the power of DE&I as a catalyst for building stronger teams and inspiring better performance across our business. Through encouraging diverse perspectives and cultivating a work environment in which all people feel empowered to contribute as their best selves, we grow more adaptive and responsive to our customers and communities.

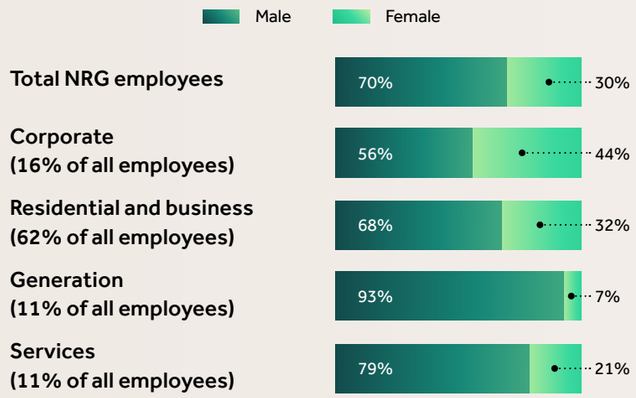
ASSESSING OUR PROGRESS

We track the ethnic and gender makeup of NRG's workforce as one means of building greater accountability behind our efforts to identify and remove any barriers for recruiting and retaining the most talented people available.

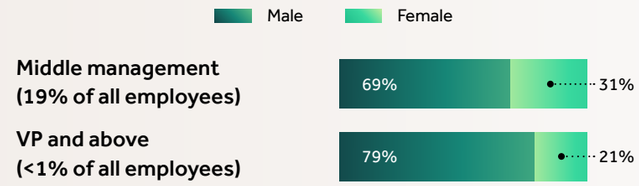
To help accelerate progress in cultivating a progressively more diverse workforce, we spearheaded the development and successful integration of a focused space within our PowerUp talent hub in 2023. This dedicated space not only showcases our diverse culture but also serves as a comprehensive resource encompassing our daily initiatives, continuous learning opportunities, and the adoption of inclusive hiring practices.

We also conducted our second annual DE&I-focused employee survey to gauge the effectiveness of our initiatives and identify areas for improvement. Team members' candid feedback on how they experience DE&I in our company culture helps sharpen our focus on continuous improvement.

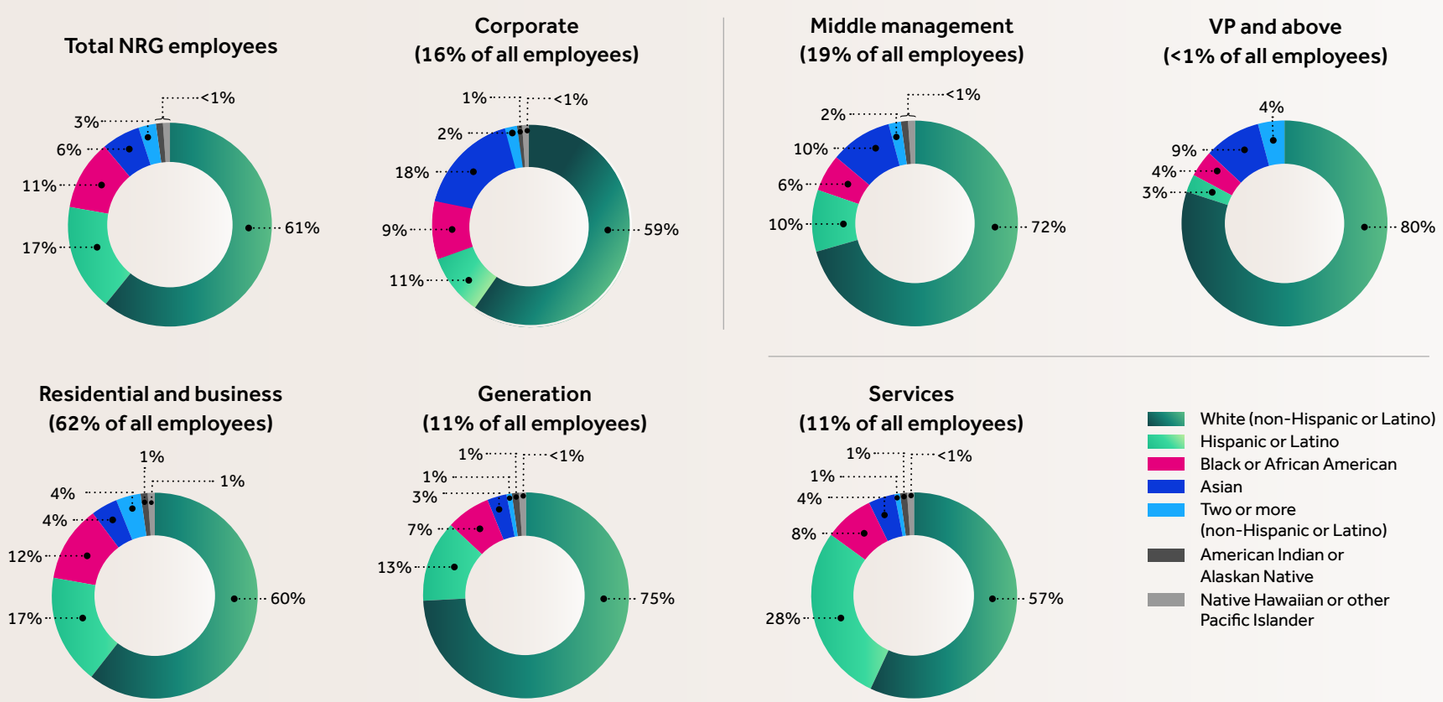
Gender breakdown of NRG employees in 2023



Gender diversity in leadership roles in 2023



Ethnic diversity at NRG in 2023



Ethnic diversity in leadership roles in 2023

DIVERSE AND INCLUSIVE HIRING PRACTICES

We are committed to an inclusive hiring process without degree requirements, where appropriate, and without resume details that may convey a candidate's gender identity, race, religion, or socioeconomic background. Also, we actively seek qualified and diverse job candidates through our connections with affinity groups and other organizations that focus on elevating talent from underrepresented communities.

In 2023, we developed an updated interview guide that reinforces best practices for hiring managers to evaluate candidates in an inclusive and unbiased manner. The guide includes step-by-step tips on selecting a diverse interview panel, formulating questions that invite a broad range of perspectives, and reducing conscious and unconscious biases during the evaluation process. Our hiring teams began using the new guide in 2024, and we plan to analyze its impact on the number of diverse candidates who advance through our selection process.

Accolades for our DE&I efforts

In early 2024, Forbes magazine named NRG among America's Best Employers for Diversity — an honor that we also received in 2023.

Also, Reliant Energy received a 2023 Vets Indexes Employer Award for its efforts to hire, retain, promote, and support military veterans.

AWARENESS AND TRAINING

We have developed and implemented safety-centric training and development programs that are accessible to all employees across the company. These programs encompass a wide range of topics, including inclusive leadership training, unconscious bias mitigation, and fostering psychological safety in the workplace. By equipping our workforce with these invaluable skills and insights, we aim to cultivate a culture where every individual feels valued and respected.

In 2023, we rolled out two new programs:

- **Psychological Safety.** An initial cohort of 20 employees completed this live, facilitated training over ten weeks. The interactive sessions focused on building and maintaining psychological safety, active listening, emotional intelligence and vulnerability, inclusivity, diversity and belonging, and safety in conflict.
- **How Was Your Day.** This four-part e-learning series focuses on unconscious bias in the workplace. Participants examine how bias can negatively affect productivity and limit opportunities by perpetuating inequities. The series also provides strategies to counter stereotypes, promote inclusivity, and foster empathy.



BUSINESS RESOURCE GROUPS

Our employee-led BRGs are safe and collaborative spaces for individuals from all backgrounds to share experiences. In 2023, we had 18 BRGs with nearly 1,300 participating employees. These include nine DE&I-focused groups and seven based on employees' shared interests. Our newest group, RISE — Reconciliation with Indigenous Peoples and Supporting Equity — formed in 2023.

The groups help break down barriers and promote psychological safety at NRG by providing venues for all employees to share common interests and make their voices heard. Our BRGs also play a vital role in fostering curiosity and raising awareness about the diverse perspectives that shape our business.

Learn more about our BRGs.

