
nrg
PositiveNRG
YEAR IN REVIEW | 2020

A time to adjust — and to remain steadfast

2020 was a year of challenge and opportunity. Embracing both, we reimagined how we could influence positive change and be a shining light for the communities and customers we serve. On these pages, we share the scope and stories of many of these efforts. Beyond our actions and contributions as a company, it reflects the hours, commitment, heart, and support of hundreds of individual employees.

We have a lot to reflect upon when we look back at 2020. Was it an easy year? Certainly not. But it was a memorable one that — as times of crisis are uniquely suited to do — showed the true spirit and the real power of the people at NRG.

Thank You,



Jennifer Brunelle

Senior Director, PositiveNRG

Learn more about our approach to philanthropy and how we empower employees to give with purpose on the Purpose360 podcast.





A mission reinforced

The principles of positiveNRG

Our work empowers employees and customers to make smart choices. It is the why behind what we do and how we operate. Turning ambition into action, we build long-term relationships with community-centric organizations that are dedicated to helping our neighborhoods thrive.

This is power with purpose. This is positiveNRG.

THE PILLARS OF POSITIVENRG

We focus our efforts on what we believe, and where we are best aligned to make a meaningful difference.

Choice and education:

We believe in the role of choice to drive innovative outcomes – from customized energy solutions to empowered decision making.

Community:

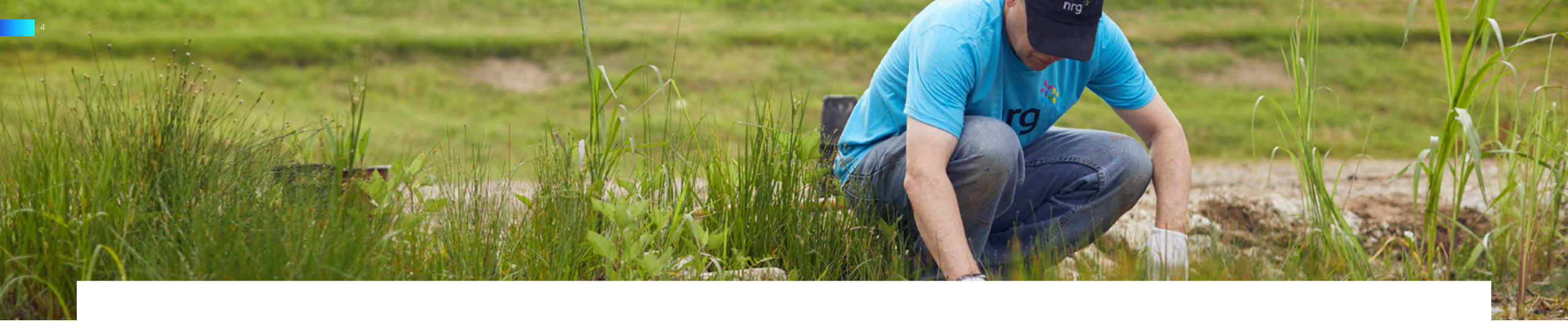
We power more than homes and businesses. It's important for us to be a part of the diverse communities we serve as a trusted partner and an inclusive neighbor.

Resilience and sustainability:

We are experts in powering through the everyday and the unexpected. We ensure our customers receive resilient and sustainable energy solutions.

Well-being:

Health and safety drive our company. We are committed to supporting the well-being of every employee, today and into the future.



How the toughest of years brought out the best in us

Highlights of 2020

The importance of our key corporate values like Safety and Well-Being, and Customer-Focus were reinforced as the year unfolded, and as our organization continued down its path toward becoming the energy company of the future. Inherent to that journey was our dedication to the communities we serve and the initiatives we support to enrich them.

THE COMMITMENT OF OUR COMPANY

$5.75MM
in total donations

~80%
increase vs 2019[1]

600+
nonprofits received donations

$2MM+
donated to support COVID-19 relief

THE COMMITMENT OF OUR PEOPLE

$197K+
in employee matched donations[2]

~3,000
volunteer hours logged

11
states had employee volunteer events

115
nonprofits served by volunteers

[1] Compared to 2019 ($3.2 million) [2] YourCause donations including Cause Cards, offline, and matched.

