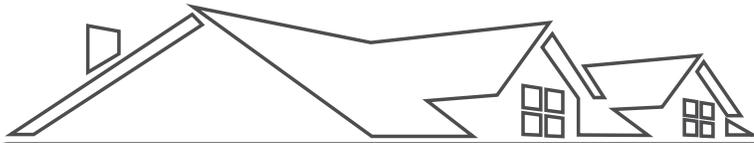
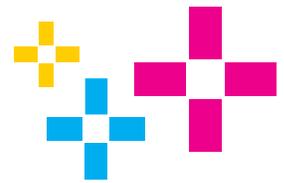


Home Energy Snapshot

As of 11/2013



1234 Wisteria Lane

Year Built: 1980-1985 | Size: 1,900-2100 sq ft | Heat: Elec./Gas

Your home's electricity usage was about average over the last year. We compared your home's electricity usage in kilowatt-hours per square foot to others in your area with similar features and types of heat.

At Reliant, we want to help you get the most out of your electricity. Let's look at what affects your usage and how you can influence it.

Medium

Electricity Usage



Low

Medium

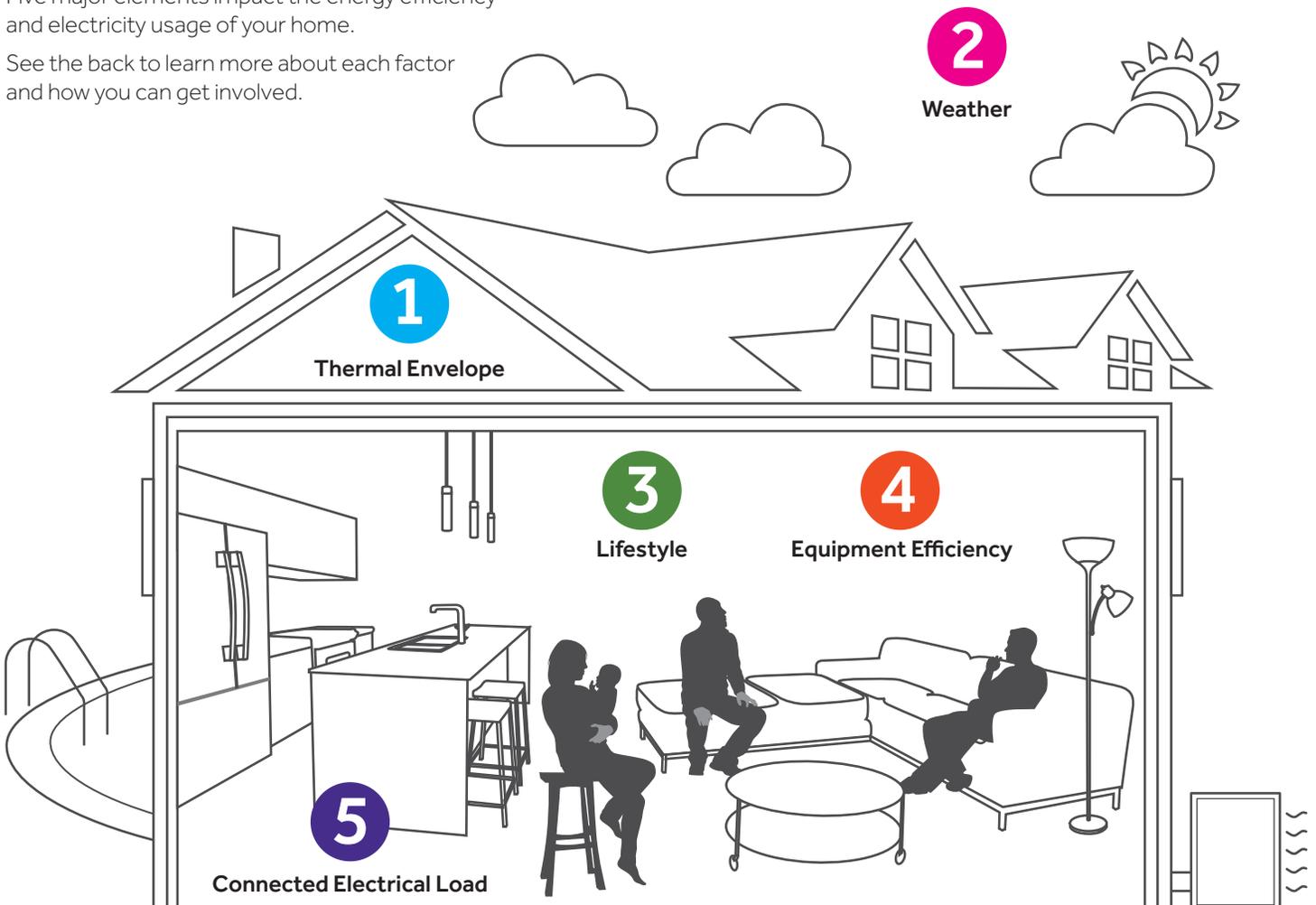
High

In Your Area

Five Factors

Five major elements impact the energy efficiency and electricity usage of your home.