BELIEVE
Black Employees Leading in Inclusion, Excellence, Vision, and Education

HOLA! CLUB
Fosters cultural diversity among Latin and Hispanic members

RISE
Promotes diversity and inclusion for Indigenous persons

CYCLING TEAM
Promotes social, recreational, and health aspects of cycling

INSPIREMENRG
Supports living an eco-friendly lifestyle and sustainable living culture

RUNNING CLUB
Brings together employees who enjoy running

EARLY CAREER SUCCESS
Jumpstarts early career professionals through development

ONE SPACE
Promotes and builds awareness for the LGBTQ+ communiity

VETS+
Committed to bettering the lives of all Military Veterans

ENERGIZED PROJECT MANAGERS
Facilitates improvement of project management

POWER OF MANY
Builds one community to promote diversity and inclusion awareness by facilitating open dialogue and discussions

visABILITY
Celebrates diverse perspectives and experiences of employees and customers

EV CLUB
Educates members about the EV market and trends

POWER SPEAKERS
Empowers member's public speaking and leadership skills

VIVIDH
Serves as a platform to Asian American and Pacific Islander employees

EXPLORE MORE
Promotes and advocates for outdoor activities

ETHNICALLY DIVERSE
Promoting diversity and inclusion by highlighting an array of ethnic communities and diverse racial backgrounds

WOMEN IN POWER
Empowers, strenthens, and connects female employees



DAY OF UNDERSTANDING

An annual highlight for our organization is the Day of Understanding, where we come together to delve into critical topics related to DE&I. Each year, we select a theme of significance and invite a professional or keynote speaker to share their insights.

Our 2023 Day of Understanding focused on accessibility in the workplace, shedding light on the importance of creating environments that are inclusive and accommodating for all individuals. Catarina Rivera, a prominent DE&I consultant and disability rights advocate, shared her perspectives on working as a legally blind person and a Latina in society. The interactive session was moderated by a co-lead for the visABILITY BRG, who also shared his experiences as a traumatic brain injury survivor.

EXECUTIVE COMPENSATION TIED TO METRICS

Our Board Compensation Committee designs and implements an executive compensation program that is intended to complement and advance NRG's power values, which include DE&I. Among the performance metrics is increasing the pipeline of diverse candidates who advance to the interview stage for manager-level and higher positions at NRG.

PAY EQUITY STUDY

Every three years, we hire a third party to conduct a company-wide gender- and ethnicity-based pay equity study. We conducted our first pay equity study in 2020, to ensure our employees are compensated for their contributions, not based on gender, race, or other similar factors. The 2020 study showed equitable pay practices after accounting for education, experience, performance, and location. The 2023 study produced similar results to the 2020 study, in which no statistically significant pay gaps were identified.

EXPANDING DIVERSITY WITHIN OUR SUPPLY CHAIN

Our business grows stronger and more responsive to customer needs through the partnerships that we build with diverse-owned suppliers. In turn, our support helps these enterprises contribute to economic growth in local communities.

We formally measure subcontracted small and diverse business spend for our top 25 suppliers and intend to increase this number annually. Learn more about our commitment to supplier diversity.

Giving back to communities

Whether through volunteering or charitable giving, our philanthropic initiatives are dedicated to making a meaningful difference in the communities where we live and work.

Philanthropy and volunteering

	2021	2022	2023[1]
NRG donations to charitable organizations	$9,635,088	$6,207,947	$7MM
Employee-reported donations to charitable organizations	$251,122	$188,476	$235,220
Charitable organizations impacted by volunteers and donations	970	1,015	1,160+
Total reported hours volunteered by NRG employees	6,388	13,739	31,100
% of employees who volunteered and/or donated	15%	27%	32%
% of employees who volunteered	4%	20%	19%
# of U.S. states and Canadian provinces where employees volunteered	17	21	36

[1] Includes contributions by Vivint employees through Vivint Gives Back program.
[2] Total number of meals calculation includes the equivalent number of the pounds of food sorted & packed and meals served. Inclusive of Vivint Gives Back.
[3] Total volunteer number includes individuals who volunteered more than once.

PositiveNRG is our primary community giving and volunteering initiative, while the Reliant Gives program supports community causes across Texas. In addition, Vivint and its employees made a sizable philanthropic impact through the Vivint Gives Back program in 2023.

Collectively, PositiveNRG and Vivint Gives Back donated approximately $7 million to nonprofit organizations and charitable causes in 36 U.S. states and Canadian provinces. NRG employees donated $500,000 to various causes and, together with their Vivint colleagues, logged more than 31,000 hours of volunteer service throughout the year.

PositiveNRG contributions in 2023 included:

- Providing approximately $64,000 to aid residents affected by the wildfires in Maui, Hawaii, through the American Red Cross, Hawaii Community Fund, and the Maui Food Bank. In addition, we donated to wildfire relief in Alberta, Canada, and tornado relief in Pasadena, Texas
- Collaborating with United Way, Mercer Street Friends, Boys & Girls Club of Pittsburgh, and the Foundation Academy to collect and donate nearly 800 books in honor of MLK Day of Service
- Supporting approximately 50 NRG employees who volunteered in a tree-planting event to benefit Houston Parks and Recreation
- Donating to Nonprofit Connect, a New Jersey-based program that trains NRG employees and others to serve as volunteer board members for various nonprofit organizations. We also contribute directly to those nonprofits on behalf of our employee volunteers

POSITIVENRG IMPACT WEEK

This annual event mobilizes our employees to volunteer and donate to their communities. In 2023, PositiveNRG Impact Week continued its focus on increasing food security. Approximately 2,900 NRG employees participated, our highest volunteer turnout in the event's 16-year history.

2023 PositiveNRG Impact Week highlights

50+
participating cities

60
Nonprofits benefited

710K+[2]
meals packed

~2.9K[3]
employee volunteers

6.7K
volunteer hours



Vivint Gives Back

Established in 2008, Vivint Gives Back (VGB) initially dedicated its efforts to assisting families with children affected by autism and other neurological disorders.

Over the years, VGB has expanded its mission to create a positive influence in both local and global communities. Transitioning into a public charity in October 2020, the statistics on this page showcase the cumulative contributions made by VGB since its inception.

With the unwavering support of the community, Vivint, and dedicated company employees, VGB made a positive impact on the lives of 62,211 people worldwide.

An impressive $3.1 million was raised, supporting a diverse range of charitable initiatives – from addressing hunger and ensuring clean water access to constructing homes for families in need.

MEXICO CITY IMPACT TRIP

VGB hosts annual international humanitarian trips. Each year, Vivint employees volunteer their time, money, and labor to help improve the quality of life for communities in need.

For the 2023 impact trip, VGB teamed up with a local charity in Mexico City, Mexico, to provide homes, clean water, and a community center.

Over 630 volunteers devoted a collective 12,960 hours to VGB throughout the month of October, constructing 52 homes with clean water systems and a community center and positively impacting the lives of 260 individuals.

2023 at a glance

Vivint and VGB together capped off another stellar year of successful charitable endeavors.

62K+
people impacted

5,022
volunteers

$3.1M+
raised

124%
increase in volunteer efforts over 2022

1 in 5
employees volunteered

23,083
volunteer hours

$750K
contributed by Vivint

$483
average Vivint employee donation

1 in 3
employees donated



632
volunteers

15,168
volunteer hours

52
homes built

52
clean water systems installed

1
community center built

GIVING TUESDAY CAMPAIGN

During the Giving Tuesday campaign as part of PositiveNRG Week, we match employee donations 2:1, allowing employees to double their impact on their favored causes and organizations.

Giving Tuesday highlights

$126K
in employee and NRG-matching donations

164
nonprofit organizations supported

42%
increase in employee giving compared to 2022





NRG GIVES

NRG cares deeply about the people and communities we serve. Through both NRG Gives and the Choose to Give program, we partner with customers to change lives for the better. Through the annual NRG Gives program, employees can nominate their favorite nonprofits in the Northeastern U.S. to receive funding. Eligible organizations are then ranked by a committee, which selects eight finalists to be voted on by employees.

Our 2023 NRG Gives winners, which collectively received $100,000, were:

- Lower Valley Community Food Bank, which serves the Springdale, Pennsylvania area
- Girls on the Run, a national organization that seeks to inspire all girls to build their confidence, kindness, and decision-making skills through fitness
- Hannahtopia Foundation, which provides support for children living with epilepsy
- Lunch Break, a one-stop resource center for homeless families in the Red Bank, New Jersey area

When customers enroll in a Choose to Give plan, their energy use can help fund nonprofit organizations in their area. Since 2017, NRG's Choose to Give program has empowered customers to support local nonprofits just by paying their electricity and natural gas bills. When a customer enrolls in a Choose to Give plan, we contribute to their chosen nonprofit on their behalf. In addition, a percentage of the supply portion of each of their monthly bills is contributed annually—all at no additional cost to the customer. The Choose to Give program in the East Region supports eight nonprofits – Big Brothers Big Sisters Independence, Boston Children's Hospital, Children's Hospital of Philadelphia, Lurie Children's Hospital, Nationwide Children's Hospital, Nemours Children's Health, Philabundance, and UPMC Children's Hospital. Since 2017, we're proud to have contributed $18 million total and counting to these local organizations.

RELIANT GIVES

The mission of Reliant Gives is to support causes that are important to Texas communities. In 2023, Reliant Gives focused on supporting community programs, utility assistance, sustainability efforts, and educational programs.

Reliant Gives donations

	2021	2022	2023
Amount of donations ($)	$5,628,065	$4,109,656	$4,848,334
# of nonprofit organizations supported	151	224	206
# of employee volunteer hours	~4,000	4,078	4,109

Read on to learn about selected Reliant Gives highlights from 2023.

