



For Immediate Release

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Green Mountain Energy Company Receives J.D. Power and Associates Award in Texas for Highest in Business Customer Satisfaction

First-ever J.D. Power and Associates Study of Texas Business Electricity Market

AUSTIN, Texas – Green Mountain Energy Company announced today that it has been recognized as the top award recipient for the J.D. Power and Associates 2009 Texas Business Retail Electric Provider Customer Satisfaction StudySM. Green Mountain ranked the highest in business customer satisfaction with Retail Electric Service. In 2008, Green Mountain ranked highest in residential customer satisfaction in the J.D. Power and Associates Texas Retail Electric Service Satisfaction StudySM. Green Mountain was the first retail electric provider in Texas to offer renewable energy when electricity competition began in 2001 and the company remains committed to focusing solely on cleaner energy.

The first-ever J.D. Power and Associates Study of the Texas business electricity market measured Customer Satisfaction among Texas business electric providers by examining four key categories: Billing & Payment, Price, Communications and Customer Service. For more details about the study please visit <http://www.jdpower.com/corporate/news/releases/pressrelease.aspx?ID=2009251>.

Green Mountain scored the highest in *Overall Business Customer Satisfaction* and was rated 100 points higher than the study average for Texas business electric providers.

Other Green Mountain Energy Company highlights from the study include:

- High levels of customer loyalty with the most number of customers who said they definitely will stay with their current provider
- Highest score – by a wide margin – in Customer Service

“Green Mountain Energy Company is honored to receive this prestigious recognition from our customers with this award from J.D. Power and Associates,” said Scott Hart, president of Green Mountain Energy Company’s Commercial Division. “No one understands the value of a satisfied customer more than business owners, so we are proud to be meeting and exceeding the high expectations of our customers. We look forward to continuing to offer businesses in Texas an opportunity to support renewable energy at competitive rates, while delivering exceptional customer service.”

The research was fielded by J.D. Power and Associates in two waves: May-June 2009 and September-October 2009. It consisted of 2,231 online surveys with Texas electric business customers.

Green Mountain established its Commercial Division in August 2004 to provide small, medium and large commercial and institutional customers in Texas with electricity products that are significantly cleaner than typical system power. To date, Green Mountain’s commercial customers in Texas have collectively been responsible for avoiding over 1 billion pounds of CO₂ emissions, which is like taking over 90,000 cars off the road for a year!

About Green Mountain Energy Company

Green Mountain, the nation’s leading provider of cleaner energy and carbon offset solutions, was founded in 1997 “to change the way power is made.” The company is the longest serving green power marketer in the U.S., and offers consumers and businesses the choice of cleaner electricity products from renewable sources such as wind and water, along with carbon offset products. Green Mountain customers have collectively helped avoid over 4.9 million tons of CO₂ emissions. For more information, visit www.GreenMountain.com.

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services company operating in key business sectors including market research, forecasting, performance improvement, Web intelligence and customer satisfaction. The company’s quality and satisfaction measurements are based on responses from millions of consumers annually. For more information on [car reviews and ratings](#), [car insurance](#), [health insurance](#), [cell phone ratings](#), and more, please visit JDPower.com. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

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