



## EXPANDING OUR REACH TO SERVE YOUR BUSINESS

### The power of expertise

NRG and Direct Energy are now one company<sup>1</sup>. For our nearly 6 million customers this means greater access to a wider range of expertise, products, and insights<sup>2</sup>. Our combined scale allows us to serve, as never before, the unique needs and goals of our business customers.

#### More products

We're one of the nation's largest electric and gas retailers, operating in all 50 states and Canada. From this base, we provide a full complement of energy products across the energy spectrum — whether the goal is speed and flexibility for a manufacturer, sustainability for a healthcare provider, or risk reduction for a school district. To further meet each customer's needs, we offer personalized energy portals with real-time access to energy usage, and behind-the-scenes support that streamlines their daily energy management, allowing them to focus on their business goals.

All of our energy solutions and services reflect the experience and stability of a Fortune 500 company and the efficiencies of scale created by our combined operations.

#### Better insights

Access to data leads directly to optimal energy approaches. A deeply rooted understanding of a customer's energy drives customized solutions. We also apply data insights to our self supply capabilities, commercial expertise, risk management, sustainability goal management, customer support, and sales.

From here, our ability to test new products and services takes hold. That produces innovative new products like Renewable Select, an energy plan that removes risk and complexity from a customer's sustainability journey.

In the end, we're not a different company, just a better one.

### Expanded capabilities

Leading electric and gas retailer



A rich online account management experience



Broad geographic presence in U.S. and Canada



SERVING  
**6+ MM**  
CUSTOMERS<sup>2</sup>

### Leading

**ENERGY PROVIDER<sup>3</sup>**

Managing 99 TWh power, 802 Bcf natural gas and ~2,750 MW DR and load management

### Best-in-Class

**CUSTOMER EXPERIENCE**

with industry-leading NPS scores consistently above 50

### Innovative

**NEW PRODUCTS DEVELOPED**

from customer behavior patterns and needs

LET'S FIND YOUR BETTER ENERGY SOLUTION.

[NRG.com/BetterEnergy](https://www.nrg.com/BetterEnergy)

<sup>1</sup> NRG completed the acquisition of Direct Energy in early January 2021. <sup>2</sup> Number of customers reflective of entire NRG portfolio.

<sup>3</sup> CSI performance figures as reported in [NRG Investor Day presentation](#), 6/17/21, page 52

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