Habitat for Humanity

Reliant partnered with Houston Habitat for Humanity to build the first home in its new Robin's Landing project, a 127-acre housing community. In addition, this new homeowner received a year of free electricity from Reliant.

We contributed:

- $115K
- 100 smart thermostats
- 300 doorbell cameras
- 19 volunteers and 124 volunteer hours

CARE program

Since 2002, Reliant has provided more than $17 million to help Texans who need assistance with electricity costs through the Community Assistance by Reliant Energy (CARE) program. In 2023, our support included:

- $1.2M in donations to more than 70 agencies that directly support customers
- Another $159,355 donated by Reliant customers through their utility bill payments

Beat the Heat

In partnership with city governments, local health departments, and nonprofits, Reliant has opened 45 Beat the Heat centers across Texas over the past 18 years. These facilities provide a safe place for seniors and other vulnerable neighbors to cool off during warm weather.

Reliant also provided more than 1,000 personal cooling devices for residents to use at home in 2023.

Choose to Give

Launched in 2023, this program enables Reliant customers to support the American Heart Association and March of Dimes by doing something as simple as turning on their light switch. When customers enroll in a Choose to Give plan, they can channel a $100 upfront donation from Reliant to either of the two nonprofits. From there, Reliant donates an amount equal to 5% of the customer's annual energy charges to the chosen organization.

Choose to Give replaced two previous Reliant customer-directed giving campaigns that also benefited the American Heart Association and March of Dimes. Since 2013, the initiatives have contributed a total of $2.7 million to those organizations.

Texas State Aquarium

We joined forces with the Texas State Aquarium to continue to expand wildlife rescue and education efforts. Wildlife Rescue on the Road is a STEM-based program that teaches kindergarten through fifth-grade students about wildlife conservation and educates them about the work of rescuing and rehabilitating animals.

Reliant's $25,000 donation in 2023 enabled the Aquarium to build out its rescue vehicle fleet and bring Wildlife Rescue on the Road to more Texas students.

GREEN MOUNTAIN ENERGY SUN CLUB

We collaborate with nonprofit organizations on projects that advance renewable energy, energy efficiency, resource conservation, and environmental stewardship. Since 2002, Sun Club has donated more than $14.2 million to 163 unique projects and has avoided more than 20,000 metric tons of CO_2.

Looking ahead

In both our Talent organization and philanthropic efforts, we are working to operate more effectively as one unified organization. Our CEO, senior leadership team, and operational managers continue to focus on growing NRG's culture and aligning employees behind a cohesive set of values that guide how we move forward. The outcomes of this work will define our approach to enhancing professional development, DE&I, community engagement, employee well-being, and more at NRG.



Governance

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Corporate governance

We build our corporate governance on a strong foundation of ethical standards and conduct. Robust and comprehensive governance practices strengthen our culture, support our business strategy, and underpin all our actions.

Board of Directors

Our Board of Directors is dedicated to maintaining the highest integrity for our company, and we are proud of its contributions to the evolution of NRG. Together with management, the Board is responsible for establishing our operating values and Code of Conduct as well as setting our strategic direction and priorities. The Board has adopted Corporate Governance Guidelines that, together with the Amended and Restated Certificate of Incorporation, the Bylaws, and the Charters of the Board Committees, constitute our governance framework.

The Board is composed primarily of independent directors. In 2023, we expanded the Board from 11 to 13 directors and welcomed a total of four new directors. Following the November 2023 sale of NRG's interest in the South Texas Plant, NRG dissolved its Nuclear Oversight Committee. Our Board includes four standing committees: Audit, Compensation, Governance and Nominating (G&N), and Finance and Risk Management. In addition, the Board established a non-standing CEO Search Committee in November 2023.

The G&N Committee of our Board seeks to reflect the gender and ethnic diversity of our people and those we serve. In choosing director candidates, our definition of diversity goes beyond race and gender and includes valuing a diversity of viewpoints, experience, and tenure. Differences in expertise allow the Board to hear various perspectives from its members, leading to better outcomes and a robust decision-making process.

In 2023, the G&N Committee introduced a third-party facilitator as a new component of its Board evaluation program. We believe this addition will strengthen Board effectiveness as the third-party facilitator will bring broad market insight and candid perspectives on a wide range of governance matters, including board dynamics, structure and composition, information practices, meeting schedules and agendas, and decision-making.

We are proud to have a diverse Board in terms of director tenure, age, gender, and ethnicity. Of our 13 directors, seven are gender or ethnically diverse. In addition, four of our five Committee chairs are women.

Board of Directors gender and ethnic diversity, tenure, independence, and age

		2021	2022	2023
Number of women on Board		4	4	5
Number of Board members who identify as ethnically diverse		3	3	2
Tenure	0-4 years	5	5	7
	5-10 years	2	2	2
	11+ years	4	4	4
Number / % of independent directors		10 (91%)	10 (91%)	12 (92%)
Median age of Board members		60	61	62

Governance approach for environmental stewardship and social responsibility

Sustainability is a philosophy that serves to create greater value across our business and for all our stakeholders. It is an integral piece of NRG's strategy and ties directly to business success, reduced risks, and enhanced reputation.

ETHICS AND COMPLIANCE

At NRG, we care about doing the right thing — and not just when it's convenient. By demonstrating our commitment to act ethically and transparently, we preserve trust and help to ensure we meet our legal obligations as a company. Our Code of Conduct helps keep us focused on enhancing NRG's reputation through our decisions and actions. Beyond highlighting potential risks, our Code helps us maintain a Culture of Care in which we can all thrive. It provides guidance with respect to competition and fair dealing, confidentiality, conflicts of interest, corporate opportunities, protection and proper use of the Company's assets, recordkeeping, reporting illegal or unethical behavior, and compliance procedures.

By adhering to the Code, we are living our values and ensuring that NRG continues to be recognized for modeling integrity and ethical behavior. All employees are required to complete Code of Conduct training annually and attest that they will comply with the Code.



RISK MANAGEMENT

Together with the Board of Directors, our risk management professionals oversee risks related to our capital structure, liquidity, financing, and other capital market transactions. In addition, they oversee NRG's management of risks associated with our trading of fuel, transportation, energy and related products and services, regulatory compliance, information technology systems, data privacy and security, and cybersecurity matters.

We also maintain a robust business continuity program as well as a corporate crisis management team that oversees planning and preparation for emergency response initiatives. This team meets quarterly to train for various scenarios that may impact our business, such as hurricanes, plant incidents, pandemics, winter storms, and other events.

BOARD OVERSIGHT

We take an integrated governance approach to overseeing environmental and sustainability issues, including climate change. Our full Board has ultimate responsibility for climate risk oversight as a component of NRG's business strategy. Board committees conduct more in-depth reviews of specific sustainability issues, with the G&N Committee formally responsible for our sustainability policies and programs.

By formalizing our governance structure for climate and other sustainability-related issues, we help enable the Board and its committees to ensure that all material risks to the company are mitigated. This structure also helps the Board effectively guide our pursuit of significant business opportunities.

At least once per year, sustainability is formally included as an agenda item at a full Board meeting and is also discussed separately by the G&N Committee. In addition, sustainability-related matters are discussed at other Board and Committee meetings as the context requires. For example, the Compensation Committee regularly discusses ESG compensation metrics in the context of annual compensation plan design and achievement of compensation plan metrics.

The Board oversees environmental and sustainability issues and other ESG topics with the support of its committees as outlined to the right.

Sustainability is a philosophy that serves to create greater value across our business and for all our stakeholders.



Board of Directors and Board committee responsibilities

	Oversight responsibilities	Selected ESG topics addressed at least annually
Board	Overall oversight of ESG risks and opportunities, and integration of ESG risks and opportunities into our long-term strategy • Annual sustainability update and review of sustainability reporting • Certain responsibilities delegated to board committees for more in-depth review and analysis	• Climate strategy, goals, and progress • DE&I • Safety and well-being • Cybersecurity and data analytics • Community relations and philanthropy
Audit	Oversight of ESG disclosure, including processes and controls to ensure disclosures are accurate, consistent, and comparable	• Quarterly review of disclosure in Form 10-K/Qs and earnings releases • Ethics and compliance
Compensation	Oversight of accountability for ESG goals and the talent and management succession to execute the ESG strategy	• Review of executive compensation program and succession planning for senior management • Incorporating ESG into compensation
G&N	• Oversight of ESG engagement, Board composition, and ongoing Board education on ESG matters • Oversight of corporate sustainability issues	• Annual sustainability update • Annual review of political spending • Ongoing Board refreshment and director onboarding and training program
Finance and Risk Management	Oversight of risk assessment of material ESG sustainability risks such as climate change	• Review of new and emerging risks

EXECUTIVE MANAGEMENT

Responsibility for our overall sustainability approach begins with our CEO, who is tasked with reviewing all sustainability-related strategies, goals, and metrics. These components are then finalized and approved by the Board prior to implementation.

