



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.



Let's get started.

[nrg.com/OneNRG](http://nrg.com/OneNRG)

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### 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.

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### 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.