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## **Reliant Energy Launches Beat the Heat Centers, Outlines Customer Summer Assistance Programs**

HOUSTON — Reliant Energy's low-income customers will get relief from high temperatures and summer electricity bills through several assistance programs announced today, including Beat the Heat Centers, free home energy monitors to help manage energy use, bill payment assistance and flexible payment options.

"The summer heat is here and everyone can use some help staying cool and keeping an eye on how much power they use," said Jason Few, President, Reliant Energy. "For our customers who need more help with summer electricity bills we have payment assistance programs and cool places to escape the heat. All Reliant customers have our innovative tools and information to help them manage their energy use."

For the sixth consecutive year, Reliant is sponsoring Beat the Heat Centers in Houston to provide a place for individuals to stay cool during the heat of the day and minimize their home electricity use. Beat the Heat Centers are open now until Oct. 1, from 9 a.m.-5 p.m., Monday through Friday. This is the second year for Beat the Heat Centers in Dallas and Corpus Christi.

The company is also giving away up to 1,000 home energy monitors to help low-income customers with smart meters learn more about how they use electricity, giving them more control over their energy use and cost. The home energy monitor is a wireless in-home display that communicates near real-time information, including current electricity usage and cost, and a comparison of daily usage and weekly usage information. With that information, customers can make decisions about how they use energy to help manage their household budget.

Reliant will provide the home energy monitors to low-income customers in the Houston and Dallas/Fort Worth areas when they call 877-338-7206 or request a home energy monitor online at [www.reliant.com/freemonitor](http://www.reliant.com/freemonitor). Low-income customers must live in a single-family home in Houston or Dallas and have a smart meter to receive the device.

In addition, Reliant outlined the details of assistance programs for critical-care, chronic-condition and qualified low-income residential customers, including:

- nearly \$800,000 to assist low-income and elderly residential customers pay their electricity bills through CARE (Community Assistance from Reliant Energy);
- more than a dozen Beat the Heat Centers in Corpus Christi, Dallas and Houston to provide heat relief in high-need areas;

- 1,000 free home energy monitors for low-income customers in the Houston and Dallas/Fort Worth areas who live in single-family homes with smart meters; the devices provide near real-time information about electricity use and estimated bill-to-date;
- deposit installment plans for qualified low-income residential customers;
- extensions and payment plans for qualified residential customers;
- dedicated agents to help customers who need social agency assistance;
- average billing to help manage bill payments during the hottest months of the year for qualified residential customers;

For more information on any of these programs, customers can call 1-866-RELIANT.

### **About Reliant Energy**

Reliant Energy provides electricity and energy services to more than 1.5 million retail customers—including homes, small and large businesses, manufacturing facilities, government entities and institutions across Texas. The company also offers service to commercial, industrial, governmental and institutional customers in Delaware, District of Columbia, Illinois, Maryland, Massachusetts, New Jersey and Pennsylvania. As part of NRG Energy, Inc. (NYSE: NRG), Reliant Energy is backed by one of the nation's largest power producers. NRG owns and operates 25,000 megawatts (MW) of generation capacity, including more than 11,000 MW of capacity in Texas. For more information about Reliant Energy products and services, visit [www.reliant.com](http://www.reliant.com).

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