

## Company Statement – Sept. 18, 2008

### **Green Mountain Energy Company's Hurricane Ike Customer Assistance**

Green Mountain Energy Company would like to extend its most sincere support to our customers, employees and others in the Gulf Coast area affected by Hurricane Ike. Green Mountain understands the hardships people have experienced as a result of the storm and that many are still without power. Although we do not own or maintain the poles and wires which serve your home, we are monitoring the outage restoration efforts closely and are hopeful that the incumbent utilities in your area will be able to restore power soon. In the meantime, we have taken the following steps to help our customers during this difficult time.

1. **Waiving late fees for customers that call in** and let us know that they were impacted by Ike.
2. **Green