Invoice Instructions

NRG's Suppliers are a critical link in our vision to build a more sustainable future. We are committed to paying our Suppliers accurately and on time, so we use scanners and optical character recognition to read invoices. Invoices from Suppliers that follow these instructions can be scanned, processed, and paid more efficiently.

Invoice Content Requirements

Purchase Order Invoices	Suppliers must prepare invoices containing the following information taken from Buyer's Purchase Order: • **Purchase Order number** (Contact your NRG point of contact if you have questions about the purchase order that you should use on your invoices) • PO line item number • PO part number (if applicable) • Description of the product or service exactly as it appears on the NRG PO • Unit of measure • Unit price • Item quantity • Total invoice value
Non-Purchase Order Invoices	Suppliers submitting invoices for goods or services that fall into one of the exempted categories may invoice NRG without a valid NRG PO number. • **For non-PO invoices**, Supplier must include the **name and email address** for the NRG employee requesting the product or service (e.g. John Smith, john.smith@nrg.com)
General Invoicing Guideline	• Suppliers shall prepare a separate invoice for each shipment or service order. • The first page of the attachment should be the first page of the invoice. • Suppliers shall also provide such evidence as the Buyer may reasonably require in support of the invoice. • No invoice shall be issued prior to completion of services or shipment of products. • All invoices must clearly specify the ship-to address or the exact service location where the work was performed.
All Invoices	Supplier's invoice shall also include: • Supplier's phone number and remit-to address • Invoice number • Date prepared • **E-mail address** where we can contact you if there are issues with the invoice

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Preferred Submittal Method (Email)

- Please submit all invoices and statements via email to invoices@nrg.com.
- Each document must be attached as an individual PDF containing only one invoice or statement; other file formats will not be accepted or processed. Any additional materials provided as support for the invoice should be included in the **invoice PDF**, not as separate attachments.
- Multiple PDF invoices or statements may be included in a single email, and each PDF will be processed as a separate document.
- Each invoice must reference one—and only one—purchase order (PO).

Alternate Submittal Method (Mail)

The alternative method for invoice submission is by mail. Whenever possible, the preferred email submission method (noted above) should be used to reduce transaction costs for both the Supplier and NRG. If invoices are submitted by mail, Suppliers must not submit duplicate copies via email. Only one submission method should be used per invoice.

- Each invoice must include all required information—such as the Purchase Order Number and corresponding Purchase Order Line Items—as outlined in the General Instructions (noted above).
- Suppliers must submit all invoices directly to NRG Accounts Payable, regardless of any approval indications on the Purchase Order. NRG Accounts Payable will ensure the invoice is routed for all necessary internal approvals.
- Invoices submitted by mail should be sent to:
  NRG Energy, Inc
  Accounts Payable
  3401 North Ashton Blvd
  Lehi, UT 84043

Supplier Invoices not Doing the Above Will be Rejected (or Delayed)

NRG is committed to paying your firm in accordance with the agreed-upon terms. We greatly appreciate your cooperation in following these requirements, as doing so enables us to process your invoices more efficiently. Exceptions to these guidelines may result in invoice rejection or delayed payment, as well as additional communication and coordination between our companies. Common issues that lead to delays include:

- Sending the same invoice multiple times.
- Sending an invoice to an email address other than invoices@nrg.com.
- Mailing an invoice instead of emailing it.
- Emailing a single PDF that contains multiple invoices (only the first invoice will be processed).
- Emailing invoices in a ZIP file or any other unreadable format.
- Omitting a PO number or the NRG contact email address; invoices missing this information cannot be matched to goods receipts or routed for approval.

Preferred Method of Payment

NRG prefers to pay Suppliers electronically either via the ACH (Automated Clearing House) payment system or via virtual card. To receive payments via either ACH or virtual card, log into your existing supplier profile at http://nrg.supplier.ariba.com/ and provide your company's banking instructions and remittance advice email address.

Invoice Instructions

We’re Here to Help You

For general Accounts Payable questions, contact NRG Accounts Payable at accountspayable@nrg.com or call our Supplier Hotline at 225-713-6100. For specific PO questions, you should contact your NRG Buyer or NRG Field Representative directly.