

Attachment A

Sample Customer Notices



P.O. Box 180
Tulsa, OK 74101-0180

[Redacted]

Amherst, NH 03031-0117



Account Number: [Redacted]
Dear [Redacted]

Important Information About NRG Energy Inc.'s Acquisition of Direct Energy from Centrica, PLC

Thank you for being a valued customer of Direct Energy. We want to inform you of corporate ownership changes that are expected to occur in the next few weeks. Direct Energy is being acquired by NRG Energy, Inc., which is a Fortune 500 integrated energy company that has been serving customers for more than 20 years.

No action is required by you. Once the acquisition is completed, Direct Energy will continue to serve as your electric retail supplier and will still appear on your utility bill for your supply-related charges. This change will not affect your electricity price or the terms and conditions of your agreement.

If you have any questions, please contact Direct Energy Customer Care at 1-866-348-4193 for more information.

Sincerely,

Direct Energy
Customer Relations
866.348.4193
Message us or live chat via MyAccount (myaccount.directenergy.com)
Monday - Friday, 8:00 a.m. - 6:00 p.m. EST



November 9, 2020

<<Company>>
<<Contact>>
<<Address 1>>
<<Address 2>>
<<City>>, <<State>> <<Zip>>

Important Information About NRG Energy Inc.'s Acquisition of Direct Energy from Centrica, plc

Thank you for trusting us with your energy supply. We are following up on an announcement we made back in July about NRG Energy Inc.'s intent to acquire Direct Energy from Centrica, plc. Together, Direct Energy and NRG Energy will form one of North America's largest retail energy providers. With our combined deep experience in the energy industry, innovative solutions and services and significant natural gas and power wholesale expertise, this acquisition will allow us to better serve customers like you.

What does this purchase mean for my business?

This letter is to remind you that the acquisition of Direct Energy by NRG Energy is a stock purchase at the holding company level, not an asset purchase. This means that **your contract, price, terms and conditions and service with Direct Energy Business will remain completely intact with no interruption** and you will continue to receive a Direct Energy Business invoice or see a line item for our supply charges on your local distribution utility invoice. **No action is required on your part**, but you can be assured of our continued commitment to serve your business, with all aspects of your relationship with us remaining the same—including the high level of service you've come to expect.

Who is NRG?

NRG Energy is a Fortune 500 company that generates electricity and provides energy solutions and natural gas to more than 3.7 million residential, small business, and commercial and industrial customers through a diverse portfolio of retail brands that operate in the United States and Canada. NRG Energy delivers innovative solutions while advocating for competitive energy markets and customer choice and working toward a sustainable energy future.

We are excited about the great opportunity that this acquisition presents and the benefits we can provide as a combined company to our customers and partners. We look forward to sharing our progress with you in the coming months, as new information becomes available. Thank you for trusting us with your energy supply and services.

Sincerely,

Direct Energy Business
Customer Relations
888.925.9115
Message us or live chat via MyAccount (myaccount.directenergy.com)
Monday–Friday, 8:00 a.m.–6:00 p.m. EST