



NRG Energy, Inc.
3711 Market Street, Suite 1000
Philadelphia, PA 19104

October 11, 2023

VIA E-FILE & UPS

New Hampshire Department of Energy
21 South Fruit Street, Suite 10
Concord, NH 03301
registrations@energy.nh.gov

**RE: Reliant Energy Northeast LLC d/b/a NRG Home (DM 15-287)
2023 Competitive Electric Power Supplier Registration Renewal Form**

To Whom It May Concern:

In accordance with New Hampshire Code of Administrative Rules 2003.02, Reliant Energy Northeast LLC ("REN") has enclosed its 2023 CEPS Registration Renewal Form.

Please note a draft of Attachment H was submitted on September 1, 2023 to the New Hampshire Department of Energy and REN is currently awaiting review and approval.

REN has marked this report as "Confidential" as it contains confidential business and financial information.

Should you have any questions or require additional information, please contact me at 516.652.4254 or via email at Angela.Schorr@nrg.com and NERetailRegulatory@nrg.com.

Sincerely,

A handwritten signature in blue ink that reads "Angela Schorr".

Angela Schorr
Director, Regulatory Affairs

Competitive Electric Power Supplier Application Form

This form may be used to: (1) apply for initial registration as a competitive electric power supplier (CEPS) in New Hampshire, (2) apply for renewal of registration as a CEPS in New Hampshire, and (3) notify the Department of any changes to information in a previously filed CEPS application. *This form is provided as a convenience for filing only; you are required to provide all information specified under Puc 2006.01 when applying for initial or renewal registration as a CEPS, but you are not required to use this form when doing so.*

Indicate whether this application is for an initial registration or for a renewal. Initial <input type="checkbox"/> Renewal <input type="checkbox"/>		
Applicant's General Information		
Puc 2006.01(a)	Legal Name	Reliant Energy Northeast LLC
	Trade Name (d/b/a) (if applicable)	NRG Home, NRG Business, and NRG Retail Solutions
Puc 2006.01(b)	Business Mailing Address	3711 Market Street, Suite 1000 Philadelphia, PA 19104
	Telephone Number	855-500-8703
	E-Mail Address	support@nrghomepower.com
	Website Address	www.picknrg.com
Puc 2006.01(c)	Provide the state or jurisdiction of organization, if anything other than an individual.	Delaware
Puc 2006.01(d)	Provide the name(s), title(s), business address(es), telephone number(s), and e-mail address(es) of the applicant if an individual, or of the applicant's principal(s) ¹ if it is anything other than an individual. Use additional sheets as needed.	
	Name	See ATTACHMENT A
	Title	
	Business Mailing Address	
	Telephone Number	
	E-Mail Address	
	Name	
	Title	
	Business Mailing Address	
	Telephone Number	
	Email Address	
	Name	
	Title	
	Business Mailing Address	
	Telephone Number	
	E-Mail Address	

1. "Principals" means, for a corporation, any of its officers, directors, or controlling shareholders, for a limited liability company, any of its managers or controlling members, for a partnership, any of its general partners, and for any other business entity, any of its personnel exercising executive functions and any of its controlling equity owners.

Affiliates and Subsidiaries							
Puc 2006.01(e)	Provide the following information regarding any affiliates ² and subsidiaries of the applicant that are conducting business in New Hampshire. Use additional sheets as needed.						
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; padding: 5px;">Name of Entity</td> <td style="padding: 5px;">See Attachment B</td> </tr> <tr> <td style="padding: 5px;">Business Address</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="padding: 5px;">Telephone Number</td> <td style="padding: 5px;"></td> </tr> </table>	Name of Entity	See Attachment B	Business Address		Telephone Number	
	Name of Entity	See Attachment B					
	Business Address						
	Telephone Number						
	Provide a description of the business purpose of the entity.						
	Provide a description of any agreements with any affiliated New Hampshire utility, and the docket or case number relative to the filing of any such agreements with the NHDOE or the NHPUC.						
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; padding: 5px;">Name of Entity</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="padding: 5px;">Business Address</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="padding: 5px;">Telephone Number</td> <td style="padding: 5px;"></td> </tr> </table>	Name of Entity		Business Address		Telephone Number	
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	Business Address						
Telephone Number							
Provide a description of the business purpose of the entity.							
Provide a description of any agreements with any affiliated New Hampshire utility, and the docket or case number relative to the filing of any such agreements with the NH DOE or the NHPUC.							

2. "Affiliate" means any of the following:
- a) Any person or entity that directly or indirectly owns, controls, or holds with power to vote a majority of the outstanding voting securities or such minority thereof as to give such person substantial control of another person or entity;
 - b) Any person or entity with which another person or entity has a management or service contract or arrangement that provides such person or entity with effective control over the management, supervision, or operation of the other person or entity; or
 - c) Any person or entity who or which actually exercises effective control over the management, supervision, or operation of another person or entity.

Customer Service Department Contact		
Puc 2006.01(f)	Name	Mark Kelly
	Title	Senior Manager, Care & Retention
	Toll-Free Telephone Number (if available)	1-844-737-6742
	Telephone Number	609-524-5138
	E-Mail Address	Mark.P.Kelly@nrg.com

Customer Complaints Contact		
Puc 2006.01(g)(1)	Name	Spencer Halstead
	Title	CSMR Retail Operations Manager – East Escalated Issues
	Business Mailing Address	3711 Market Street, Suite 1000
		Philadelphia, PA 19104
	Telephone Number	267-295-5789
E-Mail Address	Spencer.Halstead@nrg.com	

Regulatory Compliance Matters Contact		
Puc 2006.01(g)(2)	Name	Angela Schorr
	Title	Director, Regulatory Affairs
	Business Mailing Address	804 Carnegie Center
		Princeton, NJ 08540
	Telephone Number	516-652-4254
E-Mail Address	Angela.Schorr@nrg.com	

Department of Energy Assessment Payments Contact		
Puc 2006.01(g)(3)	Name	Erica Bray
	Title	Manager, Regulatory Compliance
	Business Mailing Address	3711 Market Street, Suite 1000
		Philadelphia, PA 19104
	Telephone Number	267-295-5752
E-Mail Address	Erica.Bray@nrg.com	

Separate Attachments: Business Authority, Trade Name, ISO-NE Market Participation, and EDI Certification	
Puc 2006.01(h)	Provide, as a separate attachment, evidence of the applicant's authorization to do business in New Hampshire from the New Hampshire secretary of state by submitting, with this application form, either of the following: (1) a recent printout of the applicant's listing on the N.H. Secretary of State website with the status "In Good Standing" or words of similar import; or (2) a copy of a certificate from the N.H. Secretary of State's office stating that the applicant is authorized to do business in New Hampshire. <p style="text-align: center;">See Attachment C</p>
Puc 2006.01(i)	Provide, as a separate attachment, evidence of the applicant's registration of the trade name, if any, to be used by the applicant in New Hampshire from the N. H. Secretary of State by submitting, with this application form, either of the following: (1) A recent printout of the applicant's trade name on the N.H. Secretary of State website with the status "Active" and indicating that the trade name is owned by the applicant; or (2) A copy of a certificate from the N.H. Secretary of State's office indicating that the applicant has registered as doing business under the trade name. <p style="text-align: center;">See Attachment D</p>
Puc 2006.01(j)	Provide, as a separate attachment, evidence of the applicant's ISO New England market participant membership. <p style="text-align: center;">See Attachment E</p>
Puc 2006.01(k)	Provide, as a separate attachment, electronic data interchange (EDI) certification from each electric distribution utility in whose franchise area the applicant intends to operate. N/A - REN does not currently operate in NH.

Franchise Areas, Customer Types to be Served, and Other States	
Puc 2006.01(l)	List the utility franchise areas in which the applicant intends to operate and, to the extent the applicant does not intend to provide service in the entire franchise area of a utility, a delineation of the cities and towns where the applicant intends to provide service within each utility franchise area. Eversource, Liberty, and UES (Unitil) service areas.
Puc 2006.01(m)	Provide a statement whether or not the applicant intends to serve the following types of customers: residential, small commercial, large commercial, and industrial. Residential and small commercial customers.
Puc 2006.01(n)	List the other states or jurisdictions in which the applicant currently conducts business relating to the sale of electricity. CT, DE, DC, IL, ME*, MD, MA, NJ, NY, OH, PA, RI*, VA* *not actively serving customers at this time.

Customer Complaints	
Puc 2006.01(o)	<p>Use either the table below or a separate attachment to provide a list disclosing the number and type of customer complaints concerning the applicant or its principals and affiliates filed with or by any commission or regulatory agency, attorney general's office, or other governmental consumer protection regulatory authority, for the most recent 2 calendar years in every state or other jurisdiction in which the applicant has conducted business relating to the sale of electricity.</p> <p style="text-align: center;">See Attachment F</p> <p>In the table below, enter abbreviations of applicable states or the jurisdiction across the top row, complaint types in the left column, and, for each cell in the table, the number of complaints for each type within the applicable state or jurisdiction.</p>

	(enter applicable states/jurisdictions in row just below)										
Complaint Type											Total
											0
											0
											0
											0
											0
											0
											0
											0
											0
											0
											0
											0
											0
Total	0	0	0	0	0	0	0	0	0	0	0

Statements Regarding Applicant and its Principals		
Respond to each of the following questions with either "Yes" or "No."		
Puc 2006.01(p)(1)	Has applicant or any of its principals ever been convicted of any felony that has not been annulled by a court?	No
Puc 2006.01(p)(2)	Has applicant or any of its principals, within the 10 years immediately prior to application, had any civil, criminal, or regulatory sanctions or penalties imposed against it, him, or her pursuant to any state or federal consumer protection law or regulation?	No
Puc 2006.01(p)(3)	Has applicant or any of its principals, within the 10 years immediately prior to application, settled any civil, criminal, or regulatory investigation or complaint involving any state or federal consumer protection law or regulation?	No
Puc 2006.01(p)(4)	Is applicant or any of its principals currently the subject of any pending civil, criminal, or regulatory investigation or complaint involving any state or federal consumer protection law or regulation?	No
Puc 2006.01(p)(5)	Has applicant or any of its principals been denied authorization to provide competitive electricity supply service or electric aggregation service in any other state or jurisdiction?	No
Puc 2006.01(q)	If an affirmative answer is provided to any item above, then provide a detailed explanation of the occurrence and the related circumstances. Use additional sheets as needed.	N/A

Telemarketing		
Puc 2006.01(s)	Does the applicant intend to telemarket? Respond with either "Yes" or "No."	No
If the response to the question above is "Yes," then respond to the following three questions:		
Puc 2006.01(r)(1)	Will the applicant maintain a list of customers who request being placed on the applicant's do-no-call list for the purposes of telemarketing?	N/A
Puc 2006.01(r)(2)	Will the applicant obtain monthly updated do-no-call lists from the National Do Not Call Registry?	N/A
Puc 2006.01(r)(3)	Will the applicant NOT initiate calls to New Hampshire customers who have either requested being placed on the applicant's do-not-call list(s) or who are listed on the National Do Not Call Registry?	N/A

In-Person Solicitation of Residential Customers		
Puc 2006.01(u)	Does the applicant intend to enroll residential customers through in-person solicitation at the customer's residence? Respond with either "Yes" or "No."	No
If the response to the question above is "Yes," then provide the following items as separate attachments:		
Puc 2006.01(t)(1)	A plan for in-person solicitation of residential customers at their residences, including provisions to ensure legal and regulatory compliance and quality assurance.	N/A
Puc 2006.01(t)(2)	A description of the applicant's training program for employees or representatives who will conduct in-person solicitation of residential customers at their residences.	N/A
Puc 2006.01(t)(3)	An identification of any third party vendor or vendors the applicant intends to use to conduct in-person solicitation of residential customers at their residences.	N/A
Puc 2006.01(t)(4)	A copy of the applicant's performance standards and code of conduct for any employees, representatives, or vendors who or which will conduct in-person solicitation of residential customers at their residences.	N/A
Puc 2006.01(t)(5)	A copy of field audit standards used to evaluate the performance of employees, representatives, or vendors who or which will conduct in-person solicitation of residential customers at their residences.	N/A

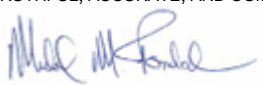
Sample Bill Form		
Puc 2006.01(v)	Does the applicant intend to use only the utility's billing service? Respond with either "Yes" or "No."	Yes
Puc 2006.01(v)	If the response to the question above is "No," then provide a sample of the bill form(s) the applicant intends to use as a separate attachment.	

Residential and Small Commercial Customer Contracts		
Puc 2006.01(w)	Does the applicant intend to serve residential and small commercial customers? Respond with either "Yes" or "No."	Yes - See
If the response to the question above is "Yes," then provide the following item as a separate attachment: Attachment G		
Puc 2006.01(w)	A copy of each contract to be used for residential customers and for small commercial customers, including any schedules or other documentation attached to, incorporated into, or referenced in such contract.	

File Financial Security Instrument		
Refer to Puc 2003.03 for the financial security requirements.		
Puc 2003.01(b)(2)	Provide an original executed financial security instrument that meets the requirements of Puc 2003.03. See Attachment H - (draft e-mailed on 9/1/2023 - awaiting DOE approval)	
File the original, executed financial security instrument with the Department of Energy. The financial security instrument can be filed separately from the application form, by U.S. mail, overnight express, or hand delivery.		

Submit Application Fee (For Initial Applications Only)		
Puc 2003.01(b)(3)	For an application for initial registration, submit payment of the application fee in the amount of \$250.00 to the NH Department of Energy by U.S. mail, overnight express, or hand delivery. Make check payable to: New Hampshire Department of Energy.	N/A
Note that there is no fee for a renewal application.		

Expected Marketing Start Date		
Puc 2006.01(x)	Provide the date upon which the applicant expects to commence marketing its services to customers in New Hampshire.	N/A Date

Attestation and Signature		
Puc 2006.01(y) and (z)	<p>BY SIGNING BELOW, THE APPLICANT REPRESENTATIVE CERTIFIES THAT IT HAS THE AUTHORITY TO FILE THE APPLICATION ON BEHALF OF THE CEPS AND ATTESTS THAT THE CONTENTS OF THE APPLICATION ARE TRUTHFUL, ACCURATE, AND COMPLETE.</p>  <p>Signature of the applicant or its authorized representative</p> <p>Name: Michael Rombach</p> <p>Title: Vice President</p>	<p>09/26/2023</p> <p>Date</p>

Filing Instructions		
<p>1) Mail an original and two paper copies of this form and all separate attachments to: New Department of Energy, 21 South Fruit St., Suite 10, Concord, NH 03301</p> <p>2) E-mail a PDF of this form and all separate attachments to: registrations@energy.nh.gov</p>		

ATTACHMENT A

Response to PUC 2006.01(d)

Provide the name(s), title(s), business address(es), telephone number(s), and e-mail address(es) of the applicant if an individual, or of the applicant's principal(s) if it is anything other than an individual:

Name	Title	Business Mailing Address	Telephone Number	E-mail Address
Elizabeth R. Killinger	President	910 Louisiana Street Houston, TX 77002	713-537-2669	Elizabeth.Killinger@nrg.com
Kevin L. Cole	Treasurer	804 Carnegie Center Princeton, NJ 08540	609-524-4526	Kevin.Cole@nrg.com
Lynda Clemmons	Vice President	910 Louisiana Street Houston, TX 77002	713-537-5337	Lynda.Clemmons@nrg.com
Leonard Gardner	Vice President	910 Louisiana Street Houston, TX 77002	713-537-2050	Bucky.Gardner@nrg.com
Robert J. Gaudette	Vice President	910 Louisiana Street Houston, TX 77002	713-537-1187	Robert.Gaudette@nrg.com
Scott B. Hart	Vice President	910 Louisiana Street Houston, TX 77002	713-537-5678	Scott.Hart@nrg.com
Michael Rombach	Vice President	3711 Market Street Philadelphia, PA 19104	267-909-5105	Michael.Rombach@nrg.com
A. Louis Teuscher	Vice President	910 Louisiana Street Houston, TX 77002	832-948-0939	Louis.Teuscher@nrg.com
S. Meigs Jones	Vice President / Secretary	1005 Congress Ave. Austin, TX 78701	512-691-6128	Meigs.Jones@nrg.com

ATTACHMENT B

Response to PUC 2006.01(e)

Provide the following information regarding any affiliates and subsidiaries of the applicant that are conducting business in New Hampshire:

Reliant Energy Northeast LLC is not marketing or serving customers in the State of New Hampshire.

Affiliates	New Hampshire
Direct Energy Business, LLC 1001 Liberty Ave., Suite 1200 Pittsburgh, PA 15222 412-667-5100	Electric: DM 15-373 December 31, 2015
NRG Business Marketing LLC 804 Carnegie Center Princeton, NJ 08540 609-524-4500	Electric: DM 13-260 October 9, 2013 Natural Gas: DM 13-121 May 29, 2013
Direct Energy Services, LLC 910 Louisiana Street Houston, TX 77002 713-537-3000	Electric: DM 15-513 February 5, 2016
Reliant Energy Northeast LLC d/b/a NRG Home 3711 Market Street, Suite 1000 Philadelphia, PA 19104 267-295-5764	Electric: DM 15-287 December 28, 2015
XOOM Energy New Hampshire, LLC 804 Carnegie Center Princeton, NJ 08540 609-524-4500	Electric: DM 13-185 April 15, 2015

ATTACHMENT C

State of New Hampshire

ATTACHMENT C

Date Filed: 02/05/2015

Business ID: 720958

William M. Gardner

Secretary of State

Filing fee: \$ 50.00

Fee for Form SRA: \$ 50.00

Total fees: \$100.00

Use black print or type.

For
RSA 304-C:175

APPLICATION FOR REGISTRATION AS A FOREIGN LIMITED LIABILITY COMPANY

PURSUANT TO THE PROVISIONS of the New Hampshire Limited Liability Company laws, the undersigned hereby applies for registration to transact business in New Hampshire and for that purpose submits the following statement:

FIRST: The name of the limited liability company is Reliant Energy Northeast LLC

SECOND: The name which it proposes to register and do business in New Hampshire is _____

THIRD: It is formed under the laws of Delaware.

FOURTH: The date of its formation is June 24, 2010.

FIFTH: The nature of the business or purposes to be conducted or promoted in New Hampshire is retail electricity sales and related activities

SIXTH: The name of its registered agent **in New Hampshire** is C T Corporation System

and the **street address**, town/city (including zip code and post office box, if any) of its registered office is (agent's business address **in New Hampshire**) 9 Capitol Street, Concord, NH 03301

SEVENTH: The sale or offer for sale of any ownership interests in this business will comply with the requirements of the New Hampshire Uniform Securities Act (RSA 421-B).

State of New Hampshire
Form FLLC 1 - Application for Foreign Registration FLLC 4 Page(s)



T1503745021

APPLICATION FOR REGISTRATION AS A
FOREIGN LIMITED LIABILITY COMPANY

Form FLLC-1
(Cont.)

*Signature: _____

Print or type name: Lynne P. Wittkamp, Assistant Secretary

Title: of Reliant Energy Retail Holdings, LLC (Member)

Date signed: January 29, 2015

Complete address of person signing: 211 Carnegie Center

Princeton, New Jersey 08540

To receive your ANNUAL REPORT REMINDER NOTICE by email, please enter your email address here:

* Shall be executed on behalf of the foreign limited liability company by a person with authority to do so under the laws of the state or other jurisdiction of its formation, or, if the foreign limited liability company is in the hands of a receiver, executor, or other court appointed fiduciary, trustee, or other fiduciary, it must be signed by that fiduciary.

DISCLAIMER: All documents filed with the Corporation Division become public records and will be available for public inspection in either tangible or electronic form.

