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**Diana Huallpa**

Galveston County Community Services  
722 Moody Ave  
Galveston, TX 77550

Re: 2026 Letter Agreement for NRG's Bill Assistance Program called Customer Assistance and Relief for Electricity ("NRG CARE Program")

Dear Diana Huallpa

Reliant Energy Retail Services, LLC (Reliant) is a certified Retail Electric Provider serving residential customers in the Texas ERCOT Market and is required to establish and maintain an energy assistance program in accordance with the rules and regulations of the Public Utility Commission of Texas. As an affiliate of NRG Energy, Inc. ("NRG"), Reliant offers **Galveston County Community Services** ("Agency") the ability to participate in the NRG CARE Program. The Agency has a proven record of managing energy assistance and relief programs and is capable of processing customer payment assistance in an efficient, effective manner.

Reliant allocates funding to support the NRG CARE Program that encompasses the following Retail Electric Providers that are entities owned by NRG ('NRG Affiliates') who serve residential customers in the Texas ERCOT Market: **Reliant Energy Retail Services, LLC ("Reliant")**, **Direct Energy LP ("Direct Energy")**, **Stream SPE, Ltd ("Stream")**, **US Retailers, LLC dba DISCOUNT POWER ("Discount Power")**, **US Retailers, LLC dba CIRRO Energy ("Cirro Energy")**, **XOOM Energy Texas, LLC ("Xoom Energy")**, and **Green Mountain Energy Company ("Green Mountain Energy")**. NRG has invited Agency to participate in the annual NRG CARE Program subject to the terms outlined in this letter agreement. Previous carryover funds Agency retains now fall under this Letter agreement effective January 1st 2026.

The purpose of these contributions is to provide funding for energy assistance payments to NRG Affiliates' customers. The funds contributed for energy assistance payments must be deposited in a depository bank account held in trust for the NRG CARE Program. The Agency will not discriminate during the distribution of NRG CARE funds because of race, creed, color, national origin, ancestry, sex, marital status, lawful source of income, level of income, disability, financial status, and location of customer in an economically distressed geographic area.



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Agency will accept program applications from potential recipients and qualify customers as eligible recipients in accordance with the following NRG CARE program requirements:

- Each recipient of NRG CARE contributions must be a customer with an active account under one of the following NRG affiliates:
  - Reliant Energy
  - Direct Energy
  - Stream
  - Discount Power
  - Xoom Energy
  - Green Mountain Energy
  - Cirro Energy
- The recipient's name must match the customer account name on the bill, or be requested by an authorized user on the customer's account
- Each recipient should be notified that the contributions are from the NRG CARE Program.
- A customer on a prepaid service plan is eligible for NRG CARE assistance payments "Pledges".
- The maximum annual customer assistance payment limit is \$600.00 per calendar year
- Pledge payments using NRG CARE funds can be used to pay a Deposit
- Pledge payments using NRG CARE funds can be used to pay fees charged by the NRG Affiliates or by the Transmission Distribution Utility "TDU"
- Recipients of NRG CARE contributions are eligible to receive multiple assistance payments on their account if the cumulative amount does not exceed the maximum annual payment limit of \$600.00 in accordance with the Agency hardship criteria.

#### **Agency Program Guidelines:**

- Agency will distribute and discuss program guidelines in a training session with all volunteers and staff.
- Agency qualifies active NRG Affiliate customer.
- Agency utilizes the NRG Agency Portal to make inquiries and/or pledges on behalf of the customer at [agencyportal.nrg.com/AgencyPortal](http://agencyportal.nrg.com/AgencyPortal)



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- Agency remits payment within 45 days from the pledge date to NRG Affiliates and includes documentation with Customer Name, Customer Account number and Pledge Payment Amount that denotes NRG CARE payment. Payment can be sent by check or ACH:
  - o **If paying by ACH**, payment advice should be emailed to Credit Operations – Agency Assistance: Email: [CreditOpsAgency@nrg.com](mailto:CreditOpsAgency@nrg.com)
  - o **If paying by check**, mail check and documentation to the Payment Remittance Address:

**Reliant Energy Retail Services, LLC**

P. O. Box 1046  
Houston, Texas 77251-1046

Attn: Agency Assistance

**U.S. Retailers, LLC – Discount Power**

P. O. Box 3587  
Houston, Texas 77253-3587

Attn: Agency Assistance

**U.S. Retailers, LLC – CIRRO**

P. O. Box 3188  
Houston, Texas 77253-3188

Attn: Agency Assistance

**Green Mountain Energy Company**

P. O. Box 1509  
Houston, Texas 77251-1509

Attn: Agency Assistance

**Stream SPE, Ltd.**

P. O. Box 3367  
Houston, Texas 77253-3367

Attn: Agency Assistance

**XOOM Energy Texas, LTD**

P. O. Box 3916  
Houston, Texas 77251-3916

Attn: Agency Assistance

**Direct Energy LP**

P. O. Box 2349  
Houston, Texas 77253-2349

Attn: Agency Assistance

- Agency must submit a monthly report form no later than the 10<sup>th</sup> of each month to NRG via email, recording activity and balance of funds **regardless if funds were distributed or not**. To qualify for additional funding under the annual NRG CARE Program, agencies must submit their monthly report excel workbook.
  - o **Email monthly report to:** Diana Barahona at [nrcareprogram@nrg.com](mailto:nrcareprogram@nrg.com)
- Additional Agency funding opportunity under the annual NRG CARE program is determined solely by NRG and is based on the need of customers served by the Agency, Agency's utilization of current and previous funds and accurate timely reporting as well as the availability of NRG CARE funds. Agency may request additional NRG CARE Program funds when Agency has pledged or utilized 75% of the contributed funds. Additional contributions are subject to the NRG CARE Program funds available at time of request.



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- Agency must also keep records of all transactions relating to the distribution of NRG CARE contributions for a period of 2 year(s) and will allow NRG full access during normal business hours to inspect, audit or reproduce all such records and books of related to this agreement.
- NRG can terminate this agreement at any time during the year by providing 30 days advance written notice to Agency. Agency must take all necessary action outlined in the termination notice to conclude the program work. In the event Agency's participation in the NRG CARE Program is terminated for any reason, all remaining funds that are not utilized or pledged for qualifying customers must be returned to NRG via check or ACH transaction within 45 days of the date of termination.
- All NRG Care Program funds that are not utilized or pledged to aid qualifying customers by the end of the calendar year, will be eligible to rollover to the next NRG CARE Program year. To acknowledge your agreement to and acceptance of the terms and conditions outlined in this letter please sign below. Keep a copy for your records and return a copy to NRG via email to [nrgcareprogram@nrg.com](mailto:nrgcareprogram@nrg.com)

Sincerely,

Michele Glover

Senior Manager, Accounts Receivable Management

Continuous Improvement and CARE Program

AGREED AND ACCEPTED

By: \_\_\_\_\_

Date: \_\_\_\_\_

Name:

Title:

Agency Name: