A new Texas customer experience is here.

When you renew your contract, you will transition to an NRG experience

Thank you for trusting us with your energy supply—we appreciate the opportunity to continue to serve your business. The NRG Energy, Inc. family of business brands, including Direct Energy Business, 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 Texas Direct Energy Business business customers like you under the NRG brand name.*

WHAT DOES THIS MEAN TO ME?

When your contract is up for renewal, you'll receive an NRG* price quote—as opposed to receiving a Direct Energy Business price quote. Upon renewing, 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, which also includes Green Mountain Energy, Cirro and Reliant.

WHAT ABOUT THE DIRECT ENERGY BUSINESS BRAND?

Direct Energy Business will gradually cease new sales and renewals, and instead offer sales under the NRG brand* in Texas for renewing Direct Energy Business customers. If you have other accounts under contract with Direct Energy Business, 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 Direct Energy Business customers. On the residential side, the Direct Energy brand will remain in place.

HOW DOES THIS BENEFIT ME?

By bringing together the product offerings, services, tools, customer experience, people and expertise that drive NRG Energy's family of brands, you will now have access to key assets that can enhance your business and your strategy, and make doing business simple, including

- NRG's **powerful online account management tool**
- An **experienced team of in-house client services professionals**
- A **steady flow of communications** to keep you informed of everything related to your account and help you make better energy decisions

Let's get started.

nrg.com

WHAT CAN I EXPECT NEXT?

Shortly after you renew with NRG,* you'll receive all of the information you need to support and manage your accounts. The extensive NRG customer-centric communications journey will put you on a guided path to using the new tools and resources available to you from NRG for managing your energy/account and simplifying doing business with us. You will gain access to:



- A powerful online account management (OAM) tool that contains enhancements to features you may currently have
- An experienced team of in-house customer care professionals to answer questions and support you through your journey

Please 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 us up in your accounts payable system—all of which you'll be prompted to do via your welcome communications.

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

Your accounts currently under contract with Direct Energy Business 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 work with the same sales contact you do now
- 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 Direct Energy Business
- As your accounts come up for renewal, they will start a new NRG-branded* experience

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

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

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