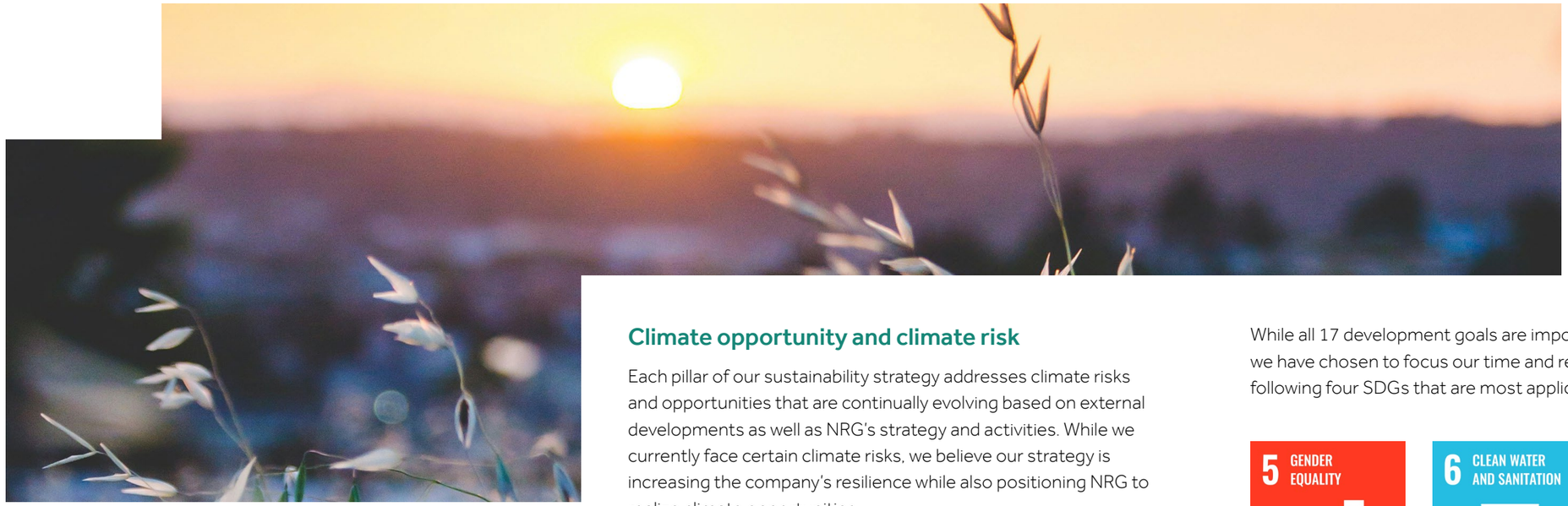
Sustainability strategy development, implementation, and reporting are led by our CSO and our sustainability group. In particular, the sustainability group is responsible for developing our climate-related policy positions, coordinating policy and commercial initiatives, engaging with our stakeholders, and advising on decarbonization pathways as well as business and residential low-carbon energy solutions. Our sustainability group reports to our SVP, Administration. It also maintains a direct line of communication with our CEO through standing one-on-one meetings.

Sustainability oversight at NRG

EXECUTIVE LEVEL		
President and CEO has ultimate responsibility for sustainability	Standing meeting with Sustainability team	Reviews all sustainability disclosures and strategic direction
CORPORATE SUSTAINABILITY TEAM		
Corporate Sustainability team oversees creation, and communication of key ESG-related strategies, goals, and initiatives	Sustainability team works with corporate functions to develop and implement issue-specific goals, scenarios, and projects	
PROGRAMMATIC INPUT FROM CROSS-FUNCTIONAL DEPARTMENTS		
Environment	Corporate compliance	Finance
Regulatory and government affairs	Treasury	Asset management
Operations	Legal	Talent
Home, business, and retail services	Risk	Market structuring and fundamentals

Sustainability team provides oversight and implementation

Corporate functions provide subject matter expertise



Tying ESG to compensation

We incorporate an ESG metric into the company's annual cash incentive plan, linking our executive compensation program directly to our ESG commitments and objectives. The ESG metric includes:

- Customer satisfaction
- eKPIs
- Update internal Scope 3 GHG inventory for current year data
- Diversity recruiting practices
- Employee well-being

For Named Executive Officers (NEOs), the ESG metric has a 15% weight in the determination of annual cash incentive plan funding.

Climate opportunity and climate risk

Each pillar of our sustainability strategy addresses climate risks and opportunities that are continually evolving based on external developments as well as NRG's strategy and activities. While we currently face certain climate risks, we believe our strategy is increasing the company's resilience while also positioning NRG to realize climate opportunities.

A more in-depth analysis of our climate risks and opportunities can be found in our 2020 TCFD Report here.

Environmental stewardship

As further discussed in the Environmental section, we are committed to operating in an environmentally responsible manner and in compliance with all applicable environmental requirements. Our Environment Over Production policy sets a clear directive to prioritize environmental compliance across NRG, and we empower every employee to continuously maintain this priority. NRG's Environmental Policy Statement can be found here.

Sustainable Development Goals

Launched in 2015, the 17 SDGs are a global set of goals, targets, and indicators developed by the United Nations. These SDGs guide countries, communities, and organizations in their work to end poverty, fight inequality and injustice, and tackle climate change by 2030.

While all 17 development goals are important for global sustainability, we have chosen to focus our time and resources primarily on the following four SDGs that are most applicable to NRG's business:









For more detail regarding our SDG-aligned initiatives, see the full chart in the Appendix.

Sustainability reporting

We strive to be a leader in sustainability, transparency, and disclosure. We assess our disclosure quality and overall sustainability performance through ongoing stakeholder feedback, including through investor relations and engagement in voluntary disclosure organizations such as the CDP, TCFD, and SASB. View our comprehensive reporting approach and historical reports here.

Stockholder and stakeholder engagement

Engaging with stockholders and implementing their feedback is integral to continuous improvement for our Board, governance, compensation, and sustainable practices.

Stockholder engagement informs our Board's decision-making process and has driven changes to our governance and compensation practices. In 2023, members of management spoke with stockholders representing 2/3 of our outstanding shares.

In addition to stockholders, our vast network of stakeholders is highly valued for providing diverse expertise, perspectives, and insights that support the evolution of our organization.

Stakeholder	Key topics	How we engage
Employees	• Recruitment and retention • DE&I • Safety and well-being • Just transition	• Fair hiring practices, competitive benefits, and programs to assist employees when plants are retired • BRGs • Safety standards and well-being programs
Customers	• Affordable energy • Reliable energy • Sustainable energy and related products and services • Overall customer experience and satisfaction	• Customer call centers, customer-facing websites, and direct email, social media, and mail communications • Home, Business, and Services products and solutions • Diverse supply fuel sources
Community	• Community impact and engagement • Economic development	• Employee volunteerism • Nonprofit partnerships • Community events and philanthropy • Sponsorships
Government	• Public policies and regulations impacting energy markets (e.g., reliability, affordability, market design, retail choice, and environment and climate)	• Engagement with regulators and local officials • Compliance with federal, state, and local laws and regulations
Investors	• Company financial performance and strategy • Various ESG topics including climate, DE&I, and Board governance	• Shareholder meetings • Quarterly earnings conference calls • SEC disclosures • Voluntary sustainability disclosures
Non-governmental	• Various ESG topics including climate, environmental conservation, DE&I, Board governance, and community relations	• Industry and trade associations • Community development initiatives • Voluntary sustainability disclosures
Suppliers	• Compliance with NRG policies • Supplier sustainability goals and progress	• NRG Supplier Code of Conduct • NRG Manufacturers Standards Policy • NRG supplier diversity standards • CDP Supply Chain program

ENGAGING ON CLIMATE ISSUES

Building relationships with non-governmental organizations, community and industry groups, and academia, among others, helps us to identify and pursue potential decarbonization opportunities for our business and our customers.

As part of these efforts, we have established relationships with a variety of organizations that are helping us both set and make progress toward our goals. These organizations include the following.

