



Our Business

Green Mountain Energy Company (www.greenmountain.com), the nation's leading provider of cleaner energy and carbon offset solutions, is committed to continue innovating and adapting to the dynamic conditions in these rapidly evolving and growing markets. According to the Department of Energy's National Renewable Energy Laboratory (NREL), Green Mountain is the longest serving green power marketer.

Green Mountain ranks highest in customer satisfaction in Texas

In a study conducted by J.D. Power and Associates in June, 2008, Green Mountain ranked "Highest in Residential Customer Satisfaction with Retail Electric Service". Four key factors went into this ranking: billing and payment, communication, customer service and pricing¹.

Green Mountain's three-pronged business strategy

The company's **three-pronged business strategy** positions Green Mountain to continue our leadership at the intersection of the renewable energy and carbon solutions industries.

Residential Electricity Sales

Deregulated Markets

Green Mountain offers retail customers cleaner energy options in markets that are deregulated, providing customers the opportunity to choose their electricity provider and, consequently, to choose how their power is made. Thanks to customer choice, Green Mountain Energy Company has helped develop over 35 wind and solar renewable facilities around the country and offset **over 4.1 million tons of carbon dioxide (CO₂) pollution**.

Utility Partnering

Green Mountain also partners with utilities in regulated markets to offer renewable energy products to their customers. Through these arrangements, Green Mountain provides the sales, marketing and supply services that are required to operate a "green pricing" program. Green Mountain's utility partners include Portland General Electric (PGE), which has the nation's largest residential utility green pricing program. Green Mountain also participates in multi-supplier utility partnering programs in New York and New Jersey.



Green Mountain Wind Farm at Brazos

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Commercial Services (C&I)

Green Mountain established the Commercial Services Division to provide cleaner energy products to Texas businesses looking for competitively priced, environmentally friendly electricity products. Some of the C&I division's notable customers include: the Hyatt Regency Dallas at Reunion and Hyatt Regency DFW International Airport, ClubCorp, FedEx Kinko's and REI.

Carbon Offset Solutions

BeGreenSM Carbon Offsets

For individuals, Green Mountain offers BeGreenSM Carbon Offsets, an easy way for consumers nationwide to reduce their impact on global warming. The innovative products offered through our [begreennow.com](http://www.BeGreenNow.com) web site (www.BeGreenNow.com) provide consumers with simple solutions to offset their household's carbon footprint and take steps towards becoming carbon neutral.

eMission Solutions

Green Mountain is uniquely positioned to deliver innovative and cost-effective carbon reduction solutions to commercial sector clients seeking to improve their environmental position. In addition to carbon offset products, the eMission Solutions division offers a comprehensive suite of services including assistance with voluntary emissions calculations, development of corporate sustainability initiatives and green branding and marketing strategy.



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 was ranked the highest in residential customer satisfaction with retail electric service in Texas. Green Mountain offers consumers and businesses the choice of cleaner electricity products from renewable sources such as wind and water and carbon offset products through its BeGreen division (www.begreennow.com). Green Mountain customers have collectively helped avoid over 4.1 million tons of CO₂ emissions. For more information, visit www.greenmountain.com.

Green Mountain Energy Company received the highest numerical score among residential electric service providers in Texas in the proprietary J.D. Power and Associates 2008 Texas Residential Retail Electric Service Satisfaction StudySM. Study based on responses from 2,572 consumers measuring 8 providers and measures opinions of consumers with their electric service provider. Proprietary study results are based on experiences and perceptions of consumers surveyed in June 2008. Your experiences may vary. Visit jdpower.com.

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