COVID-19 response

Stronger together: Our frontline commitment.



Powering through

In the words of Fred Rogers, in times of crisis, look for the helpers. When the COVID-19 pandemic arrived, a strong, unified response almost immediately took shape. It began with protecting our people, so they could ensure reliable power and support when needed the most. By powering homes and businesses with efficiency and resiliency, we helped families, workplaces, schools, and industries stay "on."

There was a natural connection to focus our support to those on the frontline — medical staff, emergency responders, and teachers — providing crucial services to communities, businesses, and families. Efforts were aimed at providing support to local organizations, with the goal of achieving the greatest community-level impact. Since launching our relief efforts in March 2020, NRG has donated and fully dispersed $2.1 million to employees and community organizations.

Outcomes included:

Frontline aid: NRG aided first aid squads, police departments, and nonprofits/foundations associated with hospitals on the frontline. Donations recognized the tireless work these individuals provided while putting themselves in harm's way. Funds were dispersed quickly, and focused on hunger relief, procuring personal protective equipment, mental health and domestic violence services, and other targeted community funds.

Supported workforce: Moving our people to work remotely kept employee COVID-19 cases low so we could continue to operate with a strong customer-focused mentality. During a declared national emergency, employees were eligible to apply for immediate and long-term grants from the NRG Employee Relief Fund (NERF).

Engaged employees: Through nonprofits such as DonorsChoose (full story on page 10) and a triple-matching donation program, employees were able to directly engage with their communities during a time when they were unable to volunteer due to pandemic-related restrictions.

Assisted customers: With the closure of many small businesses, the throttling of many industries, and an increase in unemployment, COVID-19 brought many financial hardships. This led to concerns around paying for basic necessities, including electricity. Many companies like NRG worked quickly to provide relief, implementing disconnection moratoriums to their customers, relaxing minimum usage requirements, waiving late fees, and providing information and access to payment assistance.

MEASURING OUR IMPACT

$2MM+
in total corporate donations

$750K
to first responders

$250K
to educators through DonorsChoose

$100K
worth of safety supplies and equipment

10 states
received corporate donations

80+
organizations received a corporate donation

~750
employees approved for Immediate Response Program (IRP) grant

$370K+
in IRP grants

$52K+
in Emergency Assistance grants

$52K+
donations triple matched



Powering change

Our pledge against racial injustice.

A voice and a commitment

As a company and as a community, we understand the importance of speaking about and demonstrating our intolerance for inequality and violence. In 2020, we pledged $1.2 million against racial injustice, supporting initiatives and organizations that actively combat the impacts of systemic bias and racism. As we progress on our journey of diversity, equity, and inclusion, we will continue to find ways to support key initiatives to improve racial equity where we live and work.

Hear more on our commitment from CEO and President, Mauricio Gutierrez.