- **Climate Group EV100** – Climate Group EV100 is a global initiative bringing together forward-looking companies committed to accelerating the transition to EVs by 2030.
- **Zero Emission Transportation Association (ZETA)** – ZETA is a coalition focused on advocating for 100% EV sales in the U.S. by 2030.
- **Greentown Labs** (founding sponsor, Houston Expansion) – Greentown Labs is the largest climate-tech start-up incubator in North America and brings together start-ups, corporations, investors, policymakers, and many others, with a focus on scaling climate solutions.
- **The United States Business Council on Sustainable Development** (Founding member, Gulf Coast Carbon Collaborative (GCCC)) – The GCCC convenes working groups on the energy transition, nature-based solutions, Carbon Capture, Use, and Sequestration (CCUS), and hydrogen.
- **Rice University (Carbon Hub)** – The Rice Carbon Hub aims to accelerate the energy transition such that clean hydrogen energy and advanced carbon materials are co-produced efficiently and sustainably from natural gas and oil.
- **The Rice University Baker Institute Center for Energy Studies** (Working Group on CCUS and Hydrogen) – The Working Group is exploring the deployment of CCUS and hydrogen technologies in the state of Texas and consists of a diverse set of stakeholders representing corporations, industry groups, academic institutions, and non-governmental organizations active in the state.
- **Rice Alliance for Technology and Entrepreneurship** (founding supporter, Rice Alliance Clean Energy Accelerator) – A clean energy accelerator at Rice University in Houston that supports early-stage energy start-ups from around the world, all of which have access to the Rice Alliance network of energy companies, investors, advisors, and Rice's energy tech venture forums.
- **EVolve Houston** (founding member) – EVolve Houston is a coalition of sustainability-minded civic, business, and academic leaders who seek to accelerate clean transportation through electrification, improve regional air quality, and reduce greenhouse gas (GHG) emissions in the greater Houston area.
- **Greater Houston Partnership** (Houston Energy Transition Initiative (HETI) Steering Committee and Working Groups on Capital Formation; CCUS; Hydrogen; Industrial Decarbonization; Power Management; Energy and Sustainability Advisory Committee; and Energy 2.0 Committee) – The Partnership prioritizes efforts that will position Houston to lead the global energy transition to a more efficient and sustainable future while accommodating growth in global energy demand.
- **University of Houston and Southern States Energy Board (SSEB)** (CCUS Commercialization Effort) – University of Houston and Southern States Energy Board (SSEB) CCUS Commercialization Effort is a public-private consortium of experts who promote the rapid and transformative deployment of CCUS technologies.
- **Carbon-to-Value (C2V)** (founding member and part of Carbontech Leadership Council (CLC)) – C2V is a multiyear program driving the creation of a thriving innovation ecosystem for the commercialization of carbontech. The CLC is creating a technology road map for the future of the carbon-tech industry and is fostering opportunities for technology validation, testing, and demonstration of carbontech.



Public policy

NRG participates in the political process to advance our long-term strategy and the interests of our stockholders, employees, customers, and stakeholders.

POLITICAL CONTRIBUTIONS

Dedicated to transparency, we appreciate the need to disclose our political and policy-related activity and do so annually through our Public Policy Engagement and Corporate Political Contributions report.

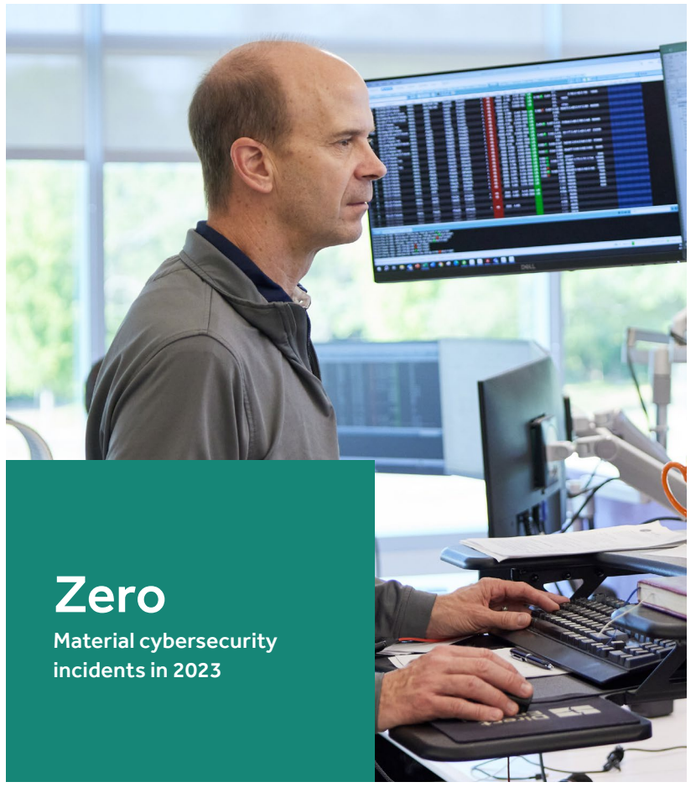
The report lists all membership organizations, trade associations, and social welfare organizations to which NRG paid annual dues in 2023 of $25,000 or more, and which were registered to lobby at the state or federal levels and who did, in fact, engage in such lobbying, as well as the total amount paid to such organizations in 2023. The report also lists all political contributions the company made in 2023. We share more details about our engagement with third parties in our Industry Association Climate Review and Climate Change Principles.

NRG POLITICAL ACTION COMMITTEE (PAC)

Along with participation in civic, charitable, and volunteer activities, NRG encourages its employees to be active members of their communities by participating in the political process. Employees may contribute voluntarily to the NRG PAC, which pools these contributions to support candidates seeking elective office who understand our industry.

Data, technology, and security

Governing our business effectively and sustainably requires strong protection of NRG technology systems as well as the data that we rely upon for making informed decisions. The unique power of harnessing data, technology, and security keeps us on the cutting edge of our business, allowing us to deliver excellence.



Zero

Material cybersecurity incidents in 2023

Our security approach encompasses both data and technology. We maintain robust internal security controls based on the NIST Cybersecurity Framework.

All employees receive annual IT and cybersecurity training that focuses on anti-phishing, malware prevention, and how to recognize and prevent cybercrime. Our Cyber Integration Center team also provides tips and awareness to help employees stay safe online during Cybersecurity Awareness Month.

Within our protective framework, we are building enterprise-wide platforms to capture individual consumer insights and behavioral trends. This knowledge enables us to continue innovating and enhancing customer engagement and satisfaction with our products and services.

Our key accomplishments in 2023 include:

- Expanding our customer data platform, which provides industry-leading insights and enables real-time personalization
- Delivering enterprise-wide data projects that strengthen our core business, execute our digital strategy to personalize offers, and advance our Artificial Intelligence (AI) capabilities to unlock value within the business
- Continuing to develop preventative protections, identifying and remediating information security risks and vulnerabilities, testing incident response procedures, and providing ongoing employee cybersecurity training and awareness



Appendix

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Glossary

Business Resource Groups (BRGs): Voluntary, employee-led groups at NRG organized around a particular shared background, interest, or issue.

Carbon intensity of electricity: the amount of carbon dioxide equivalent (measured in metric tons) emitted per unit of electricity measured in a variant of watt hours (terawatt hours, gigawatt hours, megawatt hours, kilowatt hours). See also revenue carbon intensity.

Carbon offset: Mechanism to compensate for the greenhouse gas (carbon dioxide equivalent) emissions of a household or larger organization due to its combustion of fossil fuels. An example of a carbon offset is afforestation (planting trees).

Certified Natural Gas (CG): Natural gas certified by a third-party to have a lower methane/CO_2e intensity. This is achieved by reducing methane leaks in the natural gas value chain.

Community solar: local solar facilities shared and financially supported by multiple community subscribers who might not otherwise be able to access solar.

Demand Response (DR): A program that provides financial incentives to end-users to reduce their consumption of electricity during periods when the electricity grid is experiencing high electricity demand (for example, when temperatures are very high or very low).

Distributed Energy Resources (DERs): Modular energy generation and storage technologies that provide electric capacity or energy where and when it's needed. Usually deployed close to load (at the point of customer demand) and behind the customer's meter, giving customers greater control, predictability, and stability when it comes to their energy usage.

Greenhouse Gas (GHG): Traps heat in the atmosphere, resulting in global warming and climate change. In the power sector, GHG emissions are released during the combustion of fossil fuels, such as coal, oil, and natural gas, while producing electricity. In the natural gas sector, GHG emissions are released during the production, transportation, and consumption of natural gas. Measured in metric tons of carbon dioxide equivalent.

Power Purchase Agreement (PPA): A medium- or long-term contract between two parties, one which generates electricity (the seller), and one which is looking to purchase electricity (the buyer, either a corporate end-user or a power company reselling the electricity to a corporate end-user). PPAs are often used in renewable energy, especially solar, as a way for buyers to access solar electricity without having to directly install solar generating capacity onsite. Buyers take ownership of the physical energy and receive renewable electricity credits.

Renewable Natural Gas (RNG): Captures methane that would have gone into the atmosphere and injects it into the natural gas distribution system. Methane can be sourced from farms, food waste, wastewater plants, landfills, and biomass.

Revenue carbon intensity: the amount of carbon dioxide equivalent (measured in metric tons) per unit of revenue typically measured in a variant of dollars (millions of dollars, thousands of dollars).

Virtual Power Purchase Agreement (VPPA): A variation of a PPA in which the buyer does not take ownership of the physical energy generated. Instead, a VPPA is a financial transaction whereby a corporate customer agrees to purchase power at a negotiated price from a wind or solar project over a predetermined number of years, committing to pay a fixed price to the owner of the facility for each unit of electricity produced. As with a PPA, the buyer receives renewable electricity credits, but the developer takes responsibility for managing the delivery and sale of the electricity produced on the open market.

Watt (W): A measure of electricity generation capacity at a particular point in time. Variants include kilowatts (kW, thousand watts), megawatts (MW, million watts), gigawatts (GW, billion watts), and terawatts (TW, trillion watts).

