



an NRG company

Terms of Service: Reliant Degrees of Difference with Manual Thermostats Program

The Reliant Degrees of Difference with Manual Thermostats Program is a program that enables you to make changes to your electricity usage during specified reduction periods (each, a "Degrees of Difference Event") and gives you the opportunity to earn bill credits for reductions in your usage. Participation in the Degrees of Difference with Manual Thermostats Program is optional and will not impact your agreement to purchase electricity service from Reliant.

Degrees of Difference with Manual Thermostats Program Eligibility Requirements:

1. Must be a Reliant account holder enrolled on a qualifying electricity plan at the time of any Reliant Degrees of Difference Event.
2. Must have a smart meter at the account service address.

Program Details:

Once you have signed up for the Reliant Degrees of Difference with Manual Thermostats Program and agreed to these Terms of Service, you will receive notification the day before a Degrees of Difference Event informing you of the event start and finish times. You can earn bill credits from Reliant by reducing electricity usage during the Degrees of Difference Event. If you successfully reduce your electricity usage (as calculated by Reliant) during the Degrees of Difference Event, you will receive a bill credit on your Reliant bill equal to \$0.60 per kWh reduced (a "Degrees of Difference Bill Credit") within one to two billing cycles of the Degrees of Difference Event.

In calculating the Degrees of Difference Bill Credit amount, Reliant will determine your usage reduction by comparing actual kWh usage during the hours of the Degrees of Difference Event to your typical usage for that time of day. This typical usage is the average usage at that time over the prior five weekdays.

Enrollment in the Degrees of Difference with Manual Thermostats Program requires you to provide and maintain a valid cell phone number and/or email address. We will use email and/or text message to communicate essential program information to you. You are responsible for updating your contact information. In the event that your contact information is no longer valid, you may not receive credit for participation in a Degrees of Difference Event. If Reliant is unable to validate your contact information you may not receive program notifications, including Degrees of Difference Event notifications. You may text STOP to 697697 to unsubscribe from all text alerts you have set up through your Reliant account.

Your enrollment in the Degrees of Difference with Manual Thermostats Program will continue until your retail electricity service with Reliant is discontinued or you enroll in an ineligible electricity plan; your enrollment will continue if you change Reliant electricity plans or move to a new service address, provided you continue to meet program requirements. To cancel your Degrees of Difference with Manual Thermostats Program participation at any time, call Reliant at 1-866-222-7100.

Reliant reserves the right to cancel or modify the Degrees of Difference with Manual Thermostats Program at any time. Enrollment on the program does not guarantee that you will receive a Degrees of Difference Bill Credit. Degrees of Difference Bill Credits are provided only for reduced electricity usage during specified Degrees of Difference Events. Your Reliant electricity account must be active at the time of Degrees of Difference Bill Credit award to receive the Degrees of Difference Bill Credit. Degrees of Difference Bill Credits are not redeemable for cash. The Degrees of Difference with Manual Thermostats Program is not available to Reliant customers participating in the Degrees of Difference with Smart Thermostats Program. This program is not available for customers enrolled in a prepaid electricity plan.

Limitation of Liability; Disclaimer of Warranties

Except as otherwise set forth in these Terms and Conditions, Reliant makes no representations or warranties regarding the Degrees of Difference with Manual Thermostats Program, express or implied, including but not limited to the occurrence of any Degrees of Difference Event(s), merchantability, and fitness for a particular purpose. Reliant will not be liable for damages associated with any delay or failure to perform as a result of a force majeure event that prevents us from performing our obligations in whole or in part. Reliant shall not be liable for any indirect, special, consequential, incidental or punitive damages from claims arising under this program.