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Frequently Asked Questions

Reliant EcoShare℠

Q. How does the carbon offset component of Reliant EcoShare℠ work?

A. Reliant will purchase and retire carbon offsets equal to the participation level you select to reduce an equivalent portion of your carbon footprint.

Q. What is the difference between a carbon offset and a renewable energy credit/certificate?

A. They are both tools that have been developed to help companies and individuals reduce their impact on the environment, particularly in terms of global climate change. They have different approaches. Renewable Energy Credits help support clean energy by providing an extra incentive for the production of renewable energy. Carbon offsets focus on reducing or avoiding greenhouse gas emissions, by supporting a variety of projects that are certified to keep greenhouse gases from entering the atmosphere.

Q. Can I cancel or change my Reliant EcoShare℠ participation at any time?

A. Yes you can cancel your Reliant EcoShare℠ Program level at any time. You also have the flexibility to change contribution levels at any time. However, it can take up to two billing cycles the change to be reflected on your monthly billing.

Q. What if I am on a 100% Wind Plan, or a Secure Plan with 20% Wind, can I participate in the Reliant EcoShare℠ Program?

A. You are still eligible to participate in the Reliant EcoShare℠ Program.

Q. If I am enrolled on a 100% Wind Plan, or a Secure Plan with 20% Wind, why would I want to participate in the Reliant EcoShare℠ Program?

A. Combining a 100% Wind Plan with Reliant EcoShare℠ provides an excellent solution to support a cleaner environment by promoting renewable generation and by offsetting a potion of your carbon footprint.

Q. Are my Reliant EcoShare℠ payments or EarthShare of Texas® donations through Reliant EcoShare℠ tax deductible?

A. No, the donation is not tax deductible. If you have additional tax inquiries, please consult your tax adviser.

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Q. How can I see where my money is going? How can I track my carbon offset?

A. You can find more information on Reliant EcoShare℠ by going to the Reliant EcoShare℠ page on reliant.com. You will also receive communications on the program as well as an annual program summary including how much carbon was offset on your behalf.

Q. How much of the donation to EarthShare of Texas® reaches organizations?

A. Reliant pays for the program's administrative costs to ensure that 100% of the $1 or $2 donation, depending on your participation level, is distributed across the EarthShare of Texas® member organizations to support environmental efforts in Texas.

Q. What type of organizations does my EarthShare of Texas® donation go to?

A. EarthShare of Texas® provides funding to more than 30 environmental organizations active in Texas, such as the Children's Environmental Health Institute, Clean Water Fund of Texas, and the Texas Parks & Wildlife Foundation. Other organizations can be found on the EarthShare of Texas® – Who We Support page: www.earthshare-texas.org/

Q. Why is Reliant offering Reliant EcoShare℠?

A. Reliant believes in offering customers a range of service options to fit their individual needs. Reliant EcoShare℠ provides customers a new option to support the environment for a fixed monthly price. Reliant also offers a variety of 100% Wind Plans and a Solar and Wind Buyback Program for customers with solar panels or wind turbines installed at their homes.

Q. How does Reliant select the types of carbon offsets to purchase and retire as part of the Reliant EcoShare℠ Program?

A. Reliant purchases and retires carbon offsets approved by respected certification agencies such as the Climate Action Reserve and the Voluntary Carbon Standard. All carbon offsets are from sources that meet four criteria:

- Measurable: The emissions reductions are quantified by scientifically sound best practices.
- Additional: Reductions would not happen under business as usual, that is, as a part of normal economic activity or if mandated by law or statute.
- Permanent: Reductions are not subject to loss over time or easily reversed.
- Real: The emission benefits have already occurred not may occur in the future.

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