Mail fees, DATED AND SIGNED ORIGINAL AND FORM SRA to: Corporation Division, Department of State, 107 North Main Street, Concord NH 03301-4989. Physical location: 25 Capitol Street, 3rd Floor, Concord, NH 03301.

Delaware

PAGE 1

The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "RELIANT ENERGY NORTHEAST LLC" IS DULY FORMED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE THIRTIETH DAY OF JANUARY, A.D. 2015.


AND I DO HEREBY FURTHER CERTIFY THAT THE ANNUAL TAXES HAVE BEEN PAID TO DATE.

4840509 8300

150124337

You may verify this certificate online
at corp.delaware.gov/authver.shtml




Jeffrey W. Bullock, Secretary of State
AUTHENTICATION: 2083357

DATE: 01-30-15

**Form SRA – Addendum to Business Organization and Registration Forms
Statement of Compliance with New Hampshire Securities Laws**

Part I – Business Identification and Contact InformationBusiness Name: Reliant Energy Northeast LLCBusiness Address (include city, state, zip): 211 Carnegie Center, Princeton, New Jersey 08540Telephone Number: (609) 524-4500 E-mail: elizabeth.mccormack@nrg.comContact Person: Elizabeth McCormack

Contact Person Address (if different): _____

Part II – Check ONE of the following items in Part II. If more than one item is checked, the form will be rejected. [**PLEASE NOTE:** Most small businesses registering in New Hampshire qualify for the exemption in Part II, Item 1 below. **However**, you must insure that your business meets all of the requirements spelled out in A), B), and C)]:

1. _____ Ownership interests in this business are exempt from the registration requirements of the state of New Hampshire because the business meets **ALL** of the following three requirements:
 - A) This business has **10 or fewer owners**; and
 - B) Advertising **relating to the sale of ownership interests** has not been circulated; and
 - C) Sales of ownership interests – if any – will be **completed within 60 days** of the formation of this business.
2. _____ This business will offer securities in New Hampshire under another exemption from registration or will notice file for federal covered securities. Enter the citation for the exemption or notice filing claimed - _____
3. _____ This business has registered or will register its securities for sale in New Hampshire. Enter the date the registration statement was or will be filed with the Bureau of Securities Regulation - _____
4. This business was formed in a state other than New Hampshire and will not offer or sell securities in New Hampshire.

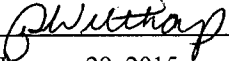
Part III – Check ONE of the following items in Part III:

1. This business **is not being** formed in New Hampshire.
2. _____ This business **is** being formed in New Hampshire and the registration document states that any sale or offer for sale of ownership interests in the business will comply with the requirements of the New Hampshire Uniform Securities Act.

Part IV – Certification of Accuracy

(NOTE: The information in Part IV must be certified by: 1) all of the incorporators of a corporation to be formed; or 2) an executive officer of an existing corporation; or 3) all of the general partners or intended general partners of a limited partnership; or 4) one or more authorized members or managers of a limited liability company; or 5) one or more authorized partners of a registered limited liability partnership or foreign registered limited liability partnership.)

I (We) certify that the information provided in this form is true and complete. (Original signatures **only**)

Name (print): Lynne P. Wittkamp, Assistant Secretary of Signature: 
Reliant Energy Retail Holdings, LLC (Member) Date signed: January 29, 2015

Name (print): _____ Signature: _____
Date signed: _____

Name (print): _____ Signature: _____
Date signed: _____



Search Business Names

🏠 Back to Home

Search Result

Business Name	Business ID	Homestate Name	Previous Name	Business Type	Principal Office Address	Registered Agent Name	Status
Reliant Energy Northeast LLC	720958	Reliant Energy Northeast LLC		Foreign Limited Liability Company	804 Carnegie Center, Princeton, NJ, 08540, USA	C T Corporation System	Good Standing
SYMMETRY ENERGY SOLUTIONS, LLC	259443	SYMMETRY ENERGY SOLUTIONS, LLC	RELIANT ENERGY RETAIL, INC.	Foreign Limited Liability Company	9811 Katy Freeway, Suite 1400, Houston, TX, 77024, USA	C T Corporation System	Good Standing

Page 1 of 1, records 1 to 2 of 2

Back

ATTACHMENT D



State of New Hampshire

Department of State



2/19/2020 11:48:19 AM

Research Connection, Inc. of NH
2 1/2 Beacon Street
Concord, NH, 03301, USA

Enclosed is the acknowledgment copy of your filing. It acknowledges this office's receipt and successful filing of your documents.

Should you have any questions, you may contact the Corporation Division at the phone number or email address below. Please reference your Business ID Number when contacting our office.

Please visit our website for helpful information regarding all your business needs.

Sincerely,
Corporation Division

Business ID: 721363
Filing No: 4808819

State of New Hampshire

Department of State

RENEWAL CERTIFICATE OF REGISTERED TRADE NAME

OF

NRG HOME

This is to certify that **RELIANT ENERGY NORTHEAST LLC** reregistered in this office as doing business under the Trade Name **NRG HOME**, at 211 Carnegie Center, Princeton, NJ, 08540, USA on **2/19/2020 12:00:00 AM**.

The nature of business is **OTHER / Retail electricity sales and related activities**

Expiration Date: **2/19/2025 12:00:00 AM**

Business ID: **721363**



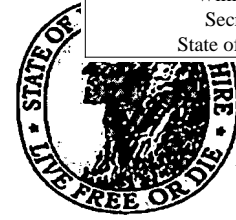
IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 18th day of February A.D. 2020.

A handwritten signature in black ink, appearing to read "William M. Gardner".

William M. Gardner
Secretary of State



State of New Hampshire Department of State



ATTACHMENT D
 Filed
 Date Filed: 02/18/2020 04:30:00 PM
 Effective Date: 02/19/2020 12:00:00 AM
 Filing #: 4808819 Pages: 1
 Business ID: 721363
 William M. Gardner
 Secretary of State
 State of New Hampshire

**APPLICATION FOR RENEWAL OF TRADE NAME
Second Notice**

NRG HOME (BUSINESS ID# 721363)
 Business Type: Trade Name
 Expiration Date: February 19, 2020

Filing Fee: \$50.00

CURRENT PRINCIPAL OFFICE ADDRESS	CURRENT MAILING ADDRESS
211 Carnegie Center, Princeton, NJ, 08540, USA	NONE
NEW PRINCIPAL OFFICE ADDRESS	NEW MAILING ADDRESS
804 Carnegie Center, Princeton, NJ 08540, USA	

Registered By:

Name	Address
Reliant Energy Northeast LLC (720958)	804 Carnegie Center, Princeton, NJ, 08540, USA

Check here if trade name member(s) address(es) has changed and indicate change(s) below.

804 Carnegie Center, Princeton, New Jersey 08540

# Street and/or PO Box No.	City/Town	State	Zip
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Principal Purpose of the Trade Name/Forced DBA:

NAICS CODE	NAICS SUB CODE
OTHER / Retail electricity sales and related activities	

Signed: (Must be signed by all listed trade name members. Note: If a business is a member the authorized person signing must include their title.)

	Reliant Energy Retail Holdings, LLC, the sole member of Reliant Energy Northeast LLC
	By: Judith Tompkins, Assistant Secretary

Disclaimer: All documents filed with the Corporation Division become public records and will be available for public inspection in either tangible or electronic form.

ATTACHMENT E



August 28, 2023

Reliant Energy Northeast LLC
c/o Barry Gessner
Director, Mass Market Retail Supply Market Operations
barry.gessner@nrg.com

Dear Barry:

You have requested that the New England Power Pool (“NEPOOL”), a voluntary association of entities that participate in the wholesale electric markets in the six New England states, indicate to you whether Reliant Energy Northeast LLC (“Reliant Energy Northeast”) is a member “in good standing in NEPOOL.” This letter is in response to that request.

As of the date of this letter, Reliant Energy Northeast is a NEPOOL member, entitled to full rights and subject to full obligations of members as set forth in the Second Restated NEPOOL Agreement, which is NEPOOL’s governing document. Reliant Energy Northeast was accepted for membership in NEPOOL effective as of May 1, 2011 pursuant to a FERC order issued May 27, 2011 in Docket No. ER11-3483, subject to the conditions and waivers agreed to between NEPOOL and Reliant Energy Northeast reflected in that filing.

Reliant Energy Northeast is also a Market Participant under the ISO New England Inc. (“ISO-NE”) Transmission, Markets and Services Tariff (“Tariff”) pursuant to a Market Participant Service Agreement by and between Reliant Energy Northeast and ISO-NE.¹ Reliant Energy Northeast is not in default of its obligations under the NEPOOL Agreement or the Tariff, which could otherwise result in a suspension or termination of Reliant Energy Northeast’s status as a NEPOOL Participant and Market Participant. Reliant Energy Northeast has not requested termination of, nor has NEPOOL received an application or has a request pending for, the termination of Reliant Energy Northeast’s status as a NEPOOL Participant or as a Market Participant under the Tariff.

Respectfully,

Sebastian M. Lombardi
Secretary

¹ The MPSA with Reliant Energy Northeast (51382) is reported by ISO-NE as MPSA No. 476.

ATTACHMENT F

Complaints - Reliant Energy Northeast LLC

Complaint #	Status	Date received	Date resolved	Closure date	State	Commodity	Classification	Issuing agency	Brand
2920031819020	Resolved	6/1/2023	6/9/2023		CT (Connecticut)	Electric	General Complaint	CT DPUC	NRG Residential / Retail Solutions
2021-CONSC-00138110	Resolved	1/11/2022	2/1/2022		IL (Illinois)	Electric	Marketing/Sales	IL AG	NRG Residential / Retail Solutions
2023-CONSC-00170175	Resolved	6/21/2023	6/30/2023		IL (Illinois)	Electric	Billing/High Rate	IL AG	NRG Residential / Retail Solutions
2021-04906	Resolved	8/12/2021	8/24/2021		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2021-04984	Resolved	8/16/2021	8/24/2021		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2021-05102	Resolved	8/19/2021	9/8/2021		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2021-05117	Resolved	8/20/2021	8/26/2021		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2021-05281	Resolved	8/27/2021	9/13/2021		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2021-05303	Resolved	8/30/2021	9/8/2021		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2021-05328	Resolved	8/30/2021	9/10/2021		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2021-05389	Resolved	9/1/2021	9/10/2021		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2021-05419	Resolved	9/2/2021	9/15/2021		IL (Illinois)	Electric;#Gas	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2021-05542	Resolved	9/8/2021	9/13/2021		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2021-05644	Resolved	9/13/2021	9/27/2021		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2021-05661	Resolved	9/13/2021	9/22/2021		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2021-05698	Resolved	9/14/2021	9/17/2021		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2021-05813	Resolved	9/20/2021	9/28/2021		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2021-05852	Resolved	9/21/2021	9/23/2021		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2021-05858	Resolved	9/21/2021	9/27/2021		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2021-05955	Resolved	9/24/2021	10/1/2021		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2021-06170	Resolved	10/4/2021	10/8/2021		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2021-06196	Resolved	10/5/2021	10/8/2021		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2021-06499	Resolved	10/18/2021	10/27/2021		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2021-06592	Resolved	10/21/2021	10/25/2021		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2021-06598	Resolved	10/22/2021	10/25/2021		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2021-07211	Resolved	11/17/2021	11/24/2021		IL (Illinois)	Electric	Marketing/Sales	IL ICC	NRG Residential / Retail Solutions
2021-07470	Resolved	11/29/2021	11/30/2021		IL (Illinois)	Electric	Marketing/Sales	IL ICC	NRG Residential / Retail Solutions
2021-07532	Resolved	12/1/2021	12/2/2021		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2021-07737	Resolved	12/9/2021	12/14/2021		IL (Illinois)	Electric	Marketing/Sales	IL ICC	NRG Residential / Retail Solutions
2021-08073	Resolved	12/23/2021	1/4/2022		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2022-00099	Resolved	1/4/2022	1/7/2022		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2022-00182	Resolved	1/7/2022	1/13/2022		IL (Illinois)	Electric	Marketing/Sales	IL ICC	NRG Residential / Retail Solutions
2022-00805	Resolved	2/1/2022	2/7/2022		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2022-01011	Resolved	2/10/2022	2/16/2022		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2022-01125	Resolved	2/14/2022	2/22/2022		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2022-01222	Resolved	2/17/2022	2/18/2022		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
9714112196	Resolved	2/24/2022	3/3/2022		IL (Illinois)	Electric;#Gas	Billing/High Rate	IL CUB	NRG Residential / Retail Solutions
00256219	Resolved	3/2/2022	3/4/2022		IL (Illinois)	Electric	Service Termination	IL CUB	NRG Residential / Retail Solutions
2022-01616	Resolved	3/4/2022	3/14/2022		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2022-01706	Resolved	3/9/2022	3/21/2022		IL (Illinois)	Electric;#Gas	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2022-01765	Resolved	3/11/2022	3/15/2022		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2022-01894	Resolved	3/16/2022	3/24/2022		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
00256308	Resolved	3/21/2022	3/25/2022		IL (Illinois)	Electric	Service Termination	IL CUB	NRG Residential / Retail Solutions
2022-02068	Resolved	3/23/2022	4/4/2022		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2022-02085	Resolved	3/24/2022	4/5/2022		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2022-02087	Resolved	3/24/2022	4/6/2022		IL (Illinois)	Electric;#Gas	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2022-02222	Resolved	3/30/2022	4/5/2022		IL (Illinois)	Electric;#Gas	Service Termination	IL ICC	NRG Residential / Retail Solutions
2022-02300	Resolved	4/1/2022	4/12/2022		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2022-02357	Resolved	4/4/2022	4/7/2022		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2022-02623	Closure Receive	4/13/2022	4/21/2022	4/21/2022	IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2022-02634	Resolved	4/14/2022	4/21/2022		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2022-02693	Resolved	4/15/2022	4/22/2022		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2022-02883	Resolved	4/21/2022	4/27/2022		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions

Complaints - Reliant Energy Northeast LLC

Complaint #	Status	Date received	Date resolved	Closure date	State	Commodity	Classification	Issuing agency	Brand
2022-02714	Resolved	5/3/2022	5/9/2022		IL (Illinois)	Electric;#Gas	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2022-03647	Resolved	5/16/2022	5/19/2022		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2022-04107	Resolved	5/27/2022	6/2/2022		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2022-04211	Resolved	6/2/2022	6/2/2022		IL (Illinois)	Electric	Marketing/Sales	IL ICC	NRG Residential / Retail Solutions
2022-04265	Resolved	6/2/2022	6/10/2022		IL (Illinois)	Electric	General Complaint	IL ICC	NRG Residential / Retail Solutions
2022-04396	Resolved	6/7/2022	6/16/2022		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2022-05411	Resolved	7/15/2022	7/25/2022		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2022-05467	Resolved	7/18/2022	7/26/2022		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2022-05600	Resolved	7/21/2022	7/29/2022		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2022-05712	Resolved	7/26/2022	8/1/2022		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2022-05948	Resolved	8/2/2022	8/10/2022		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2022-06111	Resolved	8/9/2022	8/12/2022		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2022-06123	Resolved	8/9/2022	8/16/2022		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2022-06309	Resolved	8/15/2022	8/19/2022		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2022-06394	Resolved	8/17/2022	8/22/2022		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2022-06972	Resolved	9/2/2022	9/14/2022		IL (Illinois)	Electric;#Gas	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2022-07245	Resolved	9/12/2022	9/13/2022		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2022-08583	Resolved	10/25/2022	11/1/2022		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2022-08776	Resolved	10/31/2022	11/9/2022		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2022-09225	Resolved	11/17/2022	11/22/2022		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2022-09408	Resolved	11/28/2022	12/6/2022		IL (Illinois)	Electric	General Complaint	IL ICC	NRG Residential / Retail Solutions
2022-09586	Resolved	12/2/2022	12/12/2022		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2022-09588	Resolved	12/2/2022	12/12/2022		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2022-09848	Resolved	12/14/2022	12/21/2022		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2022-10084	Resolved	12/22/2022	12/23/2022		IL (Illinois)	Electric;#Gas	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2023-00174	Resolved	1/6/2023	1/10/2023		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2023-00219	Resolved	1/9/2023	1/17/2023		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2023-00211	Resolved	1/9/2023	1/12/2023		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2023-00581	Resolved	1/23/2023	1/25/2023		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2023-00933	Resolved	2/1/2023	2/7/2023		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2023-00948	Resolved	2/1/2023	2/8/2023		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2023-01195	Resolved	2/9/2023	2/13/2023		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2023-01290	Resolved	2/14/2023	2/15/2023		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2023-01412	Resolved	2/17/2023	2/22/2023		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2023-01415	Resolved	2/17/2023	3/1/2023		IL (Illinois)	Electric	Marketing/Sales	IL ICC	NRG Residential / Retail Solutions
2023-01421	Resolved	2/17/2023	2/23/2023		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2023-01428	Resolved	2/17/2023	2/24/2023		IL (Illinois)	Electric;#Gas	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2023-01582	Resolved	2/24/2023	3/6/2023		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2023-01985	Resolved	3/13/2023	3/17/2023		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2023-01811	Resolved	3/21/2023	3/23/2023		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2023-02332	Resolved	3/23/2023	3/29/2023		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2023-02506	Resolved	3/29/2023	3/31/2023		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2023-02730	Resolved	4/6/2023	4/17/2023		IL (Illinois)	Electric;#Gas	Marketing/Sales	IL ICC	NRG Residential / Retail Solutions
2023-02977	Resolved	4/13/2023	4/24/2023		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2023-03450	Resolved	5/4/2023	5/12/2023		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2023-04643	Resolved	6/7/2023	6/13/2023		IL (Illinois)	Electric	Marketing/Sales	IL ICC	NRG Residential / Retail Solutions
2023-04913	Resolved	6/15/2023	6/22/2023		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2023-04964	Resolved	6/20/2023	6/23/2023		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2023-04979	Resolved	6/20/2023	6/22/2023		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2023-04734	Resolved	6/27/2023	6/30/2023		IL (Illinois)	Electric	General Complaint	IL ICC	NRG Residential / Retail Solutions
2023-05262	Resolved	6/29/2023	7/10/2023		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2023-05742	Resolved	7/10/2023	7/17/2023		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2023-05844	Resolved	7/12/2023	7/20/2023		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2023-06099	Resolved	7/19/2023	7/24/2023		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions

Complaints - Reliant Energy Northeast LLC

Complaint #	Status	Date received	Date resolved	Closure date	State	Commodity	Classification	Issuing agency	Brand
2023-06162	Resolved	7/20/2023	7/27/2023		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2023-06329	Resolved	7/25/2023	7/31/2023		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2023-06452	Resolved	7/28/2023	8/7/2023		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2023-07116	Resolved	8/17/2023	8/25/2023		IL (Illinois)	Electric	Service Termination	IL ICC	NRG Residential / Retail Solutions
2023-07121	Resolved	8/17/2023	8/25/2023		IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
2023-07542	Resolved	8/29/2023	9/6/2023		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2023-07554	Resolved	8/30/2023	9/7/2023		IL (Illinois)	Electric	Disputed Enrollment	IL ICC	NRG Residential / Retail Solutions
2023-07638	Pending Research	8/31/2023			IL (Illinois)	Electric	Billing/High Rate	IL ICC	NRG Residential / Retail Solutions
20220823	Resolved	10/10/2022	10/31/2022		MA (Massachusetts)	Electric	Disputed Enrollment	MA AG	NRG Residential / Retail Solutions
189764557	Resolved	8/5/2021	8/20/2021		MA (Massachusetts)	Electric	Service Termination	MA DPU	NRG Residential / Retail Solutions
22924661006	Resolved	1/6/2022	1/18/2022		MA (Massachusetts)	Electric	Disputed Enrollment	MA DPU	NRG Residential / Retail Solutions
1430596027	Resolved	7/14/2022	7/27/2022		MA (Massachusetts)	Electric	Billing/High Rate	MA DPU	NRG Residential / Retail Solutions
1510 227 0012	Resolved	10/19/2022	10/25/2022		MA (Massachusetts)	Electric	Billing/High Rate	MA DPU	NRG Residential / Retail Solutions
53689 45121	Resolved	11/2/2022	11/7/2022		MA (Massachusetts)	Electric	Billing/High Rate	MA DPU	NRG Residential / Retail Solutions
7526042005	Resolved	1/9/2023	1/13/2023		MA (Massachusetts)	Electric	General Complaint	MA DPU	NRG Residential / Retail Solutions
2523887018	Resolved	2/28/2023	3/3/2023		MA (Massachusetts)	Electric	Disputed Enrollment	MA DPU	NRG Residential / Retail Solutions
7688413020	Resolved	4/10/2023	4/20/2023		MA (Massachusetts)	Electric	Service Termination	MA DPU	NRG Residential / Retail Solutions
20772569	Resolved	8/28/2023	8/31/2023		MA (Massachusetts)	Electric	Disputed Enrollment	MA DPU	NRG Residential / Retail Solutions
921349248-W	Closure Receive	11/10/2021	11/12/2021	11/16/2021	MD (Maryland)	Electric	Disputed Enrollment	MD PSC	NRG Residential / Retail Solutions
1221349785-W	Resolved	12/14/2021	12/15/2021		MD (Maryland)	Electric	Marketing/Sales	MD PSC	NRG Residential / Retail Solutions
035815	Resolved	3/28/2022	4/4/2022		MD (Maryland)	Electric;#Gas	Service Termination	MD PSC	NRG Residential / Retail Solutions
222350077	Resolved	6/13/2022	6/20/2022		MD (Maryland)	Electric	Billing/High Rate	MD PSC	NRG Residential / Retail Solutions
036239	Resolved	6/16/2022	6/27/2022		MD (Maryland)	Electric	General Complaint	MD PSC	NRG Residential / Retail Solutions
036147	Resolved	6/30/2022	7/6/2022		MD (Maryland)	Electric;#Gas	Marketing/Sales	MD PSC	NRG Residential / Retail Solutions
036563	Closure Receive	8/5/2022	8/11/2022	11/1/2022	MD (Maryland)	Electric;#Gas	Billing/High Rate	MD PSC	NRG Residential / Retail Solutions
036804	Closure Receive	9/9/2022	9/12/2022		MD (Maryland)	Electric	General Complaint	MD PSC	NRG Residential / Retail Solutions
036835	Resolved	9/13/2022	9/22/2022		MD (Maryland)	Electric	Billing/High Rate	MD PSC	NRG Residential / Retail Solutions
036945	Resolved	9/28/2022	10/4/2022		MD (Maryland)	Electric;#Gas	Disputed Enrollment	MD PSC	NRG Residential / Retail Solutions
036956	Closure Receive	9/29/2022	10/6/2022	11/23/2022	MD (Maryland)	Electric;#Gas	Marketing/Sales	MD PSC	NRG Residential / Retail Solutions
036191	Resolved	2/16/2023	2/22/2023		MD (Maryland)	Electric;#Gas	Billing/High Rate	MD PSC	NRG Residential / Retail Solutions
038080	Resolved	2/27/2023	3/3/2023		MD (Maryland)	Electric	Billing/High Rate	MD PSC	NRG Residential / Retail Solutions
038169	Resolved	3/14/2023	3/21/2023		MD (Maryland)	Electric;#Gas	Billing/High Rate	MD PSC	NRG Residential / Retail Solutions
038349	Resolved	3/29/2023	4/4/2023		MD (Maryland)	Electric	Disputed Enrollment	MD PSC	NRG Residential / Retail Solutions
038531	Resolved	4/21/2023	4/28/2023		MD (Maryland)	Electric;#Gas	Billing/High Rate	MD PSC	NRG Residential / Retail Solutions
038514	Resolved	4/24/2023	5/2/2023		MD (Maryland)	Electric;#Gas	Service Termination	MD PSC	NRG Residential / Retail Solutions
038645	Resolved	5/9/2023	5/16/2023		MD (Maryland)	Electric	Billing/High Rate	MD PSC	NRG Residential / Retail Solutions
038925	Resolved	6/16/2023	6/21/2023		MD (Maryland)	Electric;#Gas	Disputed Enrollment	MD PSC	NRG Residential / Retail Solutions
039298	Resolved	7/24/2023	8/1/2023		MD (Maryland)	Electric;#Gas	Disputed Enrollment	MD PSC	NRG Residential / Retail Solutions
039442	Resolved	8/9/2023	8/17/2023		MD (Maryland)	Electric	Disputed Enrollment	MD PSC	NRG Residential / Retail Solutions
21W 0472	Resolved	8/4/2021	8/16/2021		NJ (New Jersey)	Electric	Billing/High Rate	NJ BPU	NRG Residential / Retail Solutions
21W00000479	Resolved	8/9/2021	8/16/2021		NJ (New Jersey)	Electric	Disputed Enrollment	NJ BPU	NRG Residential / Retail Solutions
20W 0520	Resolved	8/25/2021	9/3/2021		NJ (New Jersey)	Electric	Disputed Enrollment	NJ BPU	NRG Residential / Retail Solutions
21W 0599	Resolved	10/13/2021	10/18/2021		NJ (New Jersey)	Electric	Disputed Enrollment	NJ BPU	NRG Residential / Retail Solutions
22W00000490	Resolved	2/3/2022	2/8/2022		NJ (New Jersey)	Electric	Billing/High Rate	NJ BPU	NRG Residential / Retail Solutions
22W 0406	Resolved	5/10/2022	5/17/2022		NJ (New Jersey)	Electric	Marketing/Sales	NJ BPU	NRG Residential / Retail Solutions
22W0000539	Resolved	7/13/2022	7/27/2022		NJ (New Jersey)	Electric	Billing/High Rate	NJ BPU	NRG Residential / Retail Solutions
22W0000595	Resolved	8/1/2022	8/5/2022		NJ (New Jersey)	Electric;#Gas	Disputed Enrollment	NJ BPU	NRG Residential / Retail Solutions
22W0623	Resolved	8/5/2022	8/11/2022		NJ (New Jersey)	Electric	Billing/High Rate	NJ BPU	NRG Residential / Retail Solutions
22W 0680	Resolved	8/15/2022	8/17/2022		NJ (New Jersey)	Electric	Billing/High Rate	NJ BPU	NRG Residential / Retail Solutions
22W 0684	Resolved	8/16/2022	8/22/2022		NJ (New Jersey)	Electric	Billing/High Rate	NJ BPU	NRG Residential / Retail Solutions
22W 0767	Resolved	9/1/2022	9/2/2022		NJ (New Jersey)	Electric	Disputed Enrollment	NJ BPU	NRG Residential / Retail Solutions

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Complaint #	Status	Date received	Date resolved	Closure date	State	Commodity	Classification	Issuing agency	Brand
22W 0756	Resolved	8/31/2022	9/6/2022		NJ (New Jersey)	Electric	Billing/High Rate	NJ BPU	NRG Residential / Retail Solutions
22W 0871	Resolved	9/22/2022	9/23/2022		NJ (New Jersey)	Electric	Billing/High Rate	NJ BPU	NRG Residential / Retail Solutions
22W 0913	Resolved	10/6/2022	10/13/2022		NJ (New Jersey)	Electric	Billing/High Rate	NJ BPU	NRG Residential / Retail Solutions
22W1109	Resolved	12/2/2022	12/7/2022		NJ (New Jersey)	Electric	Billing/High Rate	NJ BPU	NRG Residential / Retail Solutions
23V00000478	Resolved	1/20/2023	1/25/2023		NJ (New Jersey)	Electric	Billing/High Rate	NJ BPU	NRG Residential / Retail Solutions
23W 0183	Resolved	2/7/2023	2/10/2023		NJ (New Jersey)	Electric	Billing/High Rate	NJ BPU	NRG Residential / Retail Solutions
23W0302	Resolved	2/24/2023	3/1/2023		NJ (New Jersey)	Electric	Billing/High Rate	NJ BPU	NRG Residential / Retail Solutions
23W 0356	Resolved	3/7/2023	3/14/2023		NJ (New Jersey)	Electric	Disputed Enrollment	NJ BPU	NRG Residential / Retail Solutions
23W 0544	Resolved	4/12/2023	4/19/2023		NJ (New Jersey)	Electric	Billing/High Rate	NJ BPU	NRG Residential / Retail Solutions
23W 0670	Resolved	5/16/2023	5/22/2023		NJ (New Jersey)	Electric	Billing/High Rate	NJ BPU	NRG Residential / Retail Solutions
23W 872	Resolved	7/25/2023	7/28/2023		NJ (New Jersey)	Electric	Billing/High Rate	NJ BPU	NRG Residential / Retail Solutions
23W0931	Resolved	8/8/2023	8/10/2023		NJ (New Jersey)	Electric	Billing/High Rate	NJ BPU	NRG Residential / Retail Solutions
23W 966	Resolved	8/15/2023	8/22/2023		NJ (New Jersey)	Electric	Billing/High Rate	NJ BPU	NRG Residential / Retail Solutions
23W 1007	Resolved	8/23/2023	8/28/2023		NJ (New Jersey)	Electric	Billing/High Rate	NJ BPU	NRG Residential / Retail Solutions
21-042638-M1	Resolved	9/30/2021	10/14/2021		NY (New York)	Electric	Billing/High Rate	NY AG	NRG Residential / Retail Solutions
SRS 322950	Closure Receive	3/6/2023	3/16/2023		NY (New York)	Electric	Disputed Enrollment	NY PSC	NRG Residential / Retail Solutions
178891	Resolved	10/19/2021	10/22/2021		NY (New York)	Electric	Disputed Enrollment	NY PSC	NRG Residential / Retail Solutions
212671	Resolved	1/21/2022	1/26/2022		NY (New York)	Electric	Billing/High Rate	NY PSC	NRG Residential / Retail Solutions
223186	Resolved	3/16/2022	3/23/2022		NY (New York)	Electric;#Gas	Disputed Enrollment	NY PSC	NRG Residential / Retail Solutions
231055	Resolved	5/4/2022	5/9/2022		NY (New York)	Electric	Disputed Enrollment	NY PSC	NRG Residential / Retail Solutions
241450	Resolved	7/22/2022	7/29/2022		NY (New York)	Electric	Billing/High Rate	NY PSC	NRG Residential / Retail Solutions
242528	Resolved	7/29/2022	8/4/2022		NY (New York)	Electric	Disputed Enrollment	NY PSC	NRG Residential / Retail Solutions
252983	Resolved	9/29/2022	9/30/2022		NY (New York)	Electric;#Gas	Service Termination	NY PSC	NRG Residential / Retail Solutions
254723	Resolved	10/10/2022	10/17/2022		NY (New York)	Electric	Billing/High Rate	NY PSC	NRG Residential / Retail Solutions
21-0919-EL-CSS	Resolved	9/14/2021	9/24/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
990037	Resolved	9/23/2021	9/30/2021		OH (Ohio)	Electric	Service Termination	OH AG	NRG Residential / Retail Solutions
1007313	Resolved	7/28/2022	8/5/2022		OH (Ohio)	Electric	Disputed Enrollment	OH AG	NRG Residential / Retail Solutions
1009479	Resolved	8/19/2022	8/31/2022		OH (Ohio)	Electric;#Gas	Billing/High Rate	OH AG	NRG Residential / Retail Solutions
775989	Closure Receive	11/30/2022	12/9/2022	6/14/2023	OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
1020590	Resolved	2/7/2023	2/13/2023		OH (Ohio)	Electric	Disputed Enrollment	OH AG	NRG Residential / Retail Solutions
23-0115-EL-CSS formal	Resolved	2/14/2023	2/23/2023	4/5/2023	OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
1022123	Resolved	2/16/2023	2/23/2023		OH (Ohio)	Electric	Billing/High Rate	OH AG	NRG Residential / Retail Solutions
00706547	Resolved	8/3/2021	8/18/2021		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00707471	Resolved	8/4/2021	8/12/2021		OH (Ohio)	Electric	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00706581	Resolved	8/3/2021	8/12/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00707957	Resolved	8/5/2021	8/16/2021		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00707967	Resolved	8/5/2021	8/12/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00707930	Resolved	8/5/2021	8/16/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00707874	Resolved	8/9/2021	8/16/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00708216	Resolved	8/9/2021	8/16/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00708947	Resolved	8/10/2021	8/18/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00708979	Resolved	8/11/2021	8/19/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00709489	Resolved	8/12/2021	8/20/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00709177	Resolved	8/11/2021	8/18/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00710908	Resolved	8/18/2021	9/1/2021		OH (Ohio)	Electric	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00710632	Resolved	8/18/2021	9/1/2021		OH (Ohio)	Electric	General Inquiry	OH PUCO	NRG Residential / Retail Solutions
00711007	Resolved	8/19/2021	9/1/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00713224	Resolved	8/30/2021	9/1/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00712910	Resolved	8/30/2021	9/2/2021		OH (Ohio)	Electric	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00714036	Resolved	9/1/2021	9/8/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00716020	Resolved	9/10/2021	9/15/2021		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00717285	Resolved	9/16/2021	9/23/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions

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00717647	Resolved	9/17/2021	9/22/2021		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00716560	Resolved	9/20/2021	9/22/2021		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00719646	Resolved	9/24/2021	9/28/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00719078	Resolved	9/23/2021	9/29/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00720912	Resolved	9/30/2021	10/5/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00721456	Resolved	10/1/2021	10/8/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00721953	Resolved	10/4/2021	10/14/2021		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00722762	Resolved	10/8/2021	10/15/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00723481	Resolved	10/12/2021	10/20/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00723915	Resolved	10/12/2021	10/18/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00721450	Resolved	10/13/2021	10/18/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00724697	Resolved	10/14/2021	10/20/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00726710	Resolved	10/22/2021	10/26/2021		OH (Ohio)	Electric	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00727397	Resolved	10/26/2021	11/1/2021		OH (Ohio)	Electric;#Gas	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00727420	Resolved	10/26/2021	10/27/2021		OH (Ohio)	Electric	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00730916	Resolved	11/8/2021	11/11/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00736454	Resolved	12/3/2021	12/7/2021		OH (Ohio)	Electric	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00736714	Resolved	12/6/2021	12/10/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00737415	Resolved	12/8/2021	12/9/2021		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00738614	Resolved	12/14/2021	12/16/2021		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00741864	Resolved	1/5/2022	1/6/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00740603	Resolved	12/28/2021	1/5/2022		OH (Ohio)	Electric;#Gas	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00741010	Resolved	12/29/2021	1/5/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00741452	Resolved	1/3/2022	1/7/2022		OH (Ohio)	Electric	General Complaint	OH PUCO	NRG Residential / Retail Solutions
00742822	Resolved	1/11/2022	1/13/2022		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00742680	Resolved	1/11/2022	1/13/2022		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00742275	Resolved	1/7/2022	1/12/2022		OH (Ohio)	Electric	General Complaint	OH PUCO	NRG Residential / Retail Solutions
00742318	Resolved	1/11/2022	1/12/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00742458	Resolved	1/11/2022	1/21/2022		OH (Ohio)	Electric;#Gas	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00742704	Resolved	1/12/2022	1/18/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00743042	Resolved	1/12/2022	1/20/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00743740	Resolved	1/19/2022	1/26/2022		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00743936	Resolved	1/20/2022	1/25/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00744825	Resolved	1/27/2022	2/1/2022		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00744886	Resolved	1/27/2022	2/8/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00745330	Resolved	1/31/2022	2/2/2022		OH (Ohio)	Electric;#Gas	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00744918	Resolved	2/1/2022	2/3/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00745445	Resolved	2/2/2022	2/9/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00745944	Resolved	2/3/2022	2/10/2022		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00746116	Resolved	2/7/2022	2/10/2022		OH (Ohio)	Electric	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00746354	Resolved	2/8/2022	2/14/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00746760	Resolved	2/9/2022	2/14/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00746902	Resolved	2/10/2022	2/16/2022		OH (Ohio)	Electric	Servicing	OH PUCO	NRG Residential / Retail Solutions
00747024	Resolved	2/11/2022	2/15/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00747259	Resolved	2/14/2022	2/18/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00747407	Resolved	2/14/2022	2/16/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00747648	Resolved	2/15/2022	2/18/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00747494	Resolved	2/16/2022	2/21/2022		OH (Ohio)	Electric	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00747029	Resolved	2/16/2022	2/16/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00747903	Resolved	2/16/2022	2/17/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00747711	Resolved	2/17/2022	2/22/2022		OH (Ohio)	Electric;#Gas	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00748636	Resolved	2/23/2022	2/28/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00748811	Resolved	2/23/2022	3/2/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00748849	Resolved	2/24/2022	2/25/2022		OH (Ohio)	Electric	Service Termination	OH PUCO	NRG Residential / Retail Solutions

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Complaint #	Status	Date received	Date resolved	Closure date	State	Commodity	Classification	Issuing agency	Brand
00748954	Resolved	2/24/2022	2/28/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00749523	Resolved	2/28/2022	3/10/2022		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00749395	Resolved	2/28/2022	3/2/2022		OH (Ohio)	Electric	General Complaint	OH PUCO	NRG Residential / Retail Solutions
00749388	Resolved	3/1/2022	3/7/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00749409	Resolved	3/1/2022	3/4/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00749490	Resolved	3/1/2022	3/7/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00749829	Resolved	3/2/2022	3/7/2022		OH (Ohio)	Electric	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00750180	Resolved	3/2/2022	3/8/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00750201	Resolved	3/3/2022	3/10/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00750146	Resolved	3/3/2022	3/7/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00750292	Resolved	3/3/2022	3/14/2022		OH (Ohio)	Electric	General Complaint	OH PUCO	NRG Residential / Retail Solutions
00750209	Resolved	3/3/2022	3/10/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00750557	Resolved	3/7/2022	3/10/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00750574	Resolved	3/8/2022	3/17/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00751261	Resolved	3/11/2022	3/15/2022		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00751510	Resolved	3/11/2022	3/14/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00751425	Resolved	3/11/2022	3/24/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00751638	Closure Receive	3/14/2022	3/18/2022	3/30/2022	OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00751929	Resolved	3/15/2022	3/18/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00752079	Resolved	3/16/2022	3/25/2022		OH (Ohio)	Electric;#Gas	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00752174	Resolved	3/17/2022	3/23/2022		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00752139	Resolved	3/17/2022	3/30/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00752188	Resolved	3/17/2022	3/31/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00752717	Resolved	3/22/2022	3/28/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00752639	Resolved	3/23/2022	4/4/2022		OH (Ohio)	Electric	General Complaint	OH PUCO	NRG Residential / Retail Solutions
00752675	Resolved	3/23/2022	3/28/2022		OH (Ohio)	Electric	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00753348	Resolved	3/28/2022	4/6/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00753531	Resolved	3/29/2022	4/7/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00753536	Resolved	3/29/2022	4/8/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00753727	Resolved	3/30/2022	4/8/2022		OH (Ohio)	Electric	General Complaint	OH PUCO	NRG Residential / Retail Solutions
00746405	Resolved	3/31/2022	4/11/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00753913	Resolved	3/31/2022	4/5/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00754546	Resolved	4/6/2022	4/13/2022		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00754883	Resolved	4/8/2022	4/13/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00754808	Resolved	4/12/2022	4/19/2022		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00754944	Resolved	4/13/2022	4/20/2022		OH (Ohio)	Electric;#Gas	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00755706	Resolved	4/14/2022	4/21/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00755829	Resolved	4/15/2022	4/22/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00755849	Resolved	4/15/2022	4/25/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00756746	Resolved	4/22/2022	4/28/2022		OH (Ohio)	Electric;#Gas	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00756775	Resolved	4/22/2022	4/27/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00755449	Resolved	4/26/2022	5/2/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00757636	Resolved	4/29/2022	5/5/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00757966	Resolved	5/3/2022	5/5/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00759131	Resolved	5/13/2022	5/17/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00760507	Resolved	5/25/2022	6/1/2022		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00760385	Resolved	5/25/2022	5/27/2022		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00760624	Resolved	5/26/2022	6/1/2022		OH (Ohio)	Electric;#Gas	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00761785	Resolved	6/3/2022	6/8/2022		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00762158	Resolved	6/7/2022	6/10/2022		OH (Ohio)	Electric;#Gas	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00762149	Resolved	6/7/2022	6/10/2022		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00762677	Resolved	6/10/2022	6/16/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00763349	Resolved	6/16/2022	6/27/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00763499	Resolved	6/21/2022	6/28/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions

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Complaint #	Status	Date received	Date resolved	Closure date	State	Commodity	Classification	Issuing agency	Brand
00765318	Resolved	6/27/2022	7/1/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00766030	Resolved	7/1/2022	7/12/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00766280	Resolved	7/5/2022	7/11/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00766411	Resolved	7/5/2022	7/12/2022		OH (Ohio)	Electric	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00766629	Resolved	7/7/2022	7/11/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00766543	Resolved	7/8/2022	7/13/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00766757	Resolved	7/8/2022	7/14/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00766807	Resolved	7/8/2022	7/15/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00767854	Resolved	7/14/2022	7/26/2022		OH (Ohio)	Electric	Quality of Service	OH PUCO	NRG Residential / Retail Solutions
00768184	Resolved	7/19/2022	7/26/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00768858	Resolved	7/22/2022	7/28/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00769571	Resolved	7/26/2022	8/3/2022		OH (Ohio)	Electric	General Complaint	OH PUCO	NRG Residential / Retail Solutions
00769673	Resolved	7/27/2022	8/1/2022		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00769898	Resolved	7/27/2022	8/10/2022		OH (Ohio)	Electric;#Gas	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00770007	Resolved	7/28/2022	8/3/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00770328	Resolved	8/1/2022	8/5/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00770677	Resolved	8/2/2022	8/5/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00770787	Resolved	8/2/2022	8/9/2022		OH (Ohio)	Electric;#Gas	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00770766	Resolved	8/3/2022	8/12/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00770770	Resolved	8/3/2022	8/12/2022		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00770944	Resolved	8/3/2022	8/10/2022		OH (Ohio)	Electric;#Gas	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00772577	Resolved	8/11/2022	8/18/2022		OH (Ohio)	Electric;#Gas	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00773406	Resolved	8/16/2022	8/19/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00774026	Resolved	8/23/2022	8/25/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00774136	Resolved	8/23/2022	8/30/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00775146	Resolved	8/25/2022	8/30/2022		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00775019	Resolved	8/25/2022	9/1/2022		OH (Ohio)	Electric;#Gas	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00775185	Resolved	8/26/2022	8/31/2022		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00775216	Resolved	8/27/2022	9/6/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00775382	Resolved	8/29/2022	9/8/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00775383	Resolved	8/29/2022	9/8/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00775427	Resolved	8/30/2022	9/8/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00775761	Resolved	8/30/2022	9/6/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00776074	Resolved	8/31/2022	9/6/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00775989	Resolved	9/1/2022	9/7/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00776059	Resolved	9/2/2022	9/7/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00776533	Resolved	9/2/2022	9/12/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00777129	Resolved	9/8/2022	9/12/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00777703	Resolved	9/12/2022	9/14/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00778387	Resolved	9/15/2022	9/19/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00778467	Resolved	9/15/2022	9/16/2022		OH (Ohio)	Electric	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00779155	Resolved	9/20/2022	9/28/2022		OH (Ohio)	Electric	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00779157	Resolved	9/20/2022	9/22/2022		OH (Ohio)	Electric;#Gas	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00779303	Resolved	9/20/2022	9/28/2022		OH (Ohio)	Electric;#Gas	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00779159	Resolved	9/20/2022	9/26/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00779291	Resolved	9/21/2022	9/22/2022		OH (Ohio)	Electric	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00780235	Resolved	9/26/2022	10/3/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00780146	Resolved	9/26/2022	10/3/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00780100	Resolved	9/28/2022	10/14/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00780891	Resolved	9/29/2022	9/30/2022		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00780728	Resolved	10/3/2022	10/4/2022		OH (Ohio)	Electric	General Complaint	OH PUCO	NRG Residential / Retail Solutions
00782643	Resolved	10/13/2022	10/19/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00782944	Resolved	10/13/2022	10/17/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00781564	Resolved	10/17/2022	10/20/2022		OH (Ohio)	Electric	General Complaint	OH PUCO	NRG Residential / Retail Solutions

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Complaint #	Status	Date received	Date resolved	Closure date	State	Commodity	Classification	Issuing agency	Brand
00784814	Resolved	10/24/2022	10/28/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00786814	Resolved	11/4/2022	11/9/2022		OH (Ohio)	Electric	General Complaint	OH PUCO	NRG Residential / Retail Solutions
00786453	Resolved	11/7/2022	11/10/2022		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00787144	Resolved	11/7/2022	11/10/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00787261	Resolved	11/8/2022	11/10/2022		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00787604	Resolved	11/11/2022	11/21/2022		OH (Ohio)	Electric	General Complaint	OH PUCO	NRG Residential / Retail Solutions
00787944	Resolved	11/15/2022	11/18/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00779721	Resolved	11/17/2022	11/30/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00788698	Resolved	11/18/2022	11/29/2022		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00789278	Resolved	11/25/2022	12/5/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00789296	Resolved	11/25/2022	12/6/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00790137	Resolved	12/6/2022	12/14/2022		OH (Ohio)	Electric	General Complaint	OH PUCO	NRG Residential / Retail Solutions
00790518	Resolved	12/7/2022	12/14/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00790574	Resolved	12/8/2022	12/13/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00790529	Resolved	12/8/2022	12/12/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00790806	Resolved	12/9/2022	12/20/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00791261	Resolved	12/15/2022	12/21/2022		OH (Ohio)	Electric	General Complaint	OH PUCO	NRG Residential / Retail Solutions
00791464	Resolved	12/16/2022	12/23/2022		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00792270	Resolved	12/22/2022	12/23/2022		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00792633	Resolved	12/28/2022	12/30/2022		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00792684	Resolved	12/29/2022	1/6/2023		OH (Ohio)	Electric	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00793506	Resolved	1/5/2023	1/11/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00793542	Resolved	1/6/2023	1/11/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00794102	Resolved	1/9/2023	1/13/2023		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00794979	Resolved	1/12/2023	1/19/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00795100	Resolved	1/13/2023	1/19/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00795955	Resolved	1/18/2023	1/20/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00795768	Resolved	1/19/2023	1/27/2023		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00796087	Resolved	1/19/2023	1/26/2023		OH (Ohio)	Electric;#Gas	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00796095	Resolved	1/20/2023	1/25/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00796343	Resolved	1/20/2023	1/24/2023		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00795637	Resolved	1/23/2023	1/31/2023		OH (Ohio)	Electric;#Gas	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00796414	Resolved	1/23/2023	1/31/2023		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00797450	Resolved	1/25/2023	1/31/2023		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00797578	Resolved	1/25/2023	2/2/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00798547	Resolved	1/31/2023	2/9/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00798426	Resolved	2/1/2023	2/6/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00798711	Resolved	2/1/2023	2/9/2023		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00798840	Resolved	2/1/2023	2/8/2023		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00795512	Resolved	2/1/2023	2/8/2023		OH (Ohio)	Electric;#Gas	General Complaint	OH PUCO	NRG Residential / Retail Solutions
00798751	Resolved	2/2/2023	2/6/2023		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00798666	Resolved	2/2/2023	2/8/2023		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00798878	Resolved	2/2/2023	2/9/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00799394	Resolved	2/6/2023	2/10/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00799640	Resolved	2/6/2023	2/13/2023		OH (Ohio)	Electric;#Gas	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00799515	Resolved	2/6/2023	2/10/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00799689	Resolved	2/7/2023	2/14/2023		OH (Ohio)	Electric;#Gas	General Complaint	OH PUCO	NRG Residential / Retail Solutions
00799519	Resolved	2/7/2023	2/9/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00799861	Resolved	2/7/2023	2/15/2023		OH (Ohio)	Electric;#Gas	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00800071	Resolved	2/7/2023	2/13/2023		OH (Ohio)	Electric;#Gas	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00799977	Resolved	2/7/2023	2/10/2023		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00800362	Resolved	2/9/2023	2/13/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00800540	Resolved	2/9/2023	2/15/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00800387	Resolved	2/10/2023	2/20/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions

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Complaint #	Status	Date received	Date resolved	Closure date	State	Commodity	Classification	Issuing agency	Brand
00800923	Resolved	2/13/2023	2/15/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00800705	Resolved	2/13/2023	2/15/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00801082	Resolved	2/14/2023	2/24/2023		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00801251	Resolved	2/15/2023	2/22/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00800477	Resolved	2/16/2023	2/23/2023		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00801388	Resolved	2/16/2023	2/27/2023		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00801076	Resolved	2/16/2023	3/1/2023		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00801496	Resolved	2/16/2023	2/23/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00801452	Resolved	2/16/2023	2/27/2023		OH (Ohio)	Electric;#Gas	Quality of Service	OH PUCO	NRG Residential / Retail Solutions
00801537	Resolved	2/17/2023	3/1/2023		OH (Ohio)	Electric;#Gas	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00801770	Resolved	2/21/2023	2/27/2023		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00801801	Resolved	2/21/2023	2/27/2023		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00801843	Resolved	2/22/2023	3/2/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00801836	Resolved	2/22/2023	2/28/2023		OH (Ohio)	Electric	General Complaint	OH PUCO	NRG Residential / Retail Solutions
00802050	Resolved	2/22/2023	3/2/2023		OH (Ohio)	Electric	General Complaint	OH PUCO	NRG Residential / Retail Solutions
00802196	Resolved	2/22/2023	2/28/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00801658	Resolved	2/22/2023	3/1/2023		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00802275	Resolved	2/23/2023	3/1/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00802379	Resolved	2/23/2023	3/6/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00802387	Resolved	2/23/2023	3/2/2023		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00802464	Resolved	2/24/2023	3/3/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00802913	Resolved	2/28/2023	3/16/2023		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00802933	Resolved	2/28/2023	3/10/2023		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00802976	Resolved	2/28/2023	3/7/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00803016	Resolved	2/28/2023	3/3/2023		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00802954	Resolved	3/1/2023	3/14/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00803106	Resolved	3/2/2023	3/7/2023		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00803187	Resolved	3/2/2023	3/14/2023		OH (Ohio)	Electric;#Gas	General Complaint	OH PUCO	NRG Residential / Retail Solutions
00803219	Resolved	3/2/2023	3/14/2023		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00803582	Resolved	3/6/2023	3/17/2023		OH (Ohio)	Electric;#Gas	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00803804	Resolved	3/7/2023	3/16/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00803932	Resolved	3/8/2023	3/10/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00803925	Resolved	3/9/2023	3/17/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00804283	Resolved	3/10/2023	3/17/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00804580	Resolved	3/13/2023	3/23/2023		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00804609	Resolved	3/13/2023	3/23/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00804517	Resolved	3/14/2023	3/27/2023		OH (Ohio)	Electric	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00804329	Resolved	3/14/2023	3/24/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00804770	Resolved	3/14/2023	3/24/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00804931	Resolved	3/14/2023	3/24/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00805110	Resolved	3/15/2023	3/28/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00805429	Resolved	3/16/2023	3/28/2023		OH (Ohio)	Electric;#Gas	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00803173	Resolved	3/21/2023	3/27/2023		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00806217	Resolved	3/22/2023	4/3/2023		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00805725	Resolved	3/22/2023	3/29/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00806600	Resolved	3/24/2023	3/29/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00808698	Resolved	4/7/2023	4/14/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00809735	Resolved	4/14/2023	4/24/2023		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00810064	Resolved	4/17/2023	4/25/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00810100	Resolved	4/19/2023	4/28/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00811570	Resolved	4/25/2023	5/2/2023		OH (Ohio)	Electric	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00811996	Resolved	4/27/2023	5/4/2023		OH (Ohio)	Electric	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00812030	Resolved	4/28/2023	5/8/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00812418	Resolved	5/1/2023	5/11/2023		OH (Ohio)	Electric	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions

Complaints - Reliant Energy Northeast LLC

Complaint #	Status	Date received	Date resolved	Closure date	State	Commodity	Classification	Issuing agency	Brand
00813297	Resolved	5/3/2023	5/12/2023		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00817610	Resolved	5/31/2023	6/8/2023		OH (Ohio)	Electric;#Gas	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00820466	Resolved	6/15/2023	6/20/2023		OH (Ohio)	Electric;#Gas	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00819429	Resolved	6/9/2023	6/13/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00821540	Resolved	6/26/2023	6/27/2023		OH (Ohio)	Electric	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00821873	Resolved	6/27/2023	7/7/2023		OH (Ohio)	Electric;#Gas	Billing/High Rate	OH PUCO	NRG Residential / Retail Solutions
00821815	Resolved	6/27/2023	6/30/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00823708	Resolved	7/12/2023	7/14/2023		OH (Ohio)	Electric	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00823608	Resolved	7/12/2023	7/18/2023		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00825192	Resolved	7/24/2023	8/1/2023		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00825361	Resolved	7/25/2023	7/27/2023		OH (Ohio)	Electric	Service Termination	OH PUCO	NRG Residential / Retail Solutions
00825684	Resolved	7/26/2023	8/3/2023		OH (Ohio)	Electric;#Gas	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00825733	Resolved	7/27/2023	8/8/2023		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00827092	Resolved	8/4/2023	8/9/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00827847	Resolved	8/11/2023	8/21/2023		OH (Ohio)	Electric	Marketing/Sales	OH PUCO	NRG Residential / Retail Solutions
00828495	Resolved	8/16/2023	8/23/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00828377	Resolved	8/18/2023	8/28/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
00828265	Resolved	8/21/2023	8/29/2023		OH (Ohio)	Electric	Disputed Enrollment	OH PUCO	NRG Residential / Retail Solutions
F-2021-302823	Resolved	9/23/2021	10/4/2021		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
BCP-21-05-021095	Resolved	10/20/2021	10/25/2021		PA (Pennsylvania)	Electric	Equipment Issue/Performa	PA AG	NRG (non brand-specific)
C-2021-3028647	Resolved	11/23/2021	12/3/2021		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
BCP-21-05-026610	Resolved	12/30/2021	1/13/2022		PA (Pennsylvania)	Electric;#Gas	Marketing/Sales	PA AG	NRG Residential / Retail Solutions
BCP-22-05-001764	Resolved	1/24/2022	2/3/2022		PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA AG	NRG Residential / Retail Solutions
BCP-22-05-001950	Resolved	1/27/2022	2/7/2022		PA (Pennsylvania)	Electric	Disputed Enrollment	PA AG	NRG Residential / Retail Solutions
BCP-21-05-020338	Resolved	2/23/2022	3/11/2022		PA (Pennsylvania)	Electric;#Gas	Billing/High Rate	PA AG	NRG Residential / Retail Solutions
BCP-21-05-022284	Resolved	2/23/2022	3/4/2022		PA (Pennsylvania)	Electric	Billing/High Rate	PA AG	NRG Residential / Retail Solutions
BCP-21-05-013219	Resolved	2/28/2022	3/9/2022		PA (Pennsylvania)	Electric	Marketing/Sales	PA AG	NRG Residential / Retail Solutions
3819989 Formal	Resolved	5/6/2022	5/16/2022		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3830298 Formal	Resolved	7/7/2022	7/7/2022		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3848582	Resolved	8/1/2022	8/11/2022		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
BCP-22-05-021538	Resolved	8/10/2022	8/19/2022		PA (Pennsylvania)	Electric	Billing/High Rate	PA AG	NRG Residential / Retail Solutions
C-2022-3034449	Resolved	8/17/2022	8/25/2022		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
BCP-22-05-021538 (2)	Resolved	10/3/2022	10/18/2022		PA (Pennsylvania)	Electric	Billing/High Rate	PA AG	NRG Residential / Retail Solutions
F-2022-3036203	Resolved	10/18/2022	10/27/2022		PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
BCP-22-05-035999	Resolved	12/14/2022	12/23/2022		PA (Pennsylvania)	Electric	Disputed Enrollment	PA AG	NRG Residential / Retail Solutions
BCP-22-05-023108	Resolved	2/1/2023	2/10/2023		PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA AG	NRG Residential / Retail Solutions
BCP-22-05-036502	Resolved	2/1/2023	2/6/2023		PA (Pennsylvania)	Electric	Marketing/Sales	PA AG	NRG Residential / Retail Solutions
BCP-23-05-003007	Resolved	2/1/2023	2/3/2023		PA (Pennsylvania)	Electric;#Gas	Marketing/Sales	PA AG	NRG Residential / Retail Solutions
BCP-23-05-007675	Resolved	3/10/2023	3/13/2023		PA (Pennsylvania)	Electric;#Gas	Service Termination	PA AG	NRG Residential / Retail Solutions
BCP-23-05-008078	Resolved	3/15/2023	3/21/2023		PA (Pennsylvania)	Electric;#Gas	Marketing/Sales	PA AG	NRG Residential / Retail Solutions
3888288 Formal	Closure Receive	3/31/2023	4/3/2023		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
BCP-23-05-012519	Resolved	4/26/2023	5/2/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA AG	NRG Residential / Retail Solutions
BCP-22-05-035819	Resolved	5/11/2023	5/18/2023		PA (Pennsylvania)	Electric	Disputed Enrollment	PA AG	NRG Residential / Retail Solutions
C-2023-3041125.	Regulatory / Leq	6/7/2023			PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
BCP-23-05-020071	Resolved	7/6/2023	7/14/2023		PA (Pennsylvania)	Electric;#Gas	Billing/High Rate	PA AG	NRG Residential / Retail Solutions
C-2023-3042038	Regulatory / Leq	8/4/2023			PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
BCP-23-05-023742	Resolved	8/8/2023	8/18/2023		PA (Pennsylvania)	Electric	Disputed Enrollment	PA AG	NRG Residential / Retail Solutions
3797117	Closure Receive	8/2/2021	8/20/2021	8/25/2021	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3799897	Closure Receive	8/23/2021	9/9/2021	9/30/2021	PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3800670	Resolved	8/25/2021	9/9/2021	9/29/2021	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3802934	Closure Receive	9/10/2021	9/30/2021	11/15/2021	PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
3803981	Closure Receive	9/16/2021	9/22/2021	9/24/2021	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3804609	Closure Receive	9/21/2021	9/28/2021	10/29/2021	PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions

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Complaint #	Status	Date received	Date resolved	Closure date	State	Commodity	Classification	Issuing agency	Brand
3805048	Closure Receive	9/23/2021	10/4/2021	11/23/2021	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3805191	Closure Receive	9/23/2021	10/13/2021	11/16/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3805252	Closure Receive	9/24/2021	10/14/2021	10/18/2021	PA (Pennsylvania)	Electric	Awards Issue	PA PUC	NRG Residential / Retail Solutions
3805535	Closure Receive	9/27/2021	10/5/2021	11/9/2021	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3806199	Closure Receive	9/30/2021	10/6/2021	10/29/2021	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3807195	Closure Receive	10/6/2021	10/13/2021	11/4/2021	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3807803	Closure Receive	10/12/2021	10/13/2021	10/28/2021	PA (Pennsylvania)	Electric;#Gas	Service Termination	PA PUC	NRG Residential / Retail Solutions
3807998	Closure Receive	10/12/2021	10/22/2021	11/2/2021	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3808369	Closure Receive	10/14/2021	10/29/2021	12/7/2021	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3809019	Closure Receive	10/19/2021	11/3/2021	12/3/2021	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3811401	Closure Receive	11/2/2021	11/17/2021	12/2/2021	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3812194	Closure Receive	11/5/2021	11/8/2021	12/15/2021	PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
3814369	Closure Receive	11/22/2021	11/24/2021	12/17/2021	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3815373	Closure Receive	11/30/2021	12/8/2021	12/13/2021	PA (Pennsylvania)	Electric	Marketing/Sales	PA PUC	NRG Residential / Retail Solutions
3815934	Closure Receive	12/7/2021	12/10/2021	12/30/2021	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3816291	Closure Receive	12/13/2021	12/17/2021	1/11/2022	PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3816341	Resolved	12/13/2021	12/17/2021		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3817112	Closure Receive	12/27/2021	1/13/2022	1/24/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3817690	Closure Receive	1/5/2022	1/20/2022	1/31/2022	PA (Pennsylvania)	Electric	Service Termination	PA PUC	NRG Residential / Retail Solutions
3818423	Closure Receive	1/18/2022	1/28/2022	2/1/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3818532	Closure Receive	1/19/2022	2/2/2022	2/15/2022	PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
3818765	Closure Receive	1/21/2022	2/2/2022	2/16/2022	PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
3818935	Resolved	1/24/2022	2/2/2022		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3819245	Closure Receive	1/27/2022	2/2/2022	2/18/2022	PA (Pennsylvania)	Electric	Marketing/Sales	PA PUC	NRG Residential / Retail Solutions
3819501	Closure Receive	2/1/2022	2/4/2022	2/9/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3819546	Closure Receive	2/1/2022	2/11/2022	2/18/2022	PA (Pennsylvania)	Electric	General Inquiry	PA PUC	NRG Residential / Retail Solutions
3819642	Closure Receive	2/2/2022	2/9/2022	3/3/2022	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3819787	Closure Receive	2/3/2022	2/10/2022	3/30/2022	PA (Pennsylvania)	Electric;#Gas	Service Termination	PA PUC	NRG Residential / Retail Solutions
3819815	Resolved	2/4/2022	2/11/2022		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3819989	Closure Receive	2/7/2022	3/8/2022	4/8/2022	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3820030	Resolved	2/7/2022	2/15/2022		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3820154	Closure Receive	2/8/2022	3/2/2022	3/16/2022	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3820211	Closure Receive	2/9/2022	2/16/2022	2/24/2022	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3820391	Closure Receive	2/10/2022	3/1/2022	3/7/2022	PA (Pennsylvania)	Electric;#Gas	Service Termination	PA PUC	NRG Residential / Retail Solutions
3820472	Closure Receive	2/11/2022	2/25/2022	3/22/2022	PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3820855	Closure Receive	2/16/2022	2/24/2022	3/16/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3821407	Closure Receive	2/23/2022	3/4/2022	3/28/2022	PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3821491	Closure Receive	2/24/2022	3/9/2022	3/17/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3821563	Closure Receive	2/24/2022	3/4/2022	4/1/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3821578	Closure Receive	2/24/2022	3/7/2022	4/7/2022	PA (Pennsylvania)	Electric	Marketing/Sales	PA PUC	NRG Residential / Retail Solutions
3822278	Closure Receive	3/4/2022	3/17/2022	4/4/2022	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3820105	Closure Receive	3/8/2022	3/22/2022	4/13/2022	PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
3822658	Closure Receive	3/8/2022	3/22/2022	3/23/2022	PA (Pennsylvania)	Electric;#Gas	General Complaint	PA PUC	NRG Residential / Retail Solutions
3822862	Closure Receive	3/10/2022	3/16/2022	4/19/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3823575	Closure Receive	3/16/2022	3/25/2022	4/18/2022	PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3823704	Closure Receive	3/17/2022	4/6/2022	4/13/2022	PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3823714	Closure Receive	3/18/2022	3/30/2022	4/7/2022	PA (Pennsylvania)	Electric;#Gas	Service Termination	PA PUC	NRG Residential / Retail Solutions
3823789	Resolved	3/18/2022	3/30/2022	4/11/2022	PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3824643	Closure Receive	3/24/2022	4/7/2022	6/7/2022	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3825576	Closed - Unable	3/30/2022	4/6/2022	4/6/2022	PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
3826962	Closure Receive	4/4/2022	4/14/2022	6/22/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3827080	Closure Receive	4/4/2022	4/14/2022	6/27/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3828574	Closure Receive	4/8/2022	4/20/2022	5/16/2022	PA (Pennsylvania)	Electric;#Gas	Service Termination	PA PUC	NRG Residential / Retail Solutions
3828674	Closure Receive	4/11/2022	4/14/2022	4/14/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions

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Complaint #	Status	Date received	Date resolved	Closure date	State	Commodity	Classification	Issuing agency	Brand
3829473	Closure Receive	4/12/2022	4/19/2022	7/7/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3830032	Closure Receive	4/13/2022	4/22/2022	6/15/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3830298	Closure Receive	4/14/2022	4/25/2022	5/24/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3830662	Closure Receive	4/15/2022	4/27/2022	6/23/2022	PA (Pennsylvania)	Electric	Service Termination	PA PUC	NRG Residential / Retail Solutions
3831287	Closure Receive	4/18/2022	4/28/2022	6/30/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3831877	Closure Receive	4/19/2022	4/27/2022	6/8/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3832052	Closure Receive	4/20/2022	4/29/2022	6/9/2022	PA (Pennsylvania)	Electric;#Gas	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3833320	Closure Receive	4/25/2022	5/3/2022	6/17/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3833481	Closure Receive	4/25/2022	5/6/2022	6/13/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3833671	Closure Receive	4/26/2022	5/3/2022	6/6/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3833981	Closure Receive	4/26/2022	5/12/2022	6/14/2022	PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3834158	Closure Receive	4/27/2022	5/6/2022	6/14/2022	PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3834249	Closure Receive	4/27/2022	5/3/2022	6/13/2022	PA (Pennsylvania)	Electric;#Gas	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3835797	Closure Receive	5/3/2022	5/10/2022	7/11/2022	PA (Pennsylvania)	Electric	Service Termination	PA PUC	NRG Residential / Retail Solutions
3836083	Closure Receive	5/4/2022	5/11/2022	6/27/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3837984	Closure Receive	5/11/2022	5/24/2022	8/5/2022	PA (Pennsylvania)	Electric;#Gas	Marketing/Sales	PA PUC	NRG Residential / Retail Solutions
3838915	Resolved	5/16/2022	5/25/2022		PA (Pennsylvania)	Electric	Service Termination	PA PUC	NRG Residential / Retail Solutions
3839429	Closure Receive	5/18/2022	6/7/2022	7/5/2022	PA (Pennsylvania)	Electric	Service Termination	PA PUC	NRG Residential / Retail Solutions
3839892	Closure Receive	5/19/2022	5/31/2022	8/1/2022	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3839874	Closure Receive	5/20/2022	5/24/2022	7/6/2022	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3840001	Closure Receive	5/20/2022	5/31/2022	6/30/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3841783	Closure Receive	5/31/2022	6/7/2022	6/29/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3842087	Closure Receive	6/2/2022	6/10/2022	7/6/2022	PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
3842153	Closure Receive	6/2/2022	6/17/2022	7/18/2022	PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
3843100	Closure Receive	6/7/2022	6/28/2022	7/27/2022	PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
3843863	Closure Receive	6/10/2022	6/17/2022	7/13/2022	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3844621	Closure Receive	6/15/2022	6/27/2022	7/19/2022	PA (Pennsylvania)	Electric;#Gas	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3844697	Resolved	6/15/2022	6/27/2022		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3845133	Closure Receive	6/16/2022	6/27/2022	7/19/2022	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3846784	Closure Receive	6/27/2022	6/30/2022	7/11/2022	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3847345	Closure Receive	6/28/2022	7/8/2022	7/27/2022	PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
3848262	Resolved	7/1/2022	7/7/2022		PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
3848683	Closure Receive	7/5/2022	7/20/2022	10/4/2022	PA (Pennsylvania)	Electric;#Gas	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3848846	Closure Receive	7/6/2022	7/29/2022	8/8/2022	PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3849152	Closure Receive	7/7/2022	7/20/2022	8/24/2022	PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
3849344	Closure Receive	7/8/2022	7/20/2022	8/16/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3849471	Closure Receive	7/8/2022	7/20/2022	9/8/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3849356	Closure Receive	7/11/2022	7/21/2022		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3849703	Closure Receive	7/11/2022	7/21/2022	8/9/2022	PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
3849952	Closure Receive	7/12/2022	8/1/2022	9/19/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3849956	Closure Receive	7/12/2022	7/21/2022	8/31/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3850380 3850358	Closure Receive	7/13/2022	7/21/2022	8/5/2022	PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3850383	Closure Receive	7/13/2022	7/21/2022	8/5/2022	PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3851974	Resolved	7/20/2022	7/29/2022		PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
3852974	Closure Receive	7/26/2022	8/4/2022	10/25/2022	PA (Pennsylvania)	Electric	Marketing/Sales	PA PUC	NRG Residential / Retail Solutions
3853080	Closure Receive	7/26/2022	8/16/2022	8/26/2022	PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
3854925	Resolved	8/3/2022	8/9/2022		PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3855220	Resolved	8/4/2022	8/16/2022		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3857784	Closure Receive	8/16/2022	8/22/2022		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3858179	Resolved	8/17/2022	8/26/2022		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3858613 3858548	Closure Receive	8/18/2022	8/30/2022	9/15/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3859184	Closure Receive	8/22/2022	8/26/2022	10/3/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3851734	Closure Receive	8/23/2022	9/21/2022	10/18/2022	PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
3861308	Closure Receive	8/31/2022	9/7/2022	10/18/2022	PA (Pennsylvania)	Electric	Marketing/Sales	PA PUC	NRG Residential / Retail Solutions

Complaints - Reliant Energy Northeast LLC

Complaint #	Status	Date received	Date resolved	Closure date	State	Commodity	Classification	Issuing agency	Brand
3862392	Closure Receive	9/6/2022	9/21/2022	10/19/2022	PA (Pennsylvania)	Electric	Marketing/Sales	PA PUC	NRG Residential / Retail Solutions
3862618	Closure Receive	9/7/2022	9/16/2022	11/30/2022	PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3865247	Closure Receive	9/19/2022	9/27/2022	12/12/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3865814	Closure Receive	9/20/2022	10/8/2022	10/31/2022	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3865746	Closure Receive	9/20/2022	9/29/2022	10/12/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3866650	Closure Receive	9/22/2022	9/30/2022	11/7/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3867679	Closure Receive	9/27/2022	10/10/2022	11/21/2022	PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
3867780	Closure Receive	9/27/2022	9/30/2022	11/8/2022	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3868832	Closure Receive	10/3/2022	10/18/2022	1/3/2023	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3869613	Closure Receive	10/5/2022	10/20/2022	12/19/2022	PA (Pennsylvania)	Electric	Marketing/Sales	PA PUC	NRG Residential / Retail Solutions
3870584	Closure Receive	10/11/2022	10/20/2022	1/3/2023	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3870738	Closure Receive	10/11/2022	10/28/2022	11/30/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3870831	Closure Receive	10/11/2022	10/20/2022	12/20/2022	PA (Pennsylvania)	Electric;#Gas	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3871428	Closure Receive	10/13/2022	10/26/2022	12/19/2022	PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
3871904	Closure Receive	10/17/2022	10/25/2022	12/28/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3872066	Resolved	10/17/2022	11/1/2022		PA (Pennsylvania)	Electric	Service Termination	PA PUC	NRG Residential / Retail Solutions
3873465	Closure Receive	10/21/2022	11/1/2022	12/13/2022	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3873815	Closure Receive	10/24/2022	1/31/2023	10/31/2022	PA (Pennsylvania)	Electric;#Gas	Service Termination	PA PUC	NRG Residential / Retail Solutions
3874193	Closure Receive	10/25/2022	11/10/2022	12/6/2022	PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
3874880	Closure Receive	10/28/2022	11/3/2022	1/12/2023	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3876113	Closure Receive	11/7/2022	11/21/2022	12/23/2022	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3876671	Closure Receive	11/8/2022	11/16/2022	12/19/2022	PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3876970	Closure Receive	11/9/2022	11/16/2022	1/4/2023	PA (Pennsylvania)	Electric	Marketing/Sales	PA PUC	NRG Residential / Retail Solutions
3877057	Closure Receive	11/10/2022	11/18/2022	1/4/2023	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3878389	Closure Receive	11/17/2022	12/1/2022	12/30/2022	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3879127	Closure Receive	11/22/2022	12/2/2022	1/31/2023	PA (Pennsylvania)	Electric;#Gas	Service Termination	PA PUC	NRG Residential / Retail Solutions
3879447	Closure Receive	11/28/2022	12/14/2022	1/23/2023	PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3880431	Resolved	12/7/2022	12/20/2022		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3880546	Closure Receive	12/8/2022	12/22/2022	2/6/2023	PA (Pennsylvania)	Electric;#Gas	Service Termination	PA PUC	NRG Residential / Retail Solutions
3880847	Closure Receive	12/13/2022	12/21/2022	1/12/2023	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3881681	Closure Receive	12/22/2022	12/29/2022	2/9/2023	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3881991	Closure Receive	12/29/2022	1/10/2023	2/3/2023	PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
3882297	Resolved	1/3/2023	1/12/2023		PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3882437	Closure Receive	1/4/2023	1/13/2023	1/18/2023	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3882493	Closure Receive	1/4/2023	1/12/2023	1/23/2023	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3882524	Closure Receive	1/5/2023	1/13/2023	2/1/2023	PA (Pennsylvania)	Electric;#Gas	Marketing/Sales	PA PUC	NRG Residential / Retail Solutions
3882691	Closure Receive	1/6/2023	1/20/2023	2/22/2023	PA (Pennsylvania)	Electric;#Gas	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3882717	Closure Receive	1/6/2023	1/12/2023	2/8/2023	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3882783	Closure Receive	1/9/2023	1/13/2023	1/17/2023	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3882879	Closure Receive	1/9/2023	1/19/2023	1/31/2023	PA (Pennsylvania)	Electric	Marketing/Sales	PA PUC	NRG Residential / Retail Solutions
3883396	Closure Receive	1/17/2023	1/25/2023	1/31/2023	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3883515	Closure Receive	1/17/2023	1/27/2023	2/13/2023	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3883899	Closure Receive	1/20/2023	1/31/2023	2/6/2023	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3884149	Closure Receive	1/23/2023	1/31/2023	3/8/2023	PA (Pennsylvania)	Electric	Marketing/Sales	PA PUC	NRG Residential / Retail Solutions
3884387	Closure Receive	1/24/2023	2/2/2023	2/17/2023	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3884612	Closure Receive	1/26/2023	2/3/2023	3/3/2023	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3884726	Closure Receive	1/26/2023	2/2/2023	4/6/2023	PA (Pennsylvania)	Electric;#Gas	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3884899	Closure Receive	1/27/2023	2/2/2023	2/3/2023	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3885071	Closure Receive	1/30/2023	2/17/2023	2/21/2023	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3885076	Closure Receive	1/30/2023	2/17/2023	2/21/2023	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3885344	Closure Receive	1/30/2023	2/6/2023	2/17/2023	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3885364	Closure Receive	1/31/2023	2/3/2023	2/15/2023	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3885452	Closure Receive	1/31/2023	2/7/2023	2/14/2023	PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3885480	Closure Receive	1/31/2023	2/8/2023	3/8/2023	PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions

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Complaint #	Status	Date received	Date resolved	Closure date	State	Commodity	Classification	Issuing agency	Brand
3886087	Closure Receive	2/1/2023	2/6/2023	2/21/2023	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3886207	Resolved	2/1/2023	2/10/2023		PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3886502	Closure Receive	2/2/2023	2/8/2023	5/25/2023	PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3886689	Resolved	2/2/2023	2/24/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3886773	Closure Receive	2/2/2023	2/10/2023	5/25/2023	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3887371	Closure Receive	2/6/2023	2/16/2023	5/25/2023	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3887649	Closure Receive	2/6/2023	2/22/2023	3/14/2023	PA (Pennsylvania)	Electric;#Gas	General Complaint	PA PUC	NRG Residential / Retail Solutions
3887671	Resolved	2/6/2023	2/14/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3887723	Closure Receive	2/6/2023	2/24/2023	3/10/2023	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3887820	Resolved	2/7/2023	2/21/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3887938	Resolved	2/7/2023	2/24/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3888142	Resolved	2/7/2023	2/22/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3888288	Closure Receive	2/8/2023	2/13/2023	3/7/2023	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3888533	Resolved	2/9/2023	2/17/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3888783	Resolved	2/10/2023	2/28/2023		PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
3888972	Closure Receive	2/10/2023	2/21/2023	3/9/2023	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3886403	Closure Receive	2/21/2023	3/6/2023	4/6/2023	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3890379	Closure Receive	2/22/2023	3/6/2023	3/10/2023	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3890637	Resolved	2/23/2023	3/14/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3890734	Resolved	2/24/2023	3/8/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3890760	Closure Receive	2/24/2023	3/7/2023	4/6/2023	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3890858	Resolved	2/24/2023	3/8/2023		PA (Pennsylvania)	Electric;#Gas	General Complaint	PA PUC	NRG Residential / Retail Solutions
3891450	Resolved	3/1/2023	3/10/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3892138	Resolved	3/7/2023	3/17/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3892311	Closure Receive	3/8/2023	3/23/2023	3/28/2023	PA (Pennsylvania)	Electric	Service Termination	PA PUC	NRG Residential / Retail Solutions
3892798	Resolved	3/13/2023	3/28/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3893776	Closure Receive	3/20/2023	3/28/2023	4/6/2023	PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3894515	Closure Receive	3/23/2023	3/30/2023		PA (Pennsylvania)	Electric	Unauthorized Charges	PA PUC	NRG Residential / Retail Solutions
3891712	Resolved	3/24/2023	4/3/2023		PA (Pennsylvania)	Electric;#Gas	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3895234	Closure Receive	3/27/2023	4/3/2023	4/3/2023	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3895506	Resolved	3/28/2023	3/31/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3896814	Resolved	3/31/2023	4/6/2023		PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
3898042	Closure Receive	4/4/2023	4/7/2023		PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3898459	Resolved	4/5/2023	4/7/2023		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3899071	Resolved	4/6/2023	4/18/2023		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3898714	Resolved	4/11/2023	4/24/2023		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3899954	Closure Receive	4/11/2023	4/12/2023	4/12/2023	PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3899971	Resolved	4/11/2023	4/19/2023		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3901127	Resolved	4/14/2023	4/25/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3901558	Resolved	4/14/2023	4/26/2023		PA (Pennsylvania)	Electric;#Gas	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3902643	Resolved	4/19/2023	4/28/2023		PA (Pennsylvania)	Electric;#Gas	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3903998	Resolved	4/24/2023	5/3/2023		PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3904518	Resolved	4/25/2023	4/28/2023		PA (Pennsylvania)	Electric	Service Termination	PA PUC	NRG Residential / Retail Solutions
3904523	Resolved	4/25/2023	4/28/2023		PA (Pennsylvania)	Electric	Service Termination	PA PUC	NRG Residential / Retail Solutions
3904939	Resolved	4/26/2023	5/3/2023		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3905351	Resolved	4/27/2023	5/8/2023		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3906982	Resolved	5/3/2023	5/12/2023		PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3907583	Resolved	5/4/2023	5/16/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3907654	Resolved	5/5/2023	5/15/2023		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3907978	Resolved	5/5/2023	5/17/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3908787	Resolved	5/9/2023	5/19/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3908798	Resolved	5/9/2023	5/19/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3909076	Resolved	5/10/2023	5/22/2023		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3909803	Resolved	5/12/2023	5/23/2023		PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions

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Complaint #	Status	Date received	Date resolved	Closure date	State	Commodity	Classification	Issuing agency	Brand
3910243	Resolved	5/15/2023	5/24/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3912818	Resolved	5/25/2023	6/1/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3913092	Resolved	5/25/2023	6/5/2023		PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3913357	Resolved	5/30/2023	6/6/2023		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3913715	Resolved	5/31/2023	6/6/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3913744	Resolved	5/31/2023	6/8/2023		PA (Pennsylvania)	Electric;#Gas	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3913773	Resolved	5/31/2023	6/8/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3914130	Resolved	6/1/2023	6/9/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3916673	Resolved	6/12/2023	6/15/2023		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3917039	Resolved	6/13/2023	6/14/2023		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3917099	Resolved	6/13/2023	6/20/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3917390	Resolved	6/14/2023	6/23/2023		PA (Pennsylvania)	Electric	Service Termination	PA PUC	NRG Residential / Retail Solutions
3918168	Resolved	6/20/2023	6/23/2023		PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions
3918623	Resolved	6/21/2023	6/23/2023		PA (Pennsylvania)	Electric;#Gas	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3919072	Resolved	6/22/2023	6/28/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3921642	Resolved	7/3/2023	7/12/2023		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3922017	Resolved	7/5/2023	7/12/2023		PA (Pennsylvania)	Electric;#Gas	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3925548	Resolved	7/19/2023	8/8/2023		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3926203	Resolved	7/21/2023	8/4/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3927669	Resolved	7/25/2023	7/31/2023		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3927773	Resolved	7/26/2023	8/1/2023		PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3927795	Resolved	7/26/2023	8/3/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3928038	Resolved	7/26/2023	8/1/2023		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3928599	Resolved	7/27/2023	8/3/2023		PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3929159	Resolved	7/31/2023	8/7/2023		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3929864	Resolved	8/1/2023	8/8/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3930555	Resolved	8/3/2023	8/10/2023		PA (Pennsylvania)	Electric;#Gas	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3927024	Resolved	8/7/2023	8/18/2023		PA (Pennsylvania)	Electric;#Gas	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3931406	Resolved	8/7/2023	8/16/2023		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3931986	Resolved	8/8/2023	8/14/2023		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3932935	Resolved	8/10/2023	8/21/2023		PA (Pennsylvania)	Electric;#Gas	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3935121	Resolved	8/17/2023	8/29/2023		PA (Pennsylvania)	Electric	Billing/High Rate	PA PUC	NRG Residential / Retail Solutions
3935840	Resolved	8/21/2023	9/5/2023		PA (Pennsylvania)	Electric;#Gas	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3937441	Resolved	8/25/2023	8/31/2023		PA (Pennsylvania)	Electric	Disputed Enrollment	PA PUC	NRG Residential / Retail Solutions
3937943	Resolved	8/28/2023	9/1/2023		PA (Pennsylvania)	Electric	General Inquiry	PA PUC	NRG Residential / Retail Solutions
3938097	Resolved	8/29/2023	9/1/2023		PA (Pennsylvania)	Electric	General Complaint	PA PUC	NRG Residential / Retail Solutions

ATTACHMENT G



**TERMS OF SERVICE FOR RESIDENTIAL
AND SMALL COMMERCIAL ELECTRICITY SUPPLY**

DISCLOSURE SUMMARY

Product Name	<<x>>		
Length of the Agreement	<<xx>> months, then month-to-month.		
Price for Your Electricity	You'll receive a fixed price of \$X.XXXXX per kWh for your first XX bills and your price will be variable after that.		
Variable Price Components	During the term of the variable price portion of this agreement, we will determine the variable supply price at our discretion based on many different factors, which may include prices charged by competitors, industry charges we are responsible for, our costs to procure and sell energy, customer retention rates, applicable state and local taxes, changes in weather, legal and regulatory issues, profit margins, and other relevant business conditions. The variable supply price can change each month. Your price also reflects the costs to obtain any renewable energy content specified under this contract, which contributes to the premium we may charge over the local utility supply rate.		
Charges	Your bill will be calculated using the rate per kilowatt hour multiplied by kilowatt hours used.		
Fixed Price Residential Customers Who Use	500 kWh of electricity	1000 kWh of electricity	1500 kWh of electricity
Will pay	\$X	\$X	\$X
Environmental Characteristics	We <<will / will not>> purchase Renewable Energy Certificates to provide this product.		
Early Termination Fee	No.		
Late Payment Fee	No. We do not charge a late payment fee but keep in mind that your local utility might charge fees for late payments on bills they render to you.		
Renewal Terms	We will send written notification prior to the expiration of your fixed price period. This notification will explain your contract renewal and pricing options.		
Electric Assistance Program	Customers who receive a benefit from the Electric Assistance Program (EAP) will no longer receive the EAP discount on the energy supply portion of their bill.		

Dispute Resolution: This contract limits the circumstances under which you can bring a dispute to court, and does not permit class actions or a jury trial. Review the section "Arbitration and Waiver of Jury Trial" below for details.



TERMS OF SERVICE FOR RESIDENTIAL AND SMALL COMMERCIAL ELECTRICITY SUPPLY

We appreciate your business. This document is a contract between us, Reliant Energy Northeast LLC d/b/a NRG Home ("NRG Home"), and you that allows us to switch your electricity account(s) to our service. It describes the nature of our service with you and provides important information for you to be aware of. We will begin supplying your electricity under this contract, but your utility will continue to be responsible for delivering your electricity and sending you a bill for both of our services.

A. Important Information

Length of Your Commitment:

<<xx>> months, then month-to-month. We will begin providing service to you after your utility processes our request to switch your service. The switch will not occur before the expiration of your "Right to Rescind" period. Our service will continue until either of us cancels the contract. You have the right to switch to your utility's default energy service or another Competitive Electric Power Supplier (CEPS) subject to the terms of this agreement.

Price for Your Electricity: You'll receive a fixed price of \$**X.XXXXX** per kWh for your first **XX** bills and your price will be variable after that. The variable price is not based on a specific index. Instead, we will determine the variable supply price at our discretion based on many different factors, which may include prices charged by competitors, industry charges we are responsible for, our costs to procure and sell energy, customer retention rates, applicable state and local taxes, changes in weather, legal and regulatory issues, profit margins, and other relevant business conditions. The variable supply price can change each month. Your price also reflects the costs to obtain any

renewable energy content specified under this contract, which contributes to the premium we may charge over the local utility supply rate. For your reference, our electricity supply prices include generation charges, but they do not include the price of transmission and distribution, the system benefits charge, stranded cost recovery charge, taxes, or other utility fee or charge.

The price per kWh does not vary depending on your electricity usage. Our current and historical prices are not an indicator of our future prices and we do not guarantee any savings. Our prices may be higher than your utility's supply rate. No matter what, we will not increase your variable price in any given month by more than 25% from the prior month's supply price. . You will not always know the price you will pay for electricity used until the bill is issued. To obtain your next month's variable price please visit our website at <https://www.picknrg.com>. There is no price cap or price floor for variable rates. You will not know the variable price until the first bill after renewal is issued. It may take one or more billing cycles for a price variation to become effective. To view the maximum and minimum



TERMS OF SERVICE FOR RESIDENTIAL AND SMALL COMMERCIAL ELECTRICITY SUPPLY

variable rate charged in the last 12 months visit <http://www.picknrg.com>

Applicable Fees: We don't charge extra fees to initiate, maintain or cancel service early. If you are currently in a contract with another electric supplier, the request to switch you to our service will automatically cancel your service with the other electric supplier. You are responsible for any penalties the other electric supplier may charge.

Right to Rescind: You have the right to rescind this contract for a certain period of time. This is called your "Right to Rescind" period, which means you will not be responsible for any charges for our service until after this period expires. You get more time to rescind if you were enrolled at your residence by an in-person solicitor and/or received your contract in the mail. The timing is as follows: i) if you received your terms of service electronically, you have 5 business days from receipt to rescind; ii) if you received your terms of service by first class mail, you have 6 business days from the postmarked date of the letter transmitting your terms of service to rescind; iii) if you were enrolled at your residence by an in-person solicitor and received your terms of service electronically, you have 10 business days to rescind; iv) if you were enrolled at your residence by an in-person solicitor and received your terms of service by first class mail, you have 11 business days to rescind from the postmarked date of the letter transmitting your terms of service.

Your Right to Cancel: You have the right to change your energy supplier at

any time with no advance notice to us. You can terminate service by notifying us, contracting with a new competitive electricity supplier, contracting with an aggregator granted agency authority, or contacting the utility to select default service. To cancel by contacting us, call us at our contact information listed below. We will request that the utility cancel your service with us, but the utility controls the effective date of your cancellation. The effective date is usually the next date that your meter is read after the utility has processed our request to cancel your service with us. If you do cancel this contract, you may forfeit some of the rewards that we describe in your Welcome Confirmation, and you will be responsible for unpaid balances as of the cancellation date.

Our Right to Cancel: We have the right to cancel this contract for any reason as long as we give you thirty days' written notice, but if we are canceling the contract due to your conduct or your breach of this contract, you will have an opportunity to fix this condition within the thirty days. Your utility will control the effective date of our cancellation request, but this is usually the next date that your meter is read. If your utility terminates your service, this contract will be automatically cancelled.

Your Authorization to Release Your Information for Use and Sharing. By entering into this contract, you authorize us to act on your behalf under your



TERMS OF SERVICE FOR RESIDENTIAL AND SMALL COMMERCIAL ELECTRICITY SUPPLY

utility's tariffs in accordance with the rules and regulations of the state public utility commission ("PUC") where you take service. You further acknowledge that this contract provides authorization for your local utility to release all information regarding your energy supply account(s) to us so we can provide the services described herein. This information may include, but is not limited to, usage information, billing determinants, bill cycle, budget billing status, address, account type, tax exemption status, rate service class, load profile, demand data, meter number, special account exceptions, public assistance status, existence of medical emergencies or disability, tax status and eligibility for economic development or other incentives, standard service status, electronic interval data when available, credit information when applicable, and all other data and information permitted by law to be disclosed to us to provide our services. We also obtain information about you as outlined in our privacy policy (posted on our website) such as when you voluntarily provide personal information to us, use our website or mobile applications, or when we add information about you to your account profile from publicly available sources. We will maintain the confidentiality of your personal information including your name, address, telephone number, email, account numbers, energy usage and historic payment information as required by applicable PUC regulations as well as federal and state laws. Our use and sharing of your information will be consistent with the purposes and uses disclosed in our privacy policy, as amended from time to time and posted

on our website. Your information may be disclosed if required by law, such as pursuant to a lawfully issued subpoena or other legal process. Further, you understand that your information may be disclosed to an affiliate or a third-party to provide services or products to you, and any disclosure of such information will be made under confidentiality obligations not to disclose such information and to use it solely for the purpose of providing services to you or improved products to us. This authorization also allows us to contact you about our other products and services and to share information about your account with any designated rewards partner or with any affiliate, third-party vendor or marketing partner we use to provide services and rewards to you. We reserve the right to share your information with our affiliates and marketing partners, to the extent permitted by law and/or as authorized when you provide your consent. If you do not wish for us to use or share information about your account in the manner described above, you may cancel this contract by calling us at our contact information listed herein.

Low Income Assistance: Certain residential customers may qualify for bill payment assistance based on income. Contact your utility for a list of eligibility requirements and program application, or visit the website of the New Hampshire Department of Energy at <https://www.energy.nh.gov/consumers/help-energy-and-utility-bills/electric-assistance-program>



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You may also contact your local Community Action Agency to learn more about your energy assistance options.

For more information, visit:

<https://www.energy.nh.gov/consumers/help-energy-and-utility-bills/community-action-agencies>

Preferred Communication: We will communicate with you via your preferred method of communication – email or U.S. Mail. If you select email address, you are consenting to this contract and other forms of communication being provided to you in electronic form and you must provide us with any update to your valid Email address should it change. You are required to notify us of any change in Email address and/or any withdrawal of consent for the electronic transmission of contracts or other customer information. If you enroll electronically, please note that our website and application is best viewed in Internet Explorer 9.0 or higher.

Billing: Your local utility is responsible for sending you a bill that includes the charges for our service and charges for the utility's service. You are responsible for paying your bill by the due date set by your utility and are responsible for any late payment fee, interest, or finance charges your utility assesses for late payments.

You also agree to review your bills in a timely manner, and if there are any inaccuracies with the portion of the bill for our services, you agree to notify us within ninety days after the date of the bill. If we do not hear from you, you are agreeing that the billed amounts are

correct and you are waiving any right to dispute the billed amounts to the extent permitted by law.

Taxes: Applicable tax charges are included on the one bill you will receive from your utility. If you are exempt from any taxes, you are responsible for requesting an exemption by filing all required documentation with us and/or your utility.

Contract Details: Our full, legal name is Reliant Energy Northeast LLC d/b/a NRG Home and NRG Retail Solutions, but we have used "we", "us", or "our" to refer to ourselves for the purposes of this contract. We use "you" or "your" to refer to you, the customer. This contract is for the sale and purchase of all of your electricity for the residential account(s) listed in your Welcome Confirmation (letter or email). By entering into this contract, you are authorizing us to take the steps necessary to switch your electricity supply service to us, and you agree to appoint us as your agent to acquire the necessary information to meet your electricity needs as required by your "utility", which we use to refer to your local distribution company. Your utility is responsible for the delivery of electricity to you, and we are not. This contract and the Welcome Confirmation (letter or email) you received create your entire contract with us and replace any prior oral or written statements or representations.

Contract Changes: If we propose a material change to the terms of this contract, we will notify you in advance and explain your options going forward.



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We will not change or alter the waiver of jury trial provision under any circumstances, and any changes to this contract must be made in writing.

Customer Complaints: If you have questions about our prices or our service, you should call us at the contact information listed below. If you are not satisfied with the response from our Customer Care representative, you may ask that your questions be referred to one of our supervisors, who will respond promptly. If you remain unsatisfied with our attempts to resolve the issue, you may seek assistance from the Consumer Services Division of the PUC regarding your rights and responsibilities. The PUC's contact information is listed below.

Do Not Call Registry: The National Do Not Call Registry gives you a choice about whether to receive telemarketing calls at home. Call 1-888-382-1222 or visit www.donotcall.gov for information on adding your information to the list.

CONTACT INFORMATION:

NRG HOME:

We are registered as a Competitive Electric Power Supplier (CEPS) with the New Hampshire Department of Energy xxxxx (Docket No. XX-XXX)

Internet address: www.picknrg.com
Mailing address: P.O. Box 38781,
Philadelphia, PA 19104
Email address: support@picknrg.com
Telephone number: 1-855-500-8703
Fax: 1-866-472-1415

YOUR UTILITY:

If you experience a power outage or other emergency, a problem with your electric meter or any other service need, please contact your local utility at the emergency number below.

<u>Eversource Energy (PSNH)</u>	Customer Service -	800-662-7764
	Emergencies-	800-662-7764
<u>Liberty Utilities</u>	Customer Service -	800-375-7413
	Emergencies -	1-855-349-9455
<u>Unitil</u>	NH Capital Electric -	800-852-3339
	NH Seacoast Electric -	800-582-7276

NEW HAMPSHIRE DOE:

Internet address:

<https://www.energy.nh.gov/>

Mailing address:

NH Department of Energy
21 South Fruit Street, Suite 10
Concord NH 03301-2429

Phone: (800) 852-3793

Email: energy-info@energy.nh.gov

Consumer Services Division: 1-800-852-3793

TDD Access-Relay NH: 1-800-735-2964
Monday through Friday from 8:00 a.m.
to 4:30 p.m.



TERMS OF SERVICE FOR RESIDENTIAL AND SMALL COMMERCIAL ELECTRICITY SUPPLY

B. Other Important Information

Assignment: We may sell, transfer, pledge or assign the accounts, revenues or proceeds associated with this contract in connection with any financial contract, and we may assign the rights and obligations under this contract to another energy supplier consistent with applicable law. You may not assign this contract. We will provide you with a notice at least 30 days before the effective date of any such change informing you of your options, which include selecting an alternate supplier or returning to default utility service.

No Reliance: You acknowledge that (1) you are not relying on any advice, statements, recommendations or representations of ours other than the written representations in this contract; (2) that you consulted with your own advisors to the extent you deemed necessary; and (3) that you understand the risks of entering into this contract, including the risk that our prices may be higher than your utility's rates. You acknowledge that you are capable and willing to assume those risks (whether financial, economic or otherwise) and that you have made your own decision to enter into this contract.

Force Majeure: We will use commercially reasonable efforts to provide electricity supply to you pursuant to this contract, but we do not guarantee a continuous supply of electricity. Certain Force Majeure events outside of our control may cause interruptions in service. If a Force Majeure event

prevents us from performing any of our obligations in any way, our performance shall be excused for the duration of such event, and we will not be liable for damages associated with any delay or failure to perform as a result. "Force Majeure" includes, without limitation, acts outside of our control, sabotage, riots or civil disturbances, acts of God, acts of the public enemy, acts of vandalism, terrorist acts, natural disasters, pandemics, governmental shutdown order, explosions, fires, or similarly cataclysmic occurrence, failure, shortage or unavailability of generating units, storage or transmission facilities, nonperformance by your local utility, or any change in law or any other action by a governmental authority that materially impairs our ability to perform our obligations under this contract. We will give you reasonably prompt notice of any Force Majeure occurrence.

Severability: Each provision of this contract is made subject to the maximum extent permitted by law. If any are held to be unenforceable or invalid by any arbitrator or court of competent jurisdiction, we will negotiate an equitable adjustment to or an amendment of the affected provisions with you with a view toward affecting the purpose of this contract. In this case, the validity and enforceability of the remaining provisions shall not be affected.

LIMITATIONS ON WARRANTY AND DAMAGES: THE ELECTRICITY PROVIDED



TERMS OF SERVICE FOR RESIDENTIAL AND SMALL COMMERCIAL ELECTRICITY SUPPLY

UNDER THIS CONTRACT WILL MEET THE QUALITY STANDARDS OF YOUR UTILITY. YOU UNDERSTAND AND AGREE THAT THERE ARE NO OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, ASSOCIATED WITH THE SERVICE PROVIDED BY US. WE HAVE NO LIABILITY FOR SERVICE INTERRUPTIONS NOR ANY ASSOCIATED LOSS OR DAMAGE RESULTING FROM SUCH INTERRUPTIONS. TO THE MAXIMUM EXTENT PERMITTED BY NEW HAMPSHIRE LAW, LIABILITIES NOT EXCUSED BY REASON OF FORCE MAJEURE OR OTHERWISE SHALL BE LIMITED TO DIRECT ACTUAL DAMAGES. WE WILL BEAR NO LIABILITY TO YOU OR ANY THIRD PARTY FOR CONSEQUENTIAL, PUNITIVE, INCIDENTAL, SPECIAL, EXEMPLARY OR OTHER INDIRECT DAMAGES OR LOST PROFITS. THE LIMITATIONS IMPOSED ON REMEDIES AND THE MEASURE OF DAMAGES ARE WITHOUT REGARD TO THE CAUSE OR CAUSES OF THE HARM OR LOSS, INCLUDING THE NEGLIGENCE OF ANY PARTY, WHETHER SUCH NEGLIGENCE BE SOLE, JOINT OR CONCURRENT, OR ACTIVE OR PASSIVE.

ARBITRATION AND WAIVER OF JURY

TRIAL: TO THE FULLEST EXTENT PERMITTED BY NEW HAMPSHIRE LAW, ANY DISPUTE, CONTROVERSY OR CLAIM ARISING OUT OF, RELATING TO OR IN CONNECTION WITH THIS CONTRACT, SHALL BE FINALLY RESOLVED BY ARBITRATION BEFORE THE AMERICAN ARBITRATION ASSOCIATION ("AAA") CONDUCTED UNDER THE AAA COMMERCIAL RULES AND THE CONSUMER-RELATED DISPUTES SUPPLEMENTARY PROCEDURES, OR, AT

THE ELECTION OF EITHER PARTY, BROUGHT AS A SMALL CLAIMS ACTION IN THE DISTRICT OR MUNICIPAL COURTS OF NEW HAMPSHIRE PURSUANT TO N.H. REV. STAT. ANN. CH. 503, IF THE DISPUTE OR CLAIM IS WITHIN THE SCOPE OF THE COURT'S JURISDICTION. BY ENTERING INTO THIS CONTRACT, YOU ARE GIVING UP YOUR RIGHTS TO SEEK REMEDIES IN COURT, OTHER THAN THROUGH A SMALL CLAIMS ACTION, AND THE RIGHT TO A JURY TRIAL. THE ABILITY TO CONDUCT DISCOVERY IN ARBITRATION IS LIMITED AND THE ARBITRATOR'S DECISION IS SUBJECT TO VERY LIMITED REVIEW BY COURTS. ARBITRATORS CAN AWARD THE SAME DAMAGES AND RELIEF THAT A COURT CAN AWARD. THE AAA SHALL HAVE THE POWER TO RULE ON ANY CHALLENGE TO ITS OWN JURISDICTION OR TO THE VALIDITY OR ENFORCEABILITY OF ANY PORTION OF THIS ARBITRATION PROVISION. THE PARTIES AGREE THAT ALL CLAIMS INCLUDING STATUTORY, STATE OR FEDERAL CLAIMS, MAY BE MADE SOLELY ON AN INDIVIDUAL BASIS, AND THAT THIS CONTRACT DOES NOT PERMIT CLASS ACTIONS, EITHER IN ARBITRATION OR THROUGH A COURT PROCEEDING. AAA MAY NOT CONSOLIDATE MORE THAN ONE PERSON'S CLAIMS, AND MAY NOT OTHERWISE PRESIDE OVER ANY FORM OF A REPRESENTATIVE OR CLASS PROCEEDING. IN THE EVENT THE PROHIBITION ON CLASS ARBITRATION IS DEEMED INVALID OR UNENFORCEABLE, THEN THE ENTIRETY OF THIS ARBITRATION PROVISION SHALL BE NULL AND VOID. JUDGMENT ON THE ARBITRATOR'S AWARD CAN BE



TERMS OF SERVICE FOR RESIDENTIAL AND SMALL COMMERCIAL ELECTRICITY SUPPLY

ENTERED IN ANY COURT HAVING JURISDICTION. THIS AGREEMENT EVIDENCES A TRANSACTION IN INTERSTATE COMMERCE, AND THUS THE FEDERAL ARBITRATION ACT GOVERNS THE INTERPRETATION AND ENFORCEMENT OF THIS PROVISION. THIS ARBITRATION PROVISION SHALL SURVIVE TERMINATION OF THIS AGREEMENT.

Other Provisions: This contract can change based on any future legislation, orders, rules, regulations or your local utility tariff, independent system operator or policy changes. This contract is made and shall be construed in accordance with the laws of New Hampshire. There are no third party beneficiaries to this contract. This contract is binding upon us and you, as well as any successors or legal assigns. Failure to exercise any right we have under this contract should not be considered as a waiver of the right to exercise any such right at a later date. The headings and Summary of Important Information chart in this contract are for reference only and do not affect the interpretation of this contract.

NRG-NH-PEV01-2023-9-07



**TERMS OF SERVICE FOR RESIDENTIAL
AND SMALL COMMERCIAL ELECTRICITY SUPPLY**

DISCLOSURE SUMMARY

Product Name	<<x>>
Length of the Agreement	Month-to-Month
Price for Your Electricity	You'll receive an introductory price of \$X.XXXXX per kWh for your first XX bills and your price will be variable after that.
Variable Price Components	During the term of the variable price portion of this agreement, we will determine the variable supply price at our discretion based on many different factors, which may include prices charged by competitors, industry charges we are responsible for, our costs to procure and sell energy, customer retention rates, applicable state and local taxes, changes in weather, legal and regulatory issues, profit margins, and other relevant business conditions. The variable supply price can change each month. Your price also reflects the costs to obtain any renewable energy content specified under this contract, which contributes to the premium we may charge over the local utility supply rate.
Charges	Your bill will be calculated using the rate per kilowatt hour multiplied by kilowatt hours used.
Environmental Characteristics	We <<will / will not>> purchase Renewable Energy Certificates to provide this product.
Early Termination Fee	No.
Late Payment Fee	No. We do not charge a late payment fee but keep in mind that your local utility might charge fees for late payments on bills they render to you.
Renewal Terms	Our service will continue until either party cancels the contract.
Electric Assistance Program	Customers who receive a benefit from the Electric Assistance Program (EAP) will no longer receive the EAP discount on the energy supply portion of their bill.



TERMS OF SERVICE FOR RESIDENTIAL AND SMALL COMMERCIAL ELECTRICITY SUPPLY

Dispute Resolution: This contract limits the circumstances under which you can bring a dispute to court, and does not permit class actions or a jury trial. Review the section "Arbitration and Waiver of Jury Trial" below for details.

We appreciate your business. This document is a contract between us, Reliant Energy Northeast LLC d/b/a NRG Home ("NRG Home"), and you that allows us to switch your electricity account(s) to our service. It describes the nature of our service with you and provides important information for you to be aware of. We will begin supplying your electricity under this contract, but your utility will continue to be responsible for delivering your electricity and sending you a bill for both of our services.

A. Important Information

Length of Your Commitment: Month to Month. We will begin providing service to you after your utility processes our request to switch your service. The switch will not occur before the expiration of your "Right to Rescind" period. Our service will continue until either of us cancels the contract. You have the right to switch to your utility's default energy service or another Competitive Electric Power Supplier (CEPS) subject to the terms of this agreement.

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month. Your price also reflects the costs to obtain any renewable energy content specified under this contract, which contributes to the premium we may charge over the local utility supply rate. For your reference, our electricity supply prices include generation charges, but they do not include the price of transmission and distribution, the system benefits charge, stranded cost recovery charge, taxes, or other utility fee or charge.

The price per kWh does not vary depending on your electricity usage. Our current and historical prices are not an indicator of our future prices and we do not guarantee any savings. Our prices may be higher than your utility's supply rate. No matter what, we will not increase your variable price in any given month by more than 25% from the prior month's supply price. You will not always know the price you will pay for electricity used until the bill is issued. To obtain your next month's variable price please visit our website at <https://www.picknrg.com>. There is no price cap or price floor for variable rates. You will not know the variable price until the first bill after renewal is issued. It



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may take one or more billing cycles for a price variation to become effective. To view the maximum and minimum variable rate charged in the last 12 months visit <http://www.picknrg.com>

Applicable Fees: We don't charge extra fees to initiate, maintain or cancel service early. If you are currently in a contract with another electric supplier, the request to switch you to our service will automatically cancel your service with the other electric supplier. You are responsible for any penalties the other electric supplier may charge.

Right to Rescind: You have the right to rescind this contract for a certain period of time. This is called your "Right to Rescind" period, which means you will not be responsible for any charges for our service until after this period expires. You get more time to rescind if you were enrolled at your residence by an in-person solicitor and/or received your contract in the mail. The timing is as follows: i) if you received your terms of service electronically, you have 5 business days from receipt to rescind; ii) if you received your terms of service by first class mail, you have 6 business days from the postmarked date of the letter transmitting your terms of service to rescind; iii) if you were enrolled at your residence by an in-person solicitor and received your terms of service electronically, you have 10 business days to rescind; iv) if you were enrolled at your residence by an in-person solicitor and received your terms of service by first class mail, you have 11 business days to rescind from the postmarked

date of the letter transmitting your terms of service.

Your Right to Cancel: You have the right to change your energy supplier at any time with no advance notice to us. You can terminate service by notifying us, contracting with a new competitive electricity supplier, contracting with an aggregator granted agency authority, or contacting the utility to select default service. To cancel by contacting us, call us at our contact information listed below. We will request that the utility cancel your service with us, but the utility controls the effective date of your cancellation. The effective date is usually the next date that your meter is read after the utility has processed our request to cancel your service with us. If you do cancel this contract, you may forfeit some of the rewards that we describe in your Welcome Confirmation, and you will be responsible for unpaid balances as of the cancellation date.

Our Right to Cancel: We have the right to cancel this contract for any reason as long as we give you thirty days' written notice, but if we are canceling the contract due to your conduct or your breach of this contract, you will have an opportunity to fix this condition within the thirty days. Your utility will control the effective date of our cancellation request, but this is usually the next date that your meter is read. If your utility terminates your service, this contract will be automatically cancelled.

Your Authorization to Release Your Information for Use and Sharing. By entering into this contract, you authorize us to act on your behalf under your



TERMS OF SERVICE FOR RESIDENTIAL AND SMALL COMMERCIAL ELECTRICITY SUPPLY

utility's tariffs in accordance with the rules and regulations of the state public utility commission ("PUC") where you take service. You further acknowledge that this contract provides authorization for your local utility to release all information regarding your energy supply account(s) to us so we can provide the services described herein. This information may include, but is not limited to, usage information, billing determinants, bill cycle, budget billing status, address, account type, tax exemption status, rate service class, load profile, demand data, meter number, special account exceptions, public assistance status, existence of medical emergencies or disability, tax status and eligibility for economic development or other incentives, standard service status, electronic interval data when available, credit information when applicable, and all other data and information permitted by law to be disclosed to us to provide our services. We also obtain information about you as outlined in our privacy policy (posted on our website) such as when you voluntarily provide personal information to us, use our website or mobile applications, or when we add information about you to your account profile from publicly available sources. We will maintain the confidentiality of your personal information including your name, address, telephone number, email, account numbers, energy usage and historic payment information as required by applicable PUC regulations as well as federal and state laws. Our use and sharing of your information will be consistent with the purposes and uses disclosed in our privacy policy, as amended from time to time and posted

on our website. Your information may be disclosed if required by law, such as pursuant to a lawfully issued subpoena or other legal process. Further, you understand that your information may be disclosed to an affiliate or a third-party to provide services or products to you, and any disclosure of such information will be made under confidentiality obligations not to disclose such information and to use it solely for the purpose of providing services to you or improved products to us. This authorization also allows us to contact you about our other products and services and to share information about your account with any designated rewards partner or with any affiliate, third-party vendor or marketing partner we use to provide services and rewards to you. We reserve the right to share your information with our affiliates and marketing partners, to the extent permitted by law and/or as authorized when you provide your consent. If you do not wish for us to use or share information about your account in the manner described above, you may cancel this contract by calling us at our contact information listed herein.

Low Income Assistance: Certain residential customers may qualify for bill payment assistance based on income. Contact your utility for a list of eligibility requirements and program application, or visit the website of the New Hampshire Department of Energy at <https://www.energy.nh.gov/consumers/help-energy-and-utility-bills/electric-assistance-program>



TERMS OF SERVICE FOR RESIDENTIAL AND SMALL COMMERCIAL ELECTRICITY SUPPLY

You may also contact your local Community Action Agency to learn more about your energy assistance options.

For more information, visit:

<https://www.energy.nh.gov/consumers/help-energy-and-utility-bills/community-action-agencies>

Preferred Communication: We will communicate with you via your preferred method of communication – email or U.S. Mail. If you select email address, you are consenting to this contract and other forms of communication being provided to you in electronic form and you must provide us with any update to your valid Email address should it change. You are required to notify us of any change in Email address and/or any withdrawal of consent for the electronic transmission of contracts or other customer information. If you enroll electronically, please note that our website and application is best viewed in Internet Explorer 9.0 or higher.

Billing: Your local utility is responsible for sending you a bill that includes the charges for our service and charges for the utility's service. You are responsible for paying your bill by the due date set by your utility and are responsible for any late payment fee, interest, or finance charges your utility assesses for late payments.

You also agree to review your bills in a timely manner, and if there are any inaccuracies with the portion of the bill for our services, you agree to notify us within ninety days after the date of the bill. If we do not hear from you, you are agreeing that the billed amounts are

correct and you are waiving any right to dispute the billed amounts to the extent permitted by law.

Taxes: Applicable tax charges are included on the one bill you will receive from your utility. If you are exempt from any taxes, you are responsible for requesting an exemption by filing all required documentation with us and/or your utility.

Contract Details: Our full, legal name is Reliant Energy Northeast LLC d/b/a NRG Home and NRG Retail Solutions, but we have used "we", "us", or "our" to refer to ourselves for the purposes of this contract. We use "you" or "your" to refer to you, the customer. This contract is for the sale and purchase of all of your electricity for the residential account(s) listed in your Welcome Confirmation (letter or email). By entering into this contract, you are authorizing us to take the steps necessary to switch your electricity supply service to us, and you agree to appoint us as your agent to acquire the necessary information to meet your electricity needs as required by your "utility", which we use to refer to your local distribution company. Your utility is responsible for the delivery of electricity to you, and we are not. This contract and the Welcome Confirmation (letter or email) you received create your entire contract with us and replace any prior oral or written statements or representations.

Contract Changes: If we propose a material change to the terms of this contract, we will notify you in advance and explain your options going forward.



TERMS OF SERVICE FOR RESIDENTIAL AND SMALL COMMERCIAL ELECTRICITY SUPPLY

We will not change or alter the waiver of jury trial provision under any circumstances, and any changes to this contract must be made in writing.

Customer Complaints: If you have questions about our prices or our service, you should call us at the contact information listed below. If you are not satisfied with the response from our Customer Care representative, you may ask that your questions be referred to one of our supervisors, who will respond promptly. If you remain unsatisfied with our attempts to resolve the issue, you may seek assistance from the Consumer Services Division of the PUC regarding your rights and responsibilities. The PUC's contact information is listed below.

Do Not Call Registry: The National Do Not Call Registry gives you a choice about whether to receive telemarketing calls at home. Call 1-888-382-1222 or visit www.donotcall.gov for information on adding your information to the list.

CONTACT INFORMATION:

NRG HOME:

We are registered as a Competitive Electric Power Supplier (CEPS) with the New Hampshire Department of Energy xxxxx (Docket No. XX-XXX)

Internet address: www.picknrg.com
Mailing address: P.O. Box 38781,
Philadelphia, PA 19104
Email address: support@picknrg.com
Telephone number: 1-855-500-8703
Fax: 1-866-472-1415

YOUR UTILITY:

If you experience a power outage or other emergency, a problem with your electric meter or any other service need, please contact your local utility at the emergency number below.

<u>Eversource Energy (PSNH)</u>	Customer Service -	800-662-7764
	Emergencies-	800-662-7764
<u>Liberty Utilities</u>	Customer Service -	800-375-7413
	Emergencies -	1-855-349-9455
<u>Unitil</u>	NH Capital Electric -	800-852-3339
	NH Seacoast Electric -	800-582-7276

NEW HAMPSHIRE DOE:

Internet address:
<https://www.energy.nh.gov/>

Mailing address:
NH Department of Energy
21 South Fruit Street, Suite 10
Concord NH 03301-2429

Phone: (800) 852-3793
Email: energy-info@energy.nh.gov
Consumer Services Division: 1-800-852-3793
TDD Access-Relay NH: 1-800-735-2964
Monday through Friday from 8:00 a.m. to 4:30 p.m.



TERMS OF SERVICE FOR RESIDENTIAL AND SMALL COMMERCIAL ELECTRICITY SUPPLY

B. Other Important Information

Assignment: We may sell, transfer, pledge or assign the accounts, revenues or proceeds associated with this contract in connection with any financial contract, and we may assign the rights and obligations under this contract to another energy supplier consistent with applicable law. You may not assign this contract. We will provide you with a notice at least 30 days before the effective date of any such change informing you of your options, which include selecting an alternate supplier or returning to default utility service.

No Reliance: You acknowledge that (1) you are not relying on any advice, statements, recommendations or representations of ours other than the written representations in this contract; (2) that you consulted with your own advisors to the extent you deemed necessary; and (3) that you understand the risks of entering into this contract, including the risk that our prices may be higher than your utility's rates. You acknowledge that you are capable and willing to assume those risks (whether financial, economic or otherwise) and that you have made your own decision to enter into this contract.

Force Majeure: We will use commercially reasonable efforts to provide electricity supply to you pursuant to this contract, but we do not guarantee a continuous supply of electricity. Certain Force Majeure events outside of our control may cause interruptions in service. If a Force Majeure event

prevents us from performing any of our obligations in any way, our performance shall be excused for the duration of such event, and we will not be liable for damages associated with any delay or failure to perform as a result. "Force Majeure" includes, without limitation, acts outside of our control, sabotage, riots or civil disturbances, acts of God, acts of the public enemy, acts of vandalism, terrorist acts, natural disasters, pandemics, governmental shutdown order, explosions, fires, or similarly cataclysmic occurrence, failure, shortage or unavailability of generating units, storage or transmission facilities, nonperformance by your local utility, or any change in law or any other action by a governmental authority that materially impairs our ability to perform our obligations under this contract. We will give you reasonably prompt notice of any Force Majeure occurrence.

Severability: Each provision of this contract is made subject to the maximum extent permitted by law. If any are held to be unenforceable or invalid by any arbitrator or court of competent jurisdiction, we will negotiate an equitable adjustment to or an amendment of the affected provisions with you with a view toward affecting the purpose of this contract. In this case, the validity and enforceability of the remaining provisions shall not be affected.

LIMITATIONS ON WARRANTY AND DAMAGES: THE ELECTRICITY PROVIDED



TERMS OF SERVICE FOR RESIDENTIAL AND SMALL COMMERCIAL ELECTRICITY SUPPLY

UNDER THIS CONTRACT WILL MEET THE QUALITY STANDARDS OF YOUR UTILITY. YOU UNDERSTAND AND AGREE THAT THERE ARE NO OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, ASSOCIATED WITH THE SERVICE PROVIDED BY US. WE HAVE NO LIABILITY FOR SERVICE INTERRUPTIONS NOR ANY ASSOCIATED LOSS OR DAMAGE RESULTING FROM SUCH INTERRUPTIONS. TO THE MAXIMUM EXTENT PERMITTED BY NEW HAMPSHIRE LAW, LIABILITIES NOT EXCUSED BY REASON OF FORCE MAJEURE OR OTHERWISE SHALL BE LIMITED TO DIRECT ACTUAL DAMAGES. WE WILL BEAR NO LIABILITY TO YOU OR ANY THIRD PARTY FOR CONSEQUENTIAL, PUNITIVE, INCIDENTAL, SPECIAL, EXEMPLARY OR OTHER INDIRECT DAMAGES OR LOST PROFITS. THE LIMITATIONS IMPOSED ON REMEDIES AND THE MEASURE OF DAMAGES ARE WITHOUT REGARD TO THE CAUSE OR CAUSES OF THE HARM OR LOSS, INCLUDING THE NEGLIGENCE OF ANY PARTY, WHETHER SUCH NEGLIGENCE BE SOLE, JOINT OR CONCURRENT, OR ACTIVE OR PASSIVE.

