



NRG Energy, Inc.
3711 Market Street, Suite 1000
Philadelphia, PA 19104

VIA UPS

August 14, 2019

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

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AUG 14 2019

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Docket No. A-2010-2192350

Dear Secretary Chiavetta:

Pursuant to the Data Requests included in the Secretarial Letter dated July 31, 2019 regarding the Transfer of Customers from LifeEnergy, LLC. to Reliant Energy Northeast LLC d/b/a NRG Home ("NRG Home"), NRG Home provides its responses to the applicable questions posed in Attachments A - D.

NRG Home requests that the Commission grant confidential and proprietary treatment Attachments A and B. The data provided herein is commercially sensitive information that NRG Home does not make public in any of our corporate reporting.

Should you have any questions or require additional information, please do not hesitate to contact me at 301.509.1508 or via email at lgibbons@nrg.com or at NERetailRegulatory@nrg.com.

Sincerely,

A handwritten signature in black ink that reads "Leah Gibbons". The signature is written in a cursive, flowing style.

Leah Gibbons
Director Regulatory Affairs

Enclosure

CERTIFICATE OF SERVICE

On this the 14th day of August 2019, I certify that a true and correct copy of the foregoing filing and all **NON-CONFIDENTIAL** attachments have been served, as either a hardcopy or a searchable PDF version on a cd-rom, upon the following:

Bureau of Investigation & Enforcement
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2 West
Harrisburg, PA 17120

Office of the Attorney General
Bureau of Consumer Protection
Strawberry Square, 14th Floor
Harrisburg, PA 17120

Office of Consumer Advocate
5th Floor, Forum Place
555 Walnut Street
Harrisburg, PA 17120

Commonwealth of Pennsylvania
Department of Revenue
Bureau of Compliance
Harrisburg, PA 17128-0946

Small Business Advocate
Commerce Building, Suite 202
300 North Second Street
Harrisburg, PA 17101

Legal Department
West Penn Power d/b/a Allegheny Power
800 Cabin Hill Drive
Greensburg, PA 15601-1689

Manager Energy Acquisition
PECO Energy Company
2301 Market Street
Philadelphia, PA 19101-8699

Regulatory Affairs
Duquesne Light Company
411 Seventh Street, MD 16-4
Pittsburgh, PA 15219

Office of General Counsel
Attn: Kimberly A. Klock
PPL
Two North Ninth Street (GENTW3)
Allentown, PA 18101-1179

Legal Department
First Energy
2800 Pottsville Pike
Reading PA, 19612

UGI Utilities, Inc.
Attn: Rates Dept. – Choice Coordinator
2525 N. 12th Street, Suite 360
Post Office Box 12677
Reading, Pa 19612-2677

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Mike Starck, Vice President



P.O. Box 38781 Philadelphia, PA 19104

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<Customer_Name>
<Billing_Street_1>
<Billing_Street_2>
<Billing_City>, <Billing_State> <Billing_Zip>
<UTILITY> <MaskedUAN>

IMPORTANT NOTICE ABOUT YOUR ELECTRIC SERVICE PLAN: Your current plan is not changing.

<MailDate>

Dear <Customer_Name>,

At LifeEnergy, we appreciate your business and have enjoyed serving as your retail electric supply provider. **This notice is to inform you that your electric supply service will be transferred from LifeEnergy to NRG Home on or after <Transfer Date>.**

After much consideration, LifeEnergy has decided to transfer the management of electricity supply services for its customers to NRG Home, who has a strong record of high-quality customer service, the ability to continue to serve your energy needs, and the resources to provide you with expanded service offerings. NRG Home is a certified electricity and natural gas supplier authorized by the Pennsylvania Public Utility Commission¹.

There are no changes to your electricity service plan. This transfer will not interrupt your electricity service and there is no action required from you.

What is happening?

- Your electricity supply services will be transferred from LifeEnergy to NRG Home on or after <Transfer Date>.

What will stay the same?

- Your terms of service will remain the same — There are no changes to your electricity service plan.
 - If you are on a fixed price plan, your service will continue with the same fixed price until the end of your contract term.
 - If you are on a variable price, month-to-month plan, your service will continue with NRG's variable electricity supply price plan.
- You will continue to receive your electricity bill from and will remit payment to <UTILITY>.

What will change?

- NRG Home will be listed as your electricity supplier on your utility bill.
- Your electricity supplier contact information — customer service phone numbers, email address, and website address — will change to NRG Home's contact information listed below.

¹NRG Home is a trade name of Reliant Energy Northeast LLC (PA PUC Elec. License No. A-2010-2192350). LifeEnergy, LLC (PA PUC Elec. License No. A-2016-2538668).

What do you need to do?

- Nothing — your electricity supply services will transfer automatically and there will be no interruption of your service.
- Continue paying your electricity bill to your utility as normal.

Who do I contact if I need more information about this change?

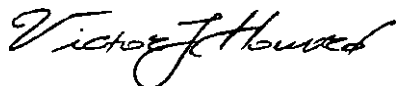
A comprehensive set of Frequently Asked Questions is included with this notice. Please review the FAQs to find answers to your most important questions about this transition. If you have further questions, please contact LifeEnergy Customer Care or NRG Home Customer Support as follows:

- Your prior service under LifeEnergy:
Email: Customer Care at Care@LifeEnergy.com
Phone: 1-844-308-3631 (Mon – Fri, 9:00 a.m. to 6:00 p.m. ET)
- Starting <Transfer Date> all questions and customer support should be directed to NRG Home:
Email: support@nrghomepower.com
Phone: 1-877-796-0716 (Mon – Fri, 8:00 a.m. to 8:00 p.m. ET)

Please keep the information in this notice on hand in case you have any questions regarding this transition.