Watt Hours (Wh): A measure of the amount of electricity provided over a particular period of time (typically one year or one month). 1 Wh is equal to 1 Watt of average power flow over the course of an hour. Variants include kilowatt hours (kWh, thousand-watt hours), megawatt hours (MWh, million watt hours), gigawatt hours (GWh, billion watt hours), and terawatt hours (TWh, trillion watt hours).

Further reading

Our 2023 Sustainability Report is designed to provide stakeholders with a comprehensive update on NRG's commitment to people, the environment, and the governance principles that inform our work. To delve deeper into certain topics, the list below is a catalog of the most recent publications spanning our business.

This list is also posted on our website and will be refreshed as additional materials are published. We hope this provides an even more complete view of NRG. As always, if you do not find what you are looking for, please email us at communications@nrg.com.

Business

- 2024 Annual Meeting of Stockholders and Proxy Statement
- 2023 Form 10-K
- Other U.S. Securities and Exchange Commission Filings
- NRG Sustainability-Linked Bond Framework
- Second Party Opinion on NRG's Sustainability Linked Financing Framework
- 2021 NRG Investor Day

Insights

- Energy education
- People and community
- Sustainability
- Innovation

Customers

Residential Solutions

- Energy plans
- Sustainable living
- Electric vehicle driving
- Backup power
- Smart technology
- Home services
- Smart Home
- Home security
- Cameras

Solutions for Business

- Power
- Natural gas
- Load management
- Sustainability and renewables
- Energy brokers
- Case studies by goal and industry

People

- Life at NRG
- Diversity, equity, and inclusion
- NRG Statement on Addressing Racial Injustice
- CEO Commitment Letter on Supplier Diversity
- 2022 Equal Employment Opportunity Report (EEO-1)
- Pillars of positiveNRG
- Employee goodwill programs
- positiveNRG Week 2023
- 2023 Conflict Minerals Disclosure

Environment

- 2023 Third Party Assurance of NRG Greenhouse Gas Emissions Report
- 2023 SASB Standards table
- 2023 CDP Climate Questionnaire
- 2023 CDP Water Security Questionnaire
- 2023 Industry Association Climate Review
- 2020 TCFD Report
- 2019 GRI Content Index
- Energy policy and regulatory filings
- The path to one and a half
- Environmental Policy Statement
- Climate Change Principles
- Coal Combustion Residuals Rule Compliance Data and Information
- Suppliers overview and working with NRG
- NRG Manufacturers Standards Policy

Governance

- The Power to Become: NRG Code of Conduct
- Corporate Governance Guidelines
- NRG Management
- NRG Board of Directors
- NRG Board Committee Composition
- Audit Committee
- Audit Committee Procedures
- Compensation Committee
- Governance and Nominating Committee
- Finance and Risk Management Committee
- NRG Political Contribution Policy
- NRG Manufacturers Standards Policy
- Environmental Policy Statement
- Climate Change Principles

UN Sustainable Development Goals (SDGs) and progress

For a comprehensive look at our SDG-aligned efforts, see the chart below. For more information regarding NRG's approach to incorporating SDG guidance into our business strategy, click here.



Achieve gender equality and empower all women and girls

SDG Sub-Target Alignment

5.1 End all forms of discrimination against all women and girls everywhere

5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life

5.5.2 Proportion of women in managerial positions

2023 Featured Contributions and Progress

At NRG, diversity, equity, and inclusion (DE&I) is one of our core values because it is a catalyst for building stronger teams, inspiring better performance, and empowering our people to show up as their most authentic selves. A core component of our DE&I strategy is promoting gender equality and ensuring equal opportunities for women at NRG. Among our key initiatives:

- We updated our hiring interview guide in 2023 to ensure candidates are evaluated in an inclusive and unbiased manner. The guide provides step-by-step tips — from selecting panel participants, to formulating questions, to reducing bias — during the interview and evaluation process.
- Our Women in Power BRG hosts regular events throughout the year and focuses on connecting female colleagues to foster career growth and prepare for leadership roles at NRG.
- We conduct equal pay audits, and our most recent study found no evidence of gender- or race-based pay discrimination.

For more information on how we assess our progress on hiring and promoting women and other employees from diverse backgrounds, please see pages 32-35 of this report.

Our commitment to promoting diversity and inclusivity in leadership extends to our Board of Directors. Of our 13 directors, seven are gender or ethnically diverse and four of our five committee chairs are women.



Ensure available and sustainable management of water and sanitation for all

SDG Sub-Target Alignment

6.4 By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity

6.4.1 Change in water-use efficiency over time

2023 Featured Contributions and Progress

Recognizing that water usage, scarcity, and quality are important considerations for NRG, we work to increase our water-use efficiency. We have implemented several initiatives to effectively operate and reduce our water use over time, including:

- Using non-potable options like brackish and grey water from sewage treatment plants and leachate collection
- Reusing water, when possible, in plant cooling and process systems
- Modeling water risk scenarios and identifying risk mitigation efforts where needed to minimize risk to water resources

For more on our water-use efficiency projects and insight into our progress over time, please see page 23 of this report.
Also, see SASB IF-EU-140a.3.



Ensure access to affordable, reliable, sustainable and modern energy for all

SDG Sub-Target Alignment

7.1 By 2030, ensure universal access to affordable, reliable and modern energy services

7.2 By 2030, increase substantially the share of renewable energy in the global energy mix

7.b By 2030, expand infrastructure and upgrade technology for supplying modern and sustainable energy services for all in developing countries, in particular least developed countries, small island developing States and landlocked developing countries, in accordance with their respective programs of support

2023 Featured Contributions and Progress

We take a balanced approach to facilitating an intentional energy transition. Our strategic initiatives include sourcing our power in ways that align with our customers' needs and priorities, providing sustainable home solutions, and partnering globally to expand infrastructure and upgrade technology to support sustainable and modern energy. Highlights from our efforts in 2023 include:

- Partnering with developers to bring new renewables to the grid through medium- and long-term renewable power purchasing agreements (PPAs), including an additional 1.9 GW of renewable energy capacity through these PPAs by the end of 2023
- 100% renewable plans offered in all of NRG's retail markets, including plans tailored for EV charging and rooftop solar
- Providing a wide range of home and energy solutions, including energy efficiency tools enabled by smart thermostats, voice control, and mobile apps. For more on our home solutions, please see page 13 of this report.

Since 2002, Reliant has provided more than $17 million to help Texans who need assistance with electricity costs through the Community Assistance by Reliant Energy (CARE) program. In 2023, our support included:

- $1.2M in donations to more than 70 agencies that directly support customers
- Another $159,355 donated by Reliant customers through their utility bill payments



Ensure sustainable consumption and production patterns

SDG Sub-Target Alignment

12.6.1 Number of companies publishing sustainability reports

2023 Featured Contributions and Progress

We support the UN goal of encouraging companies to adopt sustainable practices and integrate sustainability information into their reporting cycle in order to demonstrate their commitment to sustainable development to stakeholders. We support these goals and targets by publishing an annual sustainability report since 2010.

SASB standards

The mission of SASB, now a part of The International Financial Reporting Standards (IFRS) Foundation, is to develop sustainability metrics for public corporations to disclose material, decision-useful information to investors. NRG supports work that contributes directly to providing comparable and consistent data. The nature of our business directs us to consult the *Electric Utilities & Power Generators* SASB Standard as defined by the Sustainable Industry Classification System (SICS). Below is a table which contains relevant SASB disclosures against which we are able to report as a publicly-traded company. Topics that are not applicable to NRG are denoted as such. Additional activity metrics that may assist in the accurate evaluation and comparability of disclosure may be found in NRG's 2023 Form 10-K.

Code	Category	Unit of Measurement	Metric	Response
Greenhouse Gas Emissions & Energy Resource Planning				
IF-EU-110a.1	Quantitative	Metric tons (t) CO_2e Percentage (%)	(1) Gross global Scope 1 emissions, percentage covered under (2) emissions-limiting regulations and (3) emissions-reporting regulations	(1) 26,835,867 MT CO_2e[1] (2) 0.3%[2] (3) 99.7%[2]
IF-EU-110a.2	Quantitative	Metric tons (t) CO_2e	Greenhouse gas (GHG) emissions associated with power deliveries	The calculation of this metric is under consideration and will not be disclosed this year.
IF-EU-110a.3	Discussion and Analysis	N/A	Discussion of long- and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	NRG's goal is to reduce its U.S. Scope 1, 2, and 3 (business travel) CO_2e emissions by 50% by 2025 from a 2014 baseline and achieve net-zero carbon emissions by 2050. For more on our strategy to reduce our emissions and progress on our goals, please see pp. 18-21 of this year's Sustainability Report. 2022 CDP Response TCFD Report Sustainability-Linked Bond Framework

[1] Scope 1 includes only direct GHG emissions associated with fuel combustion in boilers, turbines, and engines used to produce electric power. Scope 1 GHG emissions were determined by using methods specified within Title 40, Chapter I, Subchapter C, Part 98, Subparts A (Jan. 1, 2018 update), C (Sep. 21, 2018 update), and D (Jan. 3, 2017 update). The determination of the equity share of GHG emissions is consistent with equity share methodologies for equity share accounting for greenhouse gas emissions as described in the GHG Protocol. GHG emissions from combustion of fossil fuels used for other activities or equipment, such as auxiliary boilers, starter engines, and company fleet vehicles are not included at this time as the associated emissions are immaterial. Scope 1 emissions do not include emissions from fugitive sources such as hydrofluorocarbon (HFC) releases from use of refrigeration and/or air conditioning equipment, sulfur hexafluoride (SF6) from electrical equipment, and methane releases from natural gas transport as they are not material sources of greenhouse gases for the Company. Includes 37.5% ownership of a 605 MW capacity coal plant in Australia. Reported GHG metrics include emission and consumption data from all facilities located in the United States that were owned, controlled, or for which the Company had an equity interest as of December 31, 2023. The Company employs a hybrid methodology of operational and financial control, as defined in the WRI / WBCSD GHG Protocol: A Corporate Accounting and Reporting Standard, Revised Edition, 2004 (GHG Protocol), to determine facilities within the organizational boundary. Emissions and consumption data from jointly-owned electric generating facilities are allocated based on the Company's equity share of ownership at the plant level. Note that tolling agreements are currently excluded from the organizational boundary.