ARBITRATION AND WAIVER OF JURY

TRIAL: TO THE FULLEST EXTENT PERMITTED BY NEW HAMPSHIRE LAW, ANY DISPUTE, CONTROVERSY OR CLAIM ARISING OUT OF, RELATING TO OR IN CONNECTION WITH THIS CONTRACT, SHALL BE FINALLY RESOLVED BY ARBITRATION BEFORE THE AMERICAN ARBITRATION ASSOCIATION ("AAA") CONDUCTED UNDER THE AAA COMMERCIAL RULES AND THE CONSUMER-RELATED DISPUTES SUPPLEMENTARY PROCEDURES, OR, AT

THE ELECTION OF EITHER PARTY, BROUGHT AS A SMALL CLAIMS ACTION IN THE DISTRICT OR MUNICIPAL COURTS OF NEW HAMPSHIRE PURSUANT TO N.H. REV. STAT. ANN. CH. 503, IF THE DISPUTE OR CLAIM IS WITHIN THE SCOPE OF THE COURT'S JURISDICTION. BY ENTERING INTO THIS CONTRACT, YOU ARE GIVING UP YOUR RIGHTS TO SEEK REMEDIES IN COURT, OTHER THAN THROUGH A SMALL CLAIMS ACTION, AND THE RIGHT TO A JURY TRIAL. THE ABILITY TO CONDUCT DISCOVERY IN ARBITRATION IS LIMITED AND THE ARBITRATOR'S DECISION IS SUBJECT TO VERY LIMITED REVIEW BY COURTS. ARBITRATORS CAN AWARD THE SAME DAMAGES AND RELIEF THAT A COURT CAN AWARD. THE AAA SHALL HAVE THE POWER TO RULE ON ANY CHALLENGE TO ITS OWN JURISDICTION OR TO THE VALIDITY OR ENFORCEABILITY OF ANY PORTION OF THIS ARBITRATION PROVISION. THE PARTIES AGREE THAT ALL CLAIMS INCLUDING STATUTORY, STATE OR FEDERAL CLAIMS, MAY BE MADE SOLELY ON AN INDIVIDUAL BASIS, AND THAT THIS CONTRACT DOES NOT PERMIT CLASS ACTIONS, EITHER IN ARBITRATION OR THROUGH A COURT PROCEEDING. AAA MAY NOT CONSOLIDATE MORE THAN ONE PERSON'S CLAIMS, AND MAY NOT OTHERWISE PRESIDE OVER ANY FORM OF A REPRESENTATIVE OR CLASS PROCEEDING. IN THE EVENT THE PROHIBITION ON CLASS ARBITRATION IS DEEMED INVALID OR UNENFORCEABLE, THEN THE ENTIRETY OF THIS ARBITRATION PROVISION SHALL BE NULL AND VOID. JUDGMENT ON THE ARBITRATOR'S AWARD CAN BE



TERMS OF SERVICE FOR RESIDENTIAL AND SMALL COMMERCIAL ELECTRICITY SUPPLY

ENTERED IN ANY COURT HAVING JURISDICTION. THIS AGREEMENT EVIDENCES A TRANSACTION IN INTERSTATE COMMERCE, AND THUS THE FEDERAL ARBITRATION ACT GOVERNS THE INTERPRETATION AND ENFORCEMENT OF THIS PROVISION. THIS ARBITRATION PROVISION SHALL SURVIVE TERMINATION OF THIS AGREEMENT.

Other Provisions: This contract can change based on any future legislation, orders, rules, regulations or your local utility tariff, independent system operator or policy changes. This contract is made and shall be construed in accordance with the laws of New Hampshire. There are no third party beneficiaries to this contract. This contract is binding upon us and you, as well as any successors or legal assigns. Failure to exercise any right we have under this contract should not be considered as a waiver of the right to exercise any such right at a later date. The headings and Summary of Important Information chart in this contract are for reference only and do not affect the interpretation of this contract.

NRG-NH-PEV01-2023-9-07

ATTACHMENT H

SURETY RIDER

To be attached to and form a part of

Bond No. 612409780

Type of

Bond: License Bond

dated

effective 05/29/2015
(MONTH-DAY-YEAR)

executed by Reliant Energy Northeast LLC
(PRINCIPAL)

, as Principal,

and by United States Fire Insurance Company

, as Surety,

in favor of New Hampshire Public Utilities Commission
(OBLIGEE)

in consideration of the mutual agreements herein contained the Principal and the Surety hereby consent to changing
Bond to add below language:

The financial security instrument must have no right of cancellation during the initial
effective term of the financial security instrument stated in the Puc 2003-03(a) (6)

Nothing herein contained shall vary, alter or extend any provision or condition of this bond except as herein expressly stated.

This rider


is effective 08/28/2023
(MONTH-DAY-YEAR)

Signed and Sealed 08/28/2023
(MONTH-DAY-YEAR)

Reliant Energy Northeast LLC
(PRINCIPAL)

By: _____
(PRINCIPAL)

United States Fire Insurance Company
(SURETY)

By: 
(ATTORNEY-IN-FACT) Mark W. Edwards, II

**POWER OF ATTORNEY
UNITED STATES FIRE INSURANCE COMPANY
PRINCIPAL OFFICE - MORRISTOWN, NEW JERSEY**

KNOW ALL MEN BY THESE PRESENTS: That United States Fire Insurance Company, a corporation duly organized and existing under the laws of the state of Delaware, has made, constituted and appointed, and does hereby make, constitute and appoint:

Mark W. Edwards, II; Jeffrey M. Wilson; Anna Childress; William M. Smith; Alisa B. Ferris; Richard H. Mitchell; Robert R. Freel

each, its true and lawful Attorney(s)-In-Fact, with full power and authority hereby conferred in its name, place and stead, to execute, acknowledge and deliver: Any and all bonds and undertakings of surety and other documents that the ordinary course of surety business may require, and to bind United States Fire Insurance Company thereby as fully and to the same extent as if such bonds or undertakings had been duly executed and acknowledged by the regularly elected officers of United States Fire Insurance Company at its principal office, in amounts or penalties: **One Hundred Twenty Five Million Eight Hundred Thousand Dollars (\$125,800,000)**

This Power of Attorney limits the act of those named therein to the bonds and undertakings specifically named therein, and they have no authority to bind United States Fire Insurance Company except in the manner and to the extent therein stated.

This Power of Attorney revokes all previous Powers of Attorney issued on behalf of the Attorneys-In-Fact named above.

This Power of Attorney is granted pursuant to Article IV of the By-Laws of United States Fire Insurance Company as now in full force and effect, and consistent with Article III thereof, which Articles provide, in pertinent part:

Article IV, Execution of Instruments - Except as the Board of Directors may authorize by resolution, the Chairman of the Board, President, any Vice-President, any Assistant Vice President, the Secretary, or any Assistant Secretary shall have power on behalf of the Corporation:

(a) to execute, affix the corporate seal manually or by facsimile to, acknowledge, verify and deliver any contracts, obligations, instruments and documents whatsoever in connection with its business including, without limiting the foregoing, any bonds, guarantees, undertakings, recognizances, powers of attorney or revocations of any powers of attorney, stipulations, policies of insurance, deeds, leases, mortgages, releases, satisfactions and agency agreements;

(b) to appoint, in writing, one or more persons for any or all of the purposes mentioned in the preceding paragraph (a), including affixing the seal of the Corporation.

Article III, Officers, Section 3.11, Facsimile Signatures. The signature of any officer authorized by the Corporation to sign any bonds, guarantees, undertakings, recognizances, stipulations, powers of attorney or revocations of any powers of attorney and policies of insurance issued by the Corporation may be printed, facsimile, lithographed or otherwise produced. In addition, if and as authorized by the Board of Directors, dividend warrants or checks, or other numerous instruments similar to one another in form, may be signed by the facsimile signature or signatures, lithographed or otherwise produced, of such officer or officers of the Corporation as from time to time may be authorized to sign such instruments on behalf of the Corporation. The Corporation may continue to use for the purposes herein stated the facsimile signature of any person or persons who shall have been such officer or officers of the Corporation, notwithstanding the fact that he may have ceased to be such at the time when such instruments shall be issued.

IN WITNESS WHEREOF, United States Fire Insurance Company has caused these presents to be signed and attested by its appropriate officer and its corporate seal hereunto affixed this 28th day of September, 2021.

UNITED STATES FIRE INSURANCE COMPANY

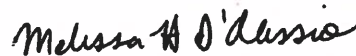
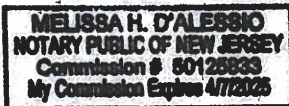


Matthew E. Lubin, President



State of New Jersey }
County of Morris }

On this 28th day of September, 2021, before me, a Notary public of the State of New Jersey, came the above named officer of United States Fire Insurance Company, to me personally known to be the individual and officer described herein, and acknowledged that he executed the foregoing instrument and affixed the seal of United States Fire Insurance Company thereto by the authority of his office.



Melissa H. D'Alessio (Notary Public)

I, the undersigned officer of United States Fire Insurance Company, a Delaware corporation, do hereby certify that the original Power of Attorney of which the foregoing is a full, true and correct copy is still in force and effect and has not been revoked.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the corporate seal of United States Fire Insurance Company on the 28th day of August, 2023.

UNITED STATES FIRE INSURANCE COMPANY



Michael C. Fay, Senior Vice President



SURETY RIDER

To be attached to and form a part of

Bond No. 612409780

Type of

Bond: License Bond

dated

effective 05/29/2015
(MONTH-DAY-YEAR)

executed by Reliant Energy Northeast LLC
(PRINCIPAL)

, as Principal,

and by United States Fire Insurance Company

, as Surety,

in favor of New Hampshire Public Utilities Commission
(OBLIGEE)

in consideration of the mutual agreements herein contained the Principal and the Surety hereby consent to changing
Bond to extend to September 15, 2027

Nothing herein contained shall vary, alter or extend any provision or condition of this bond except as herein expressly stated.

This rider

is effective 08/28/2023
(MONTH-DAY-YEAR)

Signed and Sealed 08/28/2023
(MONTH-DAY-YEAR)

Reliant Energy Northeast LLC
(PRINCIPAL)

By: _____
(PRINCIPAL)

United States Fire Insurance Company
(SURETY)

By: 
(ATTORNEY-IN-FACT) Mark W. Edwards, II

**POWER OF ATTORNEY
UNITED STATES FIRE INSURANCE COMPANY
PRINCIPAL OFFICE - MORRISTOWN, NEW JERSEY**

KNOW ALL MEN BY THESE PRESENTS: That United States Fire Insurance Company, a corporation duly organized and existing under the laws of the state of Delaware, has made, constituted and appointed, and does hereby make, constitute and appoint:

Mark W. Edwards, II; Jeffrey M. Wilson; Anna Childress; William M. Smith; Alisa B. Ferris; Richard H. Mitchell; Robert R. Freel

each, its true and lawful Attorney(s)-In-Fact, with full power and authority hereby conferred in its name, place and stead, to execute, acknowledge and deliver: Any and all bonds and undertakings of surety and other documents that the ordinary course of surety business may require, and to bind United States Fire Insurance Company thereby as fully and to the same extent as if such bonds or undertakings had been duly executed and acknowledged by the regularly elected officers of United States Fire Insurance Company at its principal office, in amounts or penalties: **One Hundred Twenty Five Million Eight Hundred Thousand Dollars (\$125,800,000)**

This Power of Attorney limits the act of those named therein to the bonds and undertakings specifically named therein, and they have no authority to bind United States Fire Insurance Company except in the manner and to the extent therein stated.

This Power of Attorney revokes all previous Powers of Attorney issued on behalf of the Attorneys-In-Fact named above.

This Power of Attorney is granted pursuant to Article IV of the By-Laws of United States Fire Insurance Company as now in full force and effect, and consistent with Article III thereof, which Articles provide, in pertinent part:

Article IV, Execution of Instruments - Except as the Board of Directors may authorize by resolution, the Chairman of the Board, President, any Vice-President, any Assistant Vice President, the Secretary, or any Assistant Secretary shall have power on behalf of the Corporation:

- (a) to execute, affix the corporate seal manually or by facsimile to, acknowledge, verify and deliver any contracts, obligations, instruments and documents whatsoever in connection with its business including, without limiting the foregoing, any bonds, guarantees, undertakings, recognizances, powers of attorney or revocations of any powers of attorney, stipulations, policies of insurance, deeds, leases, mortgages, releases, satisfactions and agency agreements;
- (b) to appoint, in writing, one or more persons for any or all of the purposes mentioned in the preceding paragraph (a), including affixing the seal of the Corporation.

Article III, Officers, Section 3.11, Facsimile Signatures. The signature of any officer authorized by the Corporation to sign any bonds, guarantees, undertakings, recognizances, stipulations, powers of attorney or revocations of any powers of attorney and policies of insurance issued by the Corporation may be printed, facsimile, lithographed or otherwise produced. In addition, if and as authorized by the Board of Directors, dividend warrants or checks, or other numerous instruments similar to one another in form, may be signed by the facsimile signature or signatures, lithographed or otherwise produced, of such officer or officers of the Corporation as from time to time may be authorized to sign such instruments on behalf of the Corporation. The Corporation may continue to use for the purposes herein stated the facsimile signature of any person or persons who shall have been such officer or officers of the Corporation, notwithstanding the fact that he may have ceased to be such at the time when such instruments shall be issued.

IN WITNESS WHEREOF, United States Fire Insurance Company has caused these presents to be signed and attested by its appropriate officer and its corporate seal hereunto affixed this 28th day of September, 2021.

UNITED STATES FIRE INSURANCE COMPANY



Matthew E. Lubin, President

State of New Jersey }
County of Morris }

On this 28th day of September, 2021, before me, a Notary public of the State of New Jersey, came the above named officer of United States Fire Insurance Company, to me personally known to be the individual and officer described herein, and acknowledged that he executed the foregoing instrument and affixed the seal of United States Fire Insurance Company thereto by the authority of his office.



Melissa H. D'Alessio (Notary Public)

I, the undersigned officer of United States Fire Insurance Company, a Delaware corporation, do hereby certify that the original Power of Attorney of which the foregoing is a full, true and correct copy is still in force and effect and has not been revoked.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the corporate seal of United States Fire Insurance Company on the 28th day of August, 2021

UNITED STATES FIRE INSURANCE COMPANY



Michael C. Fay, Senior Vice President

This Continuation Certificate supersedes and replaces the prior Continuation Certificate previously issued for Bond #612409780

CONTINUATION CERTIFICATE

The United States Fire Insurance Company of 305 Madison Avenue, Morristown, NJ 07960 (hereinafter called the Surety) hereby continues in force its Bond No. 612409780 in the sum of One Hundred Thousand Dollars and 00/100 (\$100,000.00) Dollars, on

behalf of Reliant Energy Northeast LLC

in favor of New Hampshire Public Utilities Commission

subject to all the conditions and terms thereof through September 15, 2027 at location of risk.

This Continuation is executed upon the express condition that the Surety's liability shall not be cumulative and shall be limited at all times by the amount of the penalty stated in the bond.

IN WITNESS WHEREOF, the Surety has caused this instrument to be signed by its duly authorized Attorney-in-Fact and its corporate seal to be hereto affixed this 28th day of August, 2023.

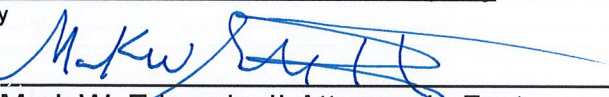
Reliant Energy Northeast LLC

Principal

By: _____

United States Fire Insurance Company

Surety

By: 

Mark W. Edwards, II-Attorney-in-Fact

**POWER OF ATTORNEY
UNITED STATES FIRE INSURANCE COMPANY
PRINCIPAL OFFICE - MORRISTOWN, NEW JERSEY**

KNOW ALL MEN BY THESE PRESENTS: That United States Fire Insurance Company, a corporation duly organized and existing under the laws of the state of Delaware, has made, constituted and appointed, and does hereby make, constitute and appoint:

Mark W. Edwards, II; Jeffrey M. Wilson; Anna Childress; William M. Smith; Alisa B. Ferris; Richard H. Mitchell; Robert R. Freel

each, its true and lawful Attorney(s)-In-Fact, with full power and authority hereby conferred in its name, place and stead, to execute, acknowledge and deliver: Any and all bonds and undertakings of surety and other documents that the ordinary course of surety business may require, and to bind United States Fire Insurance Company thereby as fully and to the same extent as if such bonds or undertakings had been duly executed and acknowledged by the regularly elected officers of United States Fire Insurance Company at its principal office, in amounts or penalties: **One Hundred Twenty Five Million Eight Hundred Thousand Dollars (\$125,800,000)**

This Power of Attorney limits the act of those named therein to the bonds and undertakings specifically named therein, and they have no authority to bind United States Fire Insurance Company except in the manner and to the extent therein stated.

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This Power of Attorney is granted pursuant to Article IV of the By-Laws of United States Fire Insurance Company as now in full force and effect, and consistent with Article III thereof, which Articles provide, in pertinent part:

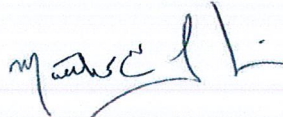
Article IV, Execution of Instruments - Except as the Board of Directors may authorize by resolution, the Chairman of the Board, President, any Vice-President, any Assistant Vice President, the Secretary, or any Assistant Secretary shall have power on behalf of the Corporation:

- (a) to execute, affix the corporate seal manually or by facsimile to, acknowledge, verify and deliver any contracts, obligations, instruments and documents whatsoever in connection with its business including, without limiting the foregoing, any bonds, guarantees, undertakings, recognizances, powers of attorney or revocations of any powers of attorney, stipulations, policies of insurance, deeds, leases, mortgages, releases, satisfactions and agency agreements;
- (b) to appoint, in writing, one or more persons for any or all of the purposes mentioned in the preceding paragraph (a), including affixing the seal of the Corporation.

Article III, Officers, Section 3.11, Facsimile Signatures. The signature of any officer authorized by the Corporation to sign any bonds, guarantees, undertakings, recognizances, stipulations, powers of attorney or revocations of any powers of attorney and policies of insurance issued by the Corporation may be printed, facsimile, lithographed or otherwise produced. In addition, if and as authorized by the Board of Directors, dividend warrants or checks, or other numerous instruments similar to one another in form, may be signed by the facsimile signature or signatures, lithographed or otherwise produced, of such officer or officers of the Corporation as from time to time may be authorized to sign such instruments on behalf of the Corporation. The Corporation may continue to use for the purposes herein stated the facsimile signature of any person or persons who shall have been such officer or officers of the Corporation, notwithstanding the fact that he may have ceased to be such at the time when such instruments shall be issued.

IN WITNESS WHEREOF, United States Fire Insurance Company has caused these presents to be signed and attested by its appropriate officer and its corporate seal hereunto affixed this 28th day of September, 2021.

UNITED STATES FIRE INSURANCE COMPANY

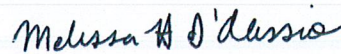


Matthew E. Lubin, President



State of New Jersey }
County of Morris }

On this 28th day of September, 2021, before me, a Notary public of the State of New Jersey, came the above named officer of United States Fire Insurance Company, to me personally known to be the individual and officer described herein, and acknowledged that he executed the foregoing instrument and affixed the seal of United States Fire Insurance Company thereto by the authority of his office.

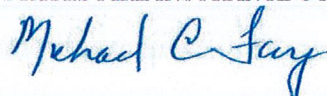


Melissa H. D'Alessio (Notary Public)

I, the undersigned officer of United States Fire Insurance Company, a Delaware corporation, do hereby certify that the original Power of Attorney of which the foregoing is a full, true and correct copy is still in force and effect and has not been revoked.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the corporate seal of United States Fire Insurance Company on the 28th day of August, 2023

UNITED STATES FIRE INSURANCE COMPANY



Michael C. Fay, Senior Vice President