Thank you so much for entrusting your retail electricity service to LifeEnergy. We are confident you will enjoy your continuing service with NRG Home.

Kind Regards,



Victor J. Howard
Chief Operating Officer
LifeEnergy, LLC



Mike Starck
Vice President, NRG East Retail
NRG Energy, Inc.

Frequently Asked Questions

Q: When is the transfer occurring?

A: Your electricity supply services will be transferred from LifeEnergy to NRG Home on or after <Transfer Date>. Your service with NRG will start within 10 business days after that.

Q: Will my electricity service be interrupted as a result of this transfer?

A: No, this transfer will not interrupt your electricity service and you should continue to pay your <UTILITY> bill as normal.

Q: Do I need to do anything to switch to NRG?

A: No, you will not need to do anything. NRG will make this transition easy and seamless for you.

Q: Will my current price change?

A: If you are on a fixed price plan, your service will continue with the same fixed price until the end of your contract term.

If you are on a variable price, month-to-month plan, your service will continue with NRG's variable electricity supply price plan. The ongoing price may change monthly and may be higher than your utility's supply rate. After <Transfer Date>, you may also contact NRG directly to see what other options are available.

Q: What will happen to my contract/plan with LifeEnergy?

A: NRG will honor your current contract and agreements with LifeEnergy, so your terms and conditions will remain the same throughout the life of your current contract.

Q: I have a plan with 100% green energy. Will that change?

A: NRG will honor your current renewable energy options or renewable plan with LifeEnergy. You will not have electricity from a specific generation facility delivered directly to your service address, but NRG ensures that the applicable percentage of your electricity usage is matched by the generation of energy from renewable resources on an annual basis. NRG does so by purchasing and retiring renewable energy certificates representing the environmental attributes associated with the applicable amount of renewable energy generation from the area specified for your product.

Q: If I have a plan with rewards, when will I receive my rewards from LifeEnergy?

A: NRG will ensure that you receive your rewards as promised, so you'll continue to get rewarded for being a valued customer.

Q: Will my utility account number change?

A: No. Your account number at your utility will stay the same.

Q: Will my meter read cycle or utility charges change because of this transfer?

A: No, you will continue under the same meter read schedule and you will receive your bill from <UTILITY> as you always have. The only change is that NRG will now be listed as your retail energy supplier.

Q: Who is NRG Home?

A: NRG Home is an energy supply company that serves customers throughout the Northeastern United States. We strive to change the way people think about and use energy. Our parent company, NRG Energy, Inc., is a Fortune 500 company and a leader in producing smarter energy solutions. You can learn more about NRG as your new electricity supplier by visiting www.nrghomepower.com, calling 1-877-796-0716, or emailing support@nrghomepower.com.

Q: I am on a Budget Billing plan with <UTILITY>. How will this change impact me?

A: Your utility company is responsible for calculating the Budget Billing amount for both supply and delivery charges. It is possible that they may true up your account once you switch to NRG which may result in a

change to your budget bill amount and they may place a charge or credit on your bill to true up your account. You may want to contact them for specific information on how this will impact your budget billing plan.

VERIFICATION

I, Mike Starck, hereby state that I am Vice President of Reliant Energy Northeast LLC and am authorized to make this verification on its behalf. The facts set forth are true and correct to the best of my knowledge, information and belief and that I expect to be able to prove the same at a hearing in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).

August 14, 2019
Dated

Mike Starck
Mike Starck

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SECRETARY'S BUREAU

UPS CampusShip: View/Print Label

1. **Ensure there are no other shipping or tracking labels attached to your package.** Select the Print button on the print dialog box that appears. Note: If your browser does not support this function select Print from the File menu to print the label.

2. **Fold the printed label at the solid line below.** Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label.

3. GETTING YOUR SHIPMENT TO UPS**Customers with a Daily Pickup**

Your driver will pickup your shipment(s) as usual.

Customers without a Daily Pickup

Take your package to any location of The UPS Store®, UPS Access Point(TM) location, UPS Drop Box, UPS Customer Center, Staples® or Authorized Shipping Outlet near you. Items sent via UPS Return Services(SM) (including via Ground) are also accepted at Drop Boxes. To find the location nearest you, please visit the Resources area of CampusShip and select UPS Locations.



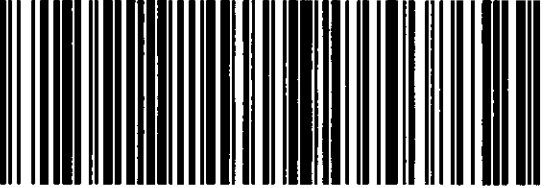

Schedule a same day or future day Pickup to have a UPS driver pickup all your CampusShip packages. Hand the package to any UPS driver in your area.

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PHILADELPHIA, PA 19104

UPS Access Point™
4G TMOBILE
4022 LANCASTER AVE
PHILADELPHIA, PA 19104

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