[2] Nearly all (>99%) of NRG's emission sources are subject to mandatory U.S. federal (Environmental Protection Agency [EPA]) greenhouse gas reporting regulations. In addition, some of these emission sources (0.6% specified under IF-EU-110a.1 (2) and (3)) also report to regional and state CO 2e reporting programs (RGGI, AB32) that are disclosed annually as part of NRG's financial reporting data.

<table>
<tr><th>Code</th><th>Category</th><th>Unit of Measurement</th><th>Metric</th><th>Response</th></tr>
<tr><td colspan="5">Air Quality</td></tr>
<tr><td>IF-EU-120a.1</td><td>Quantitative</td><td>Metric tons (t),
Percentage (%)</td><td>Air emissions of the following pollutants:
(1) NO_x (excluding N_2O), (2) SO_x, (3) particulate matter (PM_{10}), (4) lead (Pb), and (5) mercury (Hg); percentage of each in or near areas of dense population</td><td>
Air Quality SASB table
<table>
<tr><th>Air emissions source</th><th>Air emissions (metric tons)</th><th>Percentage from production facilities within urbanized areas</th></tr>
<tr><td>NO_x</td><td>12,339</td><td>39%</td></tr>
<tr><td>SO_x [1]</td><td>31,990</td><td>81%</td></tr>
<tr><td>PM_{10} [2]</td><td>1,252</td><td>67%</td></tr>
<tr><td>Pb[3]</td><td>0.140</td><td>50%</td></tr>
<tr><td>Hg[3]</td><td>0.040</td><td>36%</td></tr>
</table>
</td></tr>
<tr><td colspan="5">Water Management</td></tr>
<tr><td>IF-EU-140a.1</td><td>Quantitative</td><td>Thousand cubic meters
Percentage (%)</td><td>(1) Total water withdrawn, (2) total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress</td><td>
Total water withdrawn
<table>
<tr><th>Water Source</th><th>Total (in millions of cubic meters)</th><th>Percent</th></tr>
<tr><td>Fresh water</td><td>487</td><td>31%</td></tr>
<tr><td>Non-Fresh water</td><td>516</td><td>33%</td></tr>
<tr><td>Ocean</td><td>551</td><td>35%</td></tr>
<tr><td>Total</td><td>1,554</td><td>100%</td></tr>
</table>
(2) 93 (in thousands of cubic meters)
Percentage of Each in Regions with High or Extremely High Baseline Water Stress
<table>
<tr><th>Baseline Water Stress High (40-80%) or Extremely High (>80%)[4]</th><th>Percent of Total Water</th><th>Percent that is Non-Fresh[5]</th></tr>
<tr><td>Withdrawal from areas with High/Extremely High Baseline Water Stress</td><td>0.01%</td><td>0%</td></tr>
<tr><td>Consumption from areas with High/Extremely High Baseline Water Stress</td><td>0.10%</td><td>0%</td></tr>
</table>
</td></tr>
</table>

Discussion of accounting, estimations, and uncertainty for Air Emissions:
Data collection varies based on the generation facility and may include engineering calculations or continuous emissions monitoring systems (CEMS).
[1] NRG only has SO_2 emissions so SO_x emissions are equivalent to SO_2 emissions.
[2] The requirement to report PM_{10} emissions in annual emissions inventories or emissions statements varies across states. In addition, the earliest reporting deadline for a reporting year is July 1 of the following year. For sites in NRGs fleet that have not yet, or are not required to, report PM_{10} emissions at the time of publication of this SASB table, NRG has used the U.S. EPA's AP-42 emission factors to estimate emissions.
[3] In the case of lead and mercury emissions, volumes are estimated for some facilities due to incomplete data at time of publication.
[4] NRG uses the WRI Aqueduct tool to model and help assess water basin risks in combination with regional internal expertise
[5] Non-fresh water has a total dissolved solids greater than 1,000 mg/l and is not used for agriculture or municipal water supply.

<table>
<tr><th>Code</th><th>Category</th><th>Unit of Measurement</th><th>Metric</th><th>Response</th></tr>
<tr><td>IF-EU-140a.1
continued</td><td>Quantitative</td><td>Metric tons (t),
Percentage (%)</td><td>(1) Total water withdrawn, (2) total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress</td><td>
<table>
<tr><th>Type of Generating Facility in Baseline Water Stress Areas</th><th>Number</th></tr>
<tr><td>Fossil fuel (natural gas, coal, oil)</td><td>2</td></tr>
<tr><td>Renewable (solar and wind)</td><td>1</td></tr>
<tr><td>Nuclear</td><td>0</td></tr>
<tr><td>Thermal (district heating and cooling)</td><td>0</td></tr>
<tr><td>Total</td><td>3</td></tr>
</table>
</td></tr>
<tr><td>IF-EU-140a.2</td><td>Quantitative</td><td>Number</td><td>Number of incidents of non-compliance associated with water quality permits, standards, and regulations</td><td>4</td></tr>
<tr><td>IF-EU-140a.3</td><td>Discussion and analysis</td><td>N/A</td><td>Description of water management, risks and discussion of strategies, and practices to mitigate those risks</td><td>NRG's definition of substantive risk from water is the possibility that an event will occur and significantly affect the achievement of NRG's business goals. Risk identification and assessment process applies to both direct operations and supply chain. NRG uses measures, metrics, and indicators for water risk assessment leveraging management and professional judgment from the perspective of:

Financial impact: including, corporate earnings, capital expenditure on technologies to reduce water consumption and risk

Environmental impact: including, availability, quality of river basis, and regulations that impact supply and/or management of water

Plant operations: including, operation disruption due to shortage, increase in water costs, or supply chain risks

We use the WRI Aqueduct tool annually to develop high-level views of basin-level risk that informs strategic decision-making and the setting of goals and targets. This tool is open source and provides ease of use. Because each generating facility is unique, the risk approach identifies and addresses risks related to water availability and quality, relevant regulatory, financial, operational, and environmental concerns, as well as stakeholder and supply chain impacts.

Water risk is monitored by risk owners (individual plant operators) and reported to management upon material changes, with a threshold of 20% in water consumption and withdrawal levels.

Plant Operations team members review modeling scenarios to identify if a water supply risk could impact projected generation levels at any point within a two-year time frame. If so, risk mitigation efforts are identified and economically evaluated for implementation. Plant water usage is reviewed annually by the senior leaders of NRGs Operations, Engineering, and Commercial Operations teams. Risk response decisions are primarily made and executed by managing plant operations to maintain compliance with all relevant regulations.

NRG also reports supply chain water risk annually through the CDP Water Security Questionnaire.</td></tr>
</table>

Code	Category	Unit of Measurement	Metric	Response
Coal Ash Management				
IF-EU-150a.1	Quantitative	Percentage (%), Presentation currency	(1) Amount of coal combustion products (CCPs) generated, (2) percentage recycled	(1) 743,253 (2) 68%
IF-EU-150a.3	Discussion and analysis	N/A	Description of coal combustion products (CCPs) management policies and procedures for active and inactive operations	Coal combustion residuals
Energy Affordability				
IF-EU-240a.1	Quantitative	Rate	Average retail electric rate for (1) residential, (2) commercial, and (3) industrial customers	This topic pertains to regulated electric utilities, and NRG is not a regulated utility. Therefore, this disclosure is not applicable to NRG.
IF-EU-240a.3	Quantitative	Number, Percentage (%)	(1) Number of residential customer electric disconnections for non-payment, (2) percentage reconnected within 30 days	This topic pertains to regulated electric utilities, and NRG is not a regulated utility. Therefore, this disclosure is not applicable to NRG.
IF-EU-240a.4	Discussion and analysis	N/A	Discussion of impact of external factors on customer affordability of electricity, including the economic conditions of the service territory	This topic pertains to regulated electric utilities, and NRG is not a regulated utility. Therefore, this disclosure is not applicable to NRG.
Workforce Health & Safety				
IF-EU-320a.1	Quantitative	Rate	(1) Total recordable incident rate (TRIR), (2) fatality rate, and (3) near miss frequency rate (NMFR) for (a) direct employees and (b) contract employees	(1) .20[1] (2) 0[1] (3) 8.2[1,2]
End-use Efficiency & Demand				
IF-EU-420a.2	Quantitative	Percentage (%) by megawatt hours (MWh)	Percentage of electric load served by smart grid technology	This topic pertains to regulated electric utilities, and NRG is not a regulated utility. Therefore, this disclosure is not applicable to NRG.
IF-EU-420a.3	Quantitative	Megawatt hours (MWh)	Customer electricity savings from efficiency measures, by market	This topic pertains to regulated electric utilities, and NRG is not a regulated utility. Therefore, this disclosure is not applicable to NRG.

