BROKER GUIDE

Texas sales transition to NRG and what it means to your renewing customers

As we begin **transitioning sales under the Reliant, Direct Energy Business, Green Mountain Energy and Cirro business brands to a new NRG experience**,* you may have business customers up for renewal that are currently being served under these brands that have questions about the this change. They may wonder why you're not offering a renewal contract under their current brand.

The following FAQs, **written from a customer's perspective**, will help you articulate important information to your clients and answer their questions and concerns during the sales process. We've also prepared a helpful sheet that you can provide to your renewing customers under each of the brands you work with to help prepare them for the new NRG-branded* experience.

WHY ARE YOU (MY ENERGY BROKER) ONLY PROVIDING NRG PRICING?

The NRG Energy, Inc. family of business brands, including <<current brand>>, are moving to one cohesive, integrated NRG-branded* sales experience. This transition is occurring in stages—the first of which is to price and renew <<current brand>> customers like you in Texas under the NRG brand name.*

WHAT DOES THIS MEAN TO MY BUSINESS?

When you renew, all contracting, customer support, billing and operations will be branded as NRG.* This will provide you with one cohesive experience that capitalizes on the best practices and assets from each of NRG Energy's family of business brands.

WHAT ABOUT MY OTHER TEXAS CONTRACTS THAT AREN'T YET UP FOR RENEWAL?

Your Texas accounts currently under contract with <<current brand>> will remain unchanged for now, so:

- Your current contract for those accounts will remain in place through the end of the current term
- You can continue to reach out to the same customer care team with your questions or concerns
- Business processes and branding will remain the same: your bill, how you pay it, how you access your account information, etc. will remain unchanged and will continue to be branded as <<current brand>>

Later this year and into 2023, NRG will begin transitioning customers still under contract with <<current brand>> to an NRG experience. If you have active accounts under <<current brand>> at that time , NRG will provide you with detailed information on any changes you can expect during that transition.

Visit **nrg.com/OneNRG** for helpful FAQs about our transition to a best-in-class experience under the NRG brand.

Let's get started.

nrg.com/OneNRG

WHAT ABOUT THE <<CURRENT BRAND>> BRAND?

NRG will be gradually ceasing new sales and renewals under <<current brand>> and offering sales under the NRG brand* in Texas for renewing <<current brand>> business customers. If you have other accounts under contract with <<current brand>> outside of Texas, they will remain unchanged for now but will be transitioned to an NRG experience in the future—or through the renewal process. This only applies to <<current brand>> for business customers. On the residential side, the <<current brand>> brand will remain in place.

WHAT CAN I EXPECT NEXT?

Shortly after you renew with NRG,* you'll receive all of the information you need to support your accounts through a fully-integrated, enhanced NRG-branded experience. From contract execution, all the way through contract renewal, NRG's extensive customer-centric communications journey will put you on a guided path to using the new tools and resources available to you for managing your energy/account and simplifying doing business. You will gain access to:

- A powerful online account management tool that contains enhancements to features you may currently have with <<current brand>>
- An experienced team of in-house customer care professionals to support you through your journey

Keep in mind that under the new NRG experience, you will receive a new account number, follow new/different payment options and processes, and will need to set NRG up in your accounts payable system— all of which you'll be prompted to do via your welcome communications.

* In ERCOT, we'll be doing business as Direct Energy Business d/b/a NRG and NRG Business. (PUCT Certificate # 10011)

© 2022 NRG Energy, Inc. All rights reserved. 883795993_v1_052422