$1.2MM
pledged against racial injustice and supported initiatives

Miles of Freedom

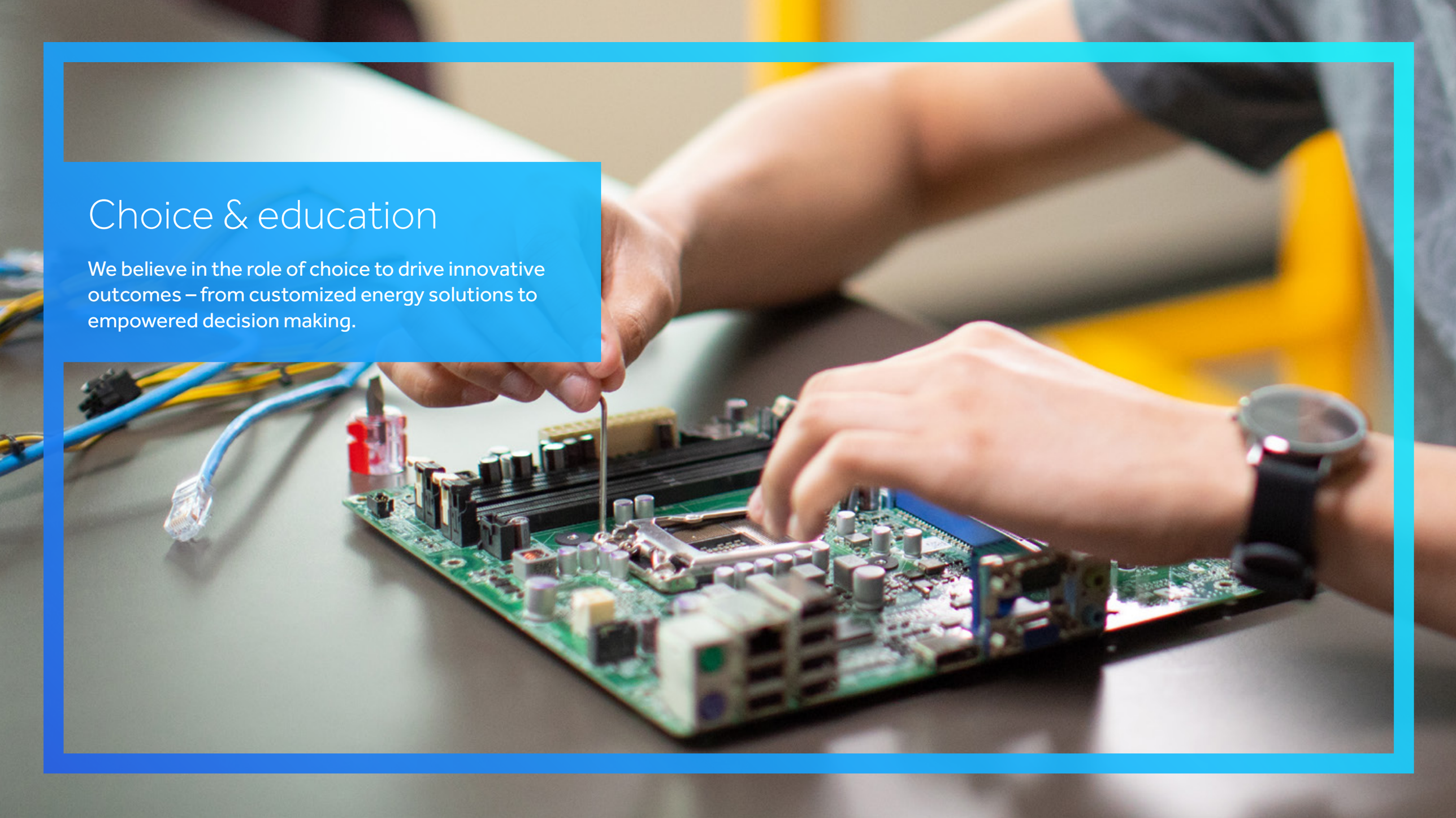
Miles of Freedom works to equip, empower, and employ individuals returning home from prison and provide support and assistance for families and communities impacted by incarceration. We joined forces to offer a three-month job readiness workshop. To help accomplish the goal of equipping, empowering, and employing these individuals, the workshops provided training in financial literacy, resume building, interview training, and life skills. After completion of the workshop, they assist with employment search and job placement.

Career Gear

Career Gear Houston builds strong families and communities by empowering low-income men to overcome barriers and achieve self-sufficiency by offering access to professional attire and career development tools. We partnered up to create the SkillUp IT Incubator program, which offers beginner and intermediate instruction for individuals interested in working in the Information Technology career market. This incubator provided those in need of increasing their employability in the IT field access to free training and reduced or free exam fees for their certifications in IT programming. The program is designed to target individuals who are not able to obtain "living wage" employment due to a lack of education or opportunities.

Learn more about other nonprofits we supported





Choice & education

We believe in the role of choice to drive innovative outcomes – from customized energy solutions to empowered decision making.

DonorsChoose

With many schools closing and children being homeschooled, teachers and parents struggled to provide a quality education. NRG created a partnership with DonorsChoose, which helped local teachers during this time of disruption. The partnership allowed employees to choose which projects they'd like to receive grants, empowering them to maintain a relationship with the community, and take part in collaborative and inclusive decision making.

