

MACRUC 23rd Annual Education Conference

Collaborating

ON

Customer

Solutions



Mid-Atlantic Conference of Regulatory Utilities

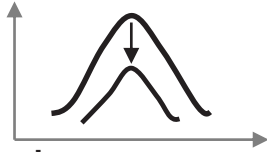
Commissioners (MACRUC)

Collaborating on Customer Solutions

Customer Options

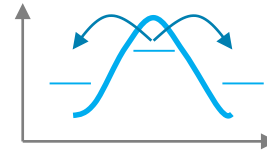
Efficiency

- New AC
- New Refrigerator
- LED lights



Load Shift

- Thermostat
- Energy Storage (Battery)
- Thermal Storage (Ice, Hot Water)



Power Generation

- Solar
- Generator
- MicroCHP
(combined heat and power)



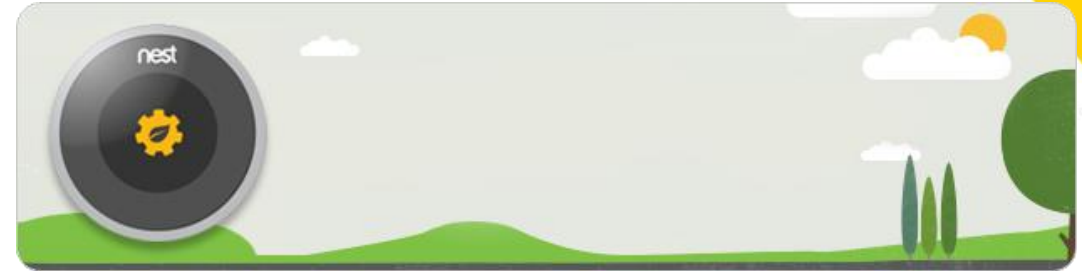
Load Management



Degrees of Difference

Get an alert requesting you reduce your usage for a period of time

Receive a Degrees of Difference bill credit of \$0.60 per kWh for using less electricity than normal during specified reduction periods



Degrees of Difference w/Nest

Paid for using less electricity during "Rush Hour" peak periods

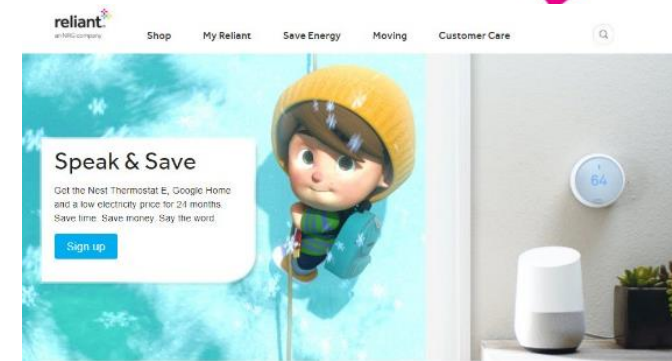
\$5/month for May to October

Delivering Innovation

NRG's retail business was **first-to-market** with many innovative products and services, including:

- ✦ **Weekly Summary Email:** Reliant launched in 2010
- ✦ **SMS Alerts:** Reliant launched in April 2011
- ✦ **Nights and Weekends Plan:** Reliant launched in 2011 (offered a rebate for usage during nights and weekends)
- ✦ **Usage Disaggregation:** Reliant launched online in 2012
- ✦ **Flat Bill:** Reliant launched Predictable 12 in 2013

Key for this type innovation is communication with customers through supplier consolidated billing



- ✦ With the Reliant Speak & Save 24 plan, customers receive a Google Home and Nest Thermostat E as part of the package
- ✦ Ok Google, talk to Reliant
 - ✦ Check energy usage
 - ✦ Check account balance
 - ✦ Get plan details
 - ✦ Pay your bill

Reliant Smart Home

Reliant's mission is to power, protect and simplify peoples lives.

The Reliant Smart Home showcases the many products and services we offer customers today and serves as our research and development hub to test the future of smart, secure and energy-efficient living. Here we ensure the products and services we offer customers are reliable, convenient and seamlessly integrated into their lives, providing Reliant with insights needed to be a trusted advisor.

Reliant's solutions here include:

- Electricity plans
- Home security products
- Home automation technology and products
- Smart appliances
- EV charging
- Home Services (A/C, heating, plumbing, electrical)
- Distributed generation (solar, energy storage, microCHP)
- Thermal storage



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