See the back to learn more about each factor and how you can get involved.



1 Thermal Envelope

This is everything that separates the inside of your house from the outside – insulation, doors, windows, roof and walls. It keeps out the effects of weather and temperature. Maintaining the integrity of your envelope is all about keeping the outside out.

How you can improve

An attic tent, available at your home improvement store, can help keep the heat in your attic where it belongs.

Reliant can help

Professionals from NRG Home Services, part of the NRG family of companies, can make sure you have sufficient R30 insulation in your attic. **1.844.233.7772**

2 Weather

You simply can't control the weather, but you can control how much it impacts your comfort inside. Keeping the elements out while keeping your preferred climate in is essential to maintaining energy efficiency for your home. But, it's not just about sealing up. Adapting your lifestyle to the season can help a lot, but the biggest way to combat the elements is with a secure thermal envelope.

How you can improve

Reinforce the seals around your doors and windows. Weather stripping and caulk can help protect your comfort zone. So can a few shade trees on the east and west side of your home.

Reliant can help

NRG Home Services, part of the NRG family of companies, offers a variety of home maintenance plans, including for your AC and heating system, to help keep your home's most critical systems running smoothly year round. **1.844.233.7772**

3 Lifestyle

The choices you make every day impact your home's energy usage. Do you keep it pretty chilly in the house? How many people live there? Do you keep your drapes open because you love natural light? Our lives impact our electricity usage as much as electricity impacts our lives.

How you can improve

Raise your thermostat setting four degrees for every four hours you'll be away from your home. And, run back-to-back loads of laundry to use saved heat in your dryer. Check out reliant.com/reduce for more tips.

Reliant can help

Do you have specific questions about how you can improve your usage? Reliant has Energy Experts to help you make the best choices for your home and budget. They're available from 7 a.m. to 7 p.m. CST. **1.888.EEXPERT**

4 Equipment Efficiency

Your home is only as energy efficient as the systems that run it. AC, water heaters, stoves and major appliances are all critical to your home and affect your home's electricity usage. Age, efficiency, placement and condition of these larger appliances are key considerations.

How you can improve

Programmable and learning thermostats can ensure your home reaches an ideal temperature as efficiently as possible. Newer appliances are generally more efficient, but if you have older equipment, help it work better by keeping it clear of hot spots like the stove or the garage.

Reliant can help

A multi-point tune-up from a certified technician can help ensure your AC and heating system is performing at its best. reliant.com/tuneup

5 Connected Electrical Load

Everything that's plugged in uses electricity. From coffee makers to phone chargers, lamps to laptops; they all need power. Some gadgets are always on, drawing power even when they're not in use.

How you can improve

Unplug appliances with a stand-by mode when you know they won't be used for a long time.

Reliant can help

Smart plugs can help prevent wasting electricity. Reliant has these and many other tools to help you conserve. reliant.com/hecontrol

As you can see, each factor influences the others. By understanding them and how you interact with them, you'll have the power to better control your usage. Here are some helpful insights, from Arcadio, one of our Energy Experts. youtube.com/reliantenergy

QUESTIONS? We're here to help. Call us at **1.888.EEXPERT** Monday - Friday, 8a.m. - 5p.m.

SERVICE? NRG Home Services, part of the NRG family of companies, provides prescreened and certified professionals who can help you make your home more efficient. Call them at **1.844.233.7772** to schedule your service, and provide promo code HEC15OFF to get a 15% discount.



*Services provided by NRG Home Services, TA CLB23923E, MPL24238 Timothy Armstrong, TECL27482. Regulated by the Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, TX 78711 (1.800.803.9202/512.463.6599) and Texas State Board of Plumbing Examiners, P.O. Box 4200, Austin, TX 78765 (1.800.845.6584/512.936.5249).

In-Home Consultation is only available to Reliant residential customers who are single-family homeowners within the Greater Houston and Dallas/Fort Worth metropolitan areas. Limited to one consultation annually; terms and conditions apply. Scheduling is based on availability.

Reliant is a registered servicemark of Reliant Energy Retail Holdings, LLC. Reliant Energy Retail Services, LLC (PUCT Certificate #10007). © 2015 Reliant Energy Retail Holdings, LLC. All rights reserved. 325374