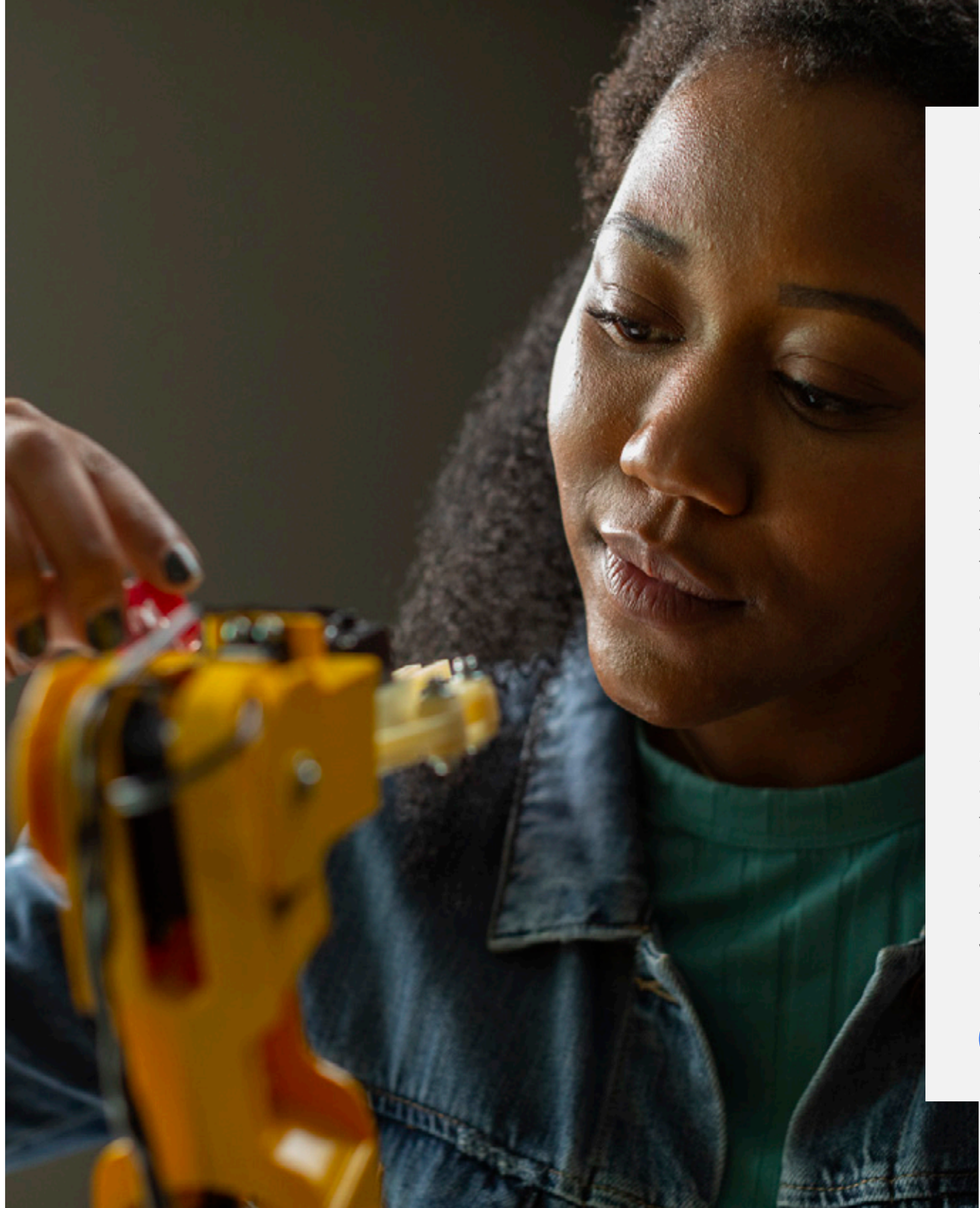
NOTABLE HIGHLIGHTS

730
employees donated to educators through DonorsChoose

$250K
to educators through DonorsChoose

Delmar Middle and Senior High School

One of the schools participating in the DonorsChoose program was Delmar Middle and Senior High School in Delaware. A 6th grade science teacher not only wanted to make learning happen during the pandemic, but also wanted it to be engaging and fun. Through the positiveNRG grant and the helpful hands of the Delmar science club, she was able to collect materials for 200 electricity and magnetism kits, showing kids an important lesson but with a unique twist.