[1] Data excludes Airtron and Vivint

2 Process for classifying, recording, and reporting: # of Near-Misses Reported / Total Hours Worked x 1,000,000 = Near Miss Frequency Rate. The National Safety Agency defines near-misses as "an unplanned event that did not result in injury, illness, or damage, but had the potential to do so." NRG uses an electronic Incident Management System to document, communicate, track, and trend specific factors about each event including causal factors and corrective actions; this system provides automated fleet-wide notifications. The number of near misses is derived from a report pulled from the Incident Management System. NRG's Operational Health and Safety (OHS) management system applies to 100% of U.S. operations. The system also includes notifications to executive management when significant safety events occur that meet the defined criteria for a Significant Event notification. The system also generates weekly reports to communicate any events from the previous week to NRG personnel

<table>
<tr><th>Code</th><th>Category</th><th>Unit of Measurement</th><th>Metric</th><th>Response</th></tr>
<tr><td colspan="5">Nuclear Safety & Emergency Management</td></tr>
<tr><td>IF-EU-540a.1</td><td>Quantitative</td><td>Number</td><td>Total number of nuclear power units, broken down by results of most regent independent safety review</td><td>NRG South Texas Project LP (STP) was a 44% owner of a joint undivided interest in STP. As As of November 1, 2023, NRG Energy, Inc. sold its interest in STP. Page 13 of 2023 10-K.

<table><tr><th>Reactor Unit</th><th>Action Matrix</th><th>Current Regulatory Oversight</th></tr><tr><td>South Texas 1</td><td>License Response</td><td>Baseline inspection</td></tr><tr><td>South Texas 2</td><td>License Response</td><td>Baseline inspection</td></tr></table></td></tr>
<tr><td>IF-EU-540a.2</td><td>Discussion and analysis</td><td>N/A</td><td>Description of efforts to manage nuclear safety and emergency preparedness</td><td>As a former holder of ownership interest in STP, NRG South Texas Project LP operated under NRC licensing and regulations. However, NRG's license only granted possession rights, not operational control. As a non-operating co-owner, NRG's compliance with NRC regulations primarily concerned financial and decommissioning funding assurances. To fulfill these obligations, NRG and its subsidiaries had a support agreement, committing up to $120 million for STP operations. As of November 1, 2023, NRG Energy, Inc. sold its stake in STP. Source</td></tr>
<tr><td colspan="5">Grid Resiliency</td></tr>
<tr><td>IF-EU-550a.1</td><td>Quantitative</td><td>Number</td><td>Number of incidents of non-compliance with physical or cybersecurity standards or regulations</td><td>NRG does not have transmission and distribution operations. Therefore, this disclosure is not applicable to NRG.</td></tr>
<tr><td>IF-EU-550a.2</td><td>Quantitative</td><td>Minutes, Number</td><td>(1) System Average Interruption Duration Index (SAIDI), (2) System Average Interruption Frequency Index (SAIFI), and (3) Customer Average Interruption Duration Index (CAIDI), inclusive of major event days</td><td>NRG does not have transmission and distribution operations. Therefore, this disclosure is not applicable to NRG.</td></tr>
<tr><td colspan="5">Activity Metrics</td></tr>
<tr><td>IF-EU-000.B</td><td>Quantitative</td><td>Megawatt hours (MWh)</td><td>Total electricity delivered to: (1) residential, (2) commercial, (3) industrial, (4) all other retail customers, and (5) wholesale customers</td><td>2023 Form 10-K page 7</td></tr>
<tr><td>IF-EU-000.D</td><td>Quantitative</td><td>Megawatt hours (MWh), Percentage (%)</td><td>Total electricity generated, percentage by major energy source, percentage in regulated markets</td><td>2023 Form 10-K page 10

2023 ESG Data Download</td></tr>
</table>



Feedback

If you have any comments or questions about this report or would like more information on NRG, please visit nrg.com or email communications@nrg.com.

Safe harbor

The information presented in this report includes forward-looking statements within the meaning of Section 27A of the Securities Act of 1933 and Section 21E of the Exchange Act. These statements involve estimates, expectations, projections, goals, assumptions, known and unknown risks and uncertainties and can typically be identified by terminology such as "may," "should," "could," "objective," "projection," "forecast," "goal," "guidance," "outlook," "expect," "intend," "seek," "plan," "think," "anticipate," "estimate," "predict," "target," "potential" or "continue" or the negative of these terms or other comparable terminology. Such forward-looking statements include, but are not limited to, statements about NRG's future revenues, income, indebtedness, capital structure, plans, expectations, objectives, projected financial performance and/or business results and other future events, and views of economic and market conditions. Although NRG believes that its expectations are reasonable, it can give no assurance that these expectations will prove to be correct, and actual results may vary materially. Factors that could cause actual results to differ materially from those contemplated herein include, among others, general economic conditions, hazards customary in the power industry, weather conditions and extreme weather events, competition in wholesale power, gas and smart home markets, the volatility of energy and fuel prices, failure of customers or counterparties to perform under contracts, changes in the wholesale power and gas markets, changes in government or market regulations, the condition of capital markets generally and NRG's ability to access capital markets, NRG's ability to execute its supply strategy, risks related to data privacy, cyberterrorism and inadequate cybersecurity, the loss of data, unanticipated outages at NRG's generation facilities, NRG's ability to achieve its net debt targets, adverse results in current and future litigation, complaints, product liability claims and/or adverse publicity, failure to identify, execute or successfully implement acquisitions or asset sales, risks of the smart home and security industry, including risks of and publicity surrounding the sales, subscriber origination and retention process, the impact of changes in consumer spending patterns, consumer preferences, geopolitical tensions, demographic trends, supply chain disruptions, NRG's ability to implement value enhancing improvements to plant operations and companywide processes, NRG's ability to achieve or maintain investment grade credit metrics, NRG's ability to proceed with projects under development or the inability to complete the construction of such projects on schedule or within budget, the inability to maintain or create successful partnering relationships, NRG's ability to operate its business efficiently, NRG's ability to retain customers, the ability to successfully integrate businesses of acquired companies, including Vivint Smart Home, NRG's ability to realize anticipated benefits of transactions (including expected cost savings and other synergies) or the risk that anticipated benefits may take longer to realize than expected, NRG's ability to execute its capital allocation plan. NRG undertakes no obligation to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise, except as required by law. The foregoing review of factors that could cause NRG's actual results to differ materially from those contemplated in the forward-looking statements included in this report should be considered in connection with information regarding risks and uncertainties that may affect NRG's future results included in NRG's filings with the Securities and Exchange Commission at www.sec.gov.

Key issues assessment

NRG strives to report decision-useful information to our stakeholders in an efficient and concise manner. We recognize that we have many different stakeholder groups which may each require information presented in a variety of ways and on numerous topics. We engage proactively with our key stakeholders to understand the type of information that is of greatest interest and the processes that will most effectively deliver data to them. However, given rapidly growing interest in voluntary sustainability reporting, we must also focus on compiling the most relevant information while achieving greater transparency.

As part of the above process, we periodically conduct a key issues assessment to ensure that we identify potential strategic and operational risks and opportunities as well as specific sustainability issues that are relevant to our current and potential future business and operating environment. The key issues assessment provides a foundation of topics from which to prioritize our sustainability goals and initiatives, prepare annual sustainability reporting, as well as provide insight into emerging issues that our stakeholders care about.

To conduct the key issues assessment, we monitor the competitive, regulatory, and media landscapes. For the purpose of this Sustainability Report, these findings are also compared with external best practice publications on sustainability metrics, such as from the Electric Power Research Institute, TCFD, and SASB / IFRS. We use this independent analysis to better inform business decisions and shape our voluntary reporting process. For the purposes of sustainability reporting, NRG has considered the GRI framework to report on issues of importance to the company and its stakeholders. Relevant financial implications, as well as a discussion of risks and opportunities associated with some of these issues, can be found in Part 1, Item 1A in our 2023 form 10-K. Additional financial statements or equivalent documents can be found here.