Rube Goldberg

Inventiveness is a worthy trait to celebrate - and support. We did both as a sponsor of the Rube Goldberg Bar of Soap Challenge. Originally designed as a "turn-off-a-light" challenge and a natural connection to our industry, the task was adjusted to fit into the scope of a pandemic year. This contest created a fresh learning environment for each team of kids to get engaged in — imagining, designing, engineering, and building a contraption that completes a "simple" task, using their critical thinking skills. Several team members also served as judges for the competition, giving us a virtual front-row seat, and extending our support of the innovative minds that will shape the future.

View the winning contraption here.



Community

We power more than homes and businesses. It's important for us to be a part of the diverse communities we serve as a trusted partner and an inclusive neighbor.

PositiveNRG Week Reimagined

PositiveNRG Week has long served as a tangible and vital way for us to give back and give thanks to our neighbors. This company-wide initiative is a dedicated week of service and opportunity for us to contribute to our communities in a more hands-on way.

2020 provided us with the occasion to rethink what interpersonal connection and community involvement can look like. From that came "PositiveNRG Week Reimagined."

As a result of our collective initiatives, NRG was able to provide support to food banks in eight states, positively impacting more than 9,000 families. The food provided spanned individual meals, full Thanksgiving dinners, and groceries, depending on the organization.

In addition to our Giving Thanks efforts, we knew it was important to reignite employees' feelings of joint purpose and connection, as the majority of the NRG workforce was in a 100% virtual environment.

Hear our employees talk about positiveNRG week.

Through the positiveNRG Week Reimagined virtual teambuilding event, participants had the opportunity to interact with colleagues from across the country and from all departments. Distance between headquarters, workplaces, and roles was no longer an obstacle, allowing everyone to bring more of themselves to the experience.



"We were happy to be able to donate money and food to local food banks who are meeting a great public need. Hearing back from these food banks on the power of our impact has been both heartwarming and affirming. These organizations are doing incredibly important work, and we are proud to be a small part of the good they are doing.

Scott Gillenwater
Manager, PositiveNRG

THANKSGIVING 2020

15 food banks
received donations (funds and/or food)

8 states
across the United States

$100K+
donated to local food banks

9,000+
families positively impacted

3,000 lbs.+
of food donated



Operation Double Helpings

As COVID-19 undoubtedly impacted our local communities, members of our Commercial Operations team felt a growing need to contribute. NRG partnered with HomeFront, a nonprofit organization whose mission is to end homelessness in Central New Jersey by harnessing the caring, resources, and expertise of the community.

Together, we came up with a new program "Operation Double Helpings," centered on two communities vulnerable to the economic effects of COVID-19 — people who are homeless/home insecure, and employees of small local restaurants. The program took hold quickly, growing in a little over a month to delivering over 280 meals per week, plus groceries, to support and feed those in need.





Resilience & sustainability

We are experts in powering through the everyday and the unexpected. We ensure our customers receive resilient and sustainable energy solutions.

Student Conservation Association

The Student Conservation Association (SCA) is a nonprofit organization with a mission to create the next generation of conservation leaders and inspire lifelong stewardship of the environment and communities by engaging young people in hands-on service to the land. As all of SCA's work was in-person, they weren't sure what they would do once in-person gatherings were no longer a safe and viable option. Through collaborative discussions, NRG and SCA partnered together to host virtual webinars about composting and gardening. Learning how to host events virtually has allowed SCA to be more inclusive and connect with a larger audience. The organization plans to continue offering virtual events as in-person events resume.

> Every single person that joined our webinars from positiveNRG wanted to make a difference and bring a little joy and light to their home. It was such a pleasure to have that human connection with people that want to do just a little bit of good for the environment.
>
> Kelly Runzel
> Sr. Director of Corporate and Community Engagement,
> Student Conservation Association

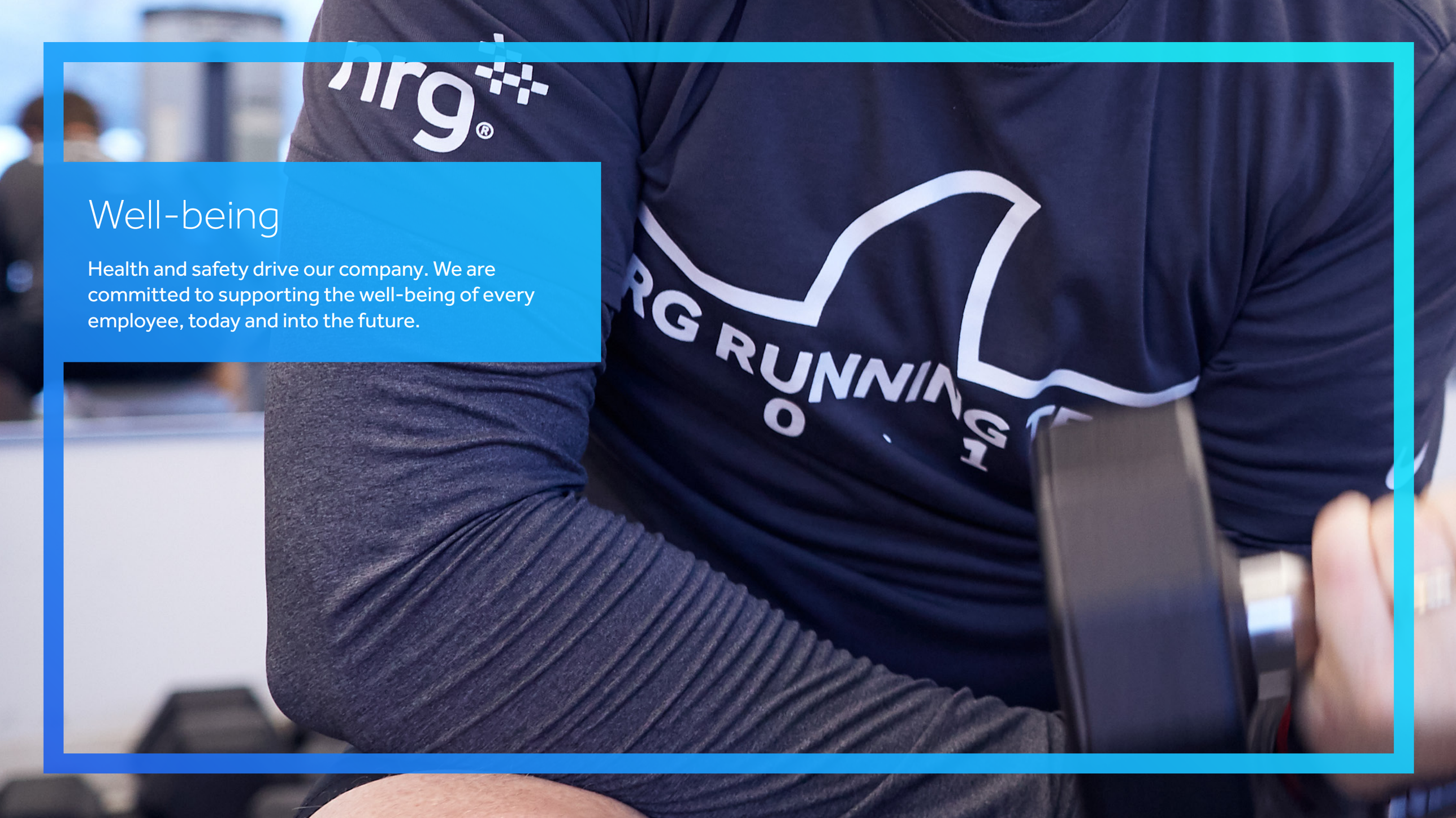
Galveston Bay Foundation

The Galveston Bay Foundation is a conservation nonprofit that has served as guardian of Galveston Bay since 1987. Their mission is to preserve and enhance Galveston Bay as a healthy and productive place. We are proud to support the organization as they find a range of solutions and opportunities to preserve the Bay for generations to come.



Green Urban Lunch Box

Green Urban Lunch Box in Salt Lake City empowers individuals to connect to food and their community by revitalizing urban spaces and building a resilient food culture. Back-Farms connects volunteer garden apprentices with senior citizens to build, cultivate, and maintain organic gardens in their backyards, providing a hands-on educational experience, connections, and fresh, local produce to all participants. Through our partnership, the Green Urban Lunch Box was able to continue growing produce through the pandemic. The gardens directly served 55 seniors, with the excess produce reaching many more than that.



Well-being

Health and safety drive our company. We are committed to supporting the well-being of every employee, today and into the future.

American Heart Association

NRG has had a strong, local relationship with the American Heart Association for the past seven years, collaborating on a variety of events, education-mission campaigns, and NRG employee health engagement initiatives.

Safety and Well-Being and is not only one of our Power Values, but extremely essential to our health. With a $130K donation, we championed the Healthy for Good program. The program educated and empowered our employees and people in communities on how to take simple, sustainable steps to adopt and live a healthy lifestyle.

Texas MS150

Although the annual Texas MS 150 was not able to take place in spring of 2020, that did not stop the NRG Cycling Team from continuing their commitment to the National Multiple Sclerosis Society. Our employees remained dedicated to staying connected, fundraising over $47K for this worthy cause, while focusing on their well-being and safety.

To the NRG Cycling Team, the Texas MS150 is more than just a race; it is a chance to be part of something larger. This year taught us how much virtual teams can achieve by being there for our communities and each other.

Princeton Virtual Half

In fall of 2020, The Princeton Half Marathon went virtual, encouraging participants located across the country to run and fundraise in support of HiTOPS, a health education and advocacy organization. NRG covered entry fees for employees and their families to participate in the half marathon. By allowing participants to run 13.1 miles in one shot or collectively over a multiday span, this reimagined half marathon was inclusive to employees across the company with various skill levels. The NRG Running Club found creative ways to stay in touch, motivated and accountable, through weekly training schedules and tips and the use of group chats to share selfies when they crossed the virtual finish line.



> Running is not only a hobby, but a way to get out and connect with people; it really brings people together in many ways.

Shane Leonard
Sr. Facilities Supervisor, participant, and NRG Running Club lead

NOTABLE HIGHLIGHTS

45
runners

6
states

500+
miles



Business Resource Groups

Here at NRG, diversity is the cornerstone of an energizing workplace.

One way for all our employees to embrace their unique knowledge, skills, and perspectives is through our Business Resource Groups (BRGs). These employee-led, open-to-everyone groups allow for networking and collaboration across organizations; based on common interests. With the creation of many new BRGs in 2020, we aspired to be a place of equity and inclusion where every voice matters.

MAKING A DIFFERENCE ONE BRG AT A TIME

- BELIEVE
- CYCLING TEAM
- EV CLUB
- HOLA! CLUB
- POWER OF MANY
- RUNNING CLUB
- WOMEN IN POWER
- VETS+ RESOURCE GROUP

Snapshot of the BRGs that were active/formed in 2020.

VETS+

Our VETS+ Business Resource Group was founded right before Veterans Day 2020. This BRG emphasizes that the greatest potential of energy is our people, by serving as a valuable resource for veteran employees and a beneficial consultant for programs such as Patrol to Power, which helps transitioning military personnel enter the workforce, by providing important experience and skills in the energy industry.

Hispanic Heritage Month

From September 15 – October 15, the Hola Club — our employee-led Hispanic and Latin Business Resource Group hosted celebrations in recognition of the contributions Hispanic Americans have made to American history and culture. From panel discussions and guest speakers to cooking tutorials, playlists to personal travelogues, Hola members used this month to share and learn—both among members of the group and across our organization—the heritages, traditions, and experiences that make them proud to be Hispanic.

Learn more about how we celebrated and embraced the Hispanic culture.



Powering every day with purpose

Though the events of 2020 have required us to reimagine what it means to be active citizens, we have found new opportunities to positively impact those we call our neighbors and our nonprofit partners who serve them. However, our work is not done here. We will continue to strengthen communities, champion diversity and inclusion, focus on health and wellness, and ultimately power through together.

Get in touch

If you have any comments or questions about this report or would like more information, please visit nrg.com or email positivenrg@nrg.com.



All data in this report reflects activity from 01/01/2020 – 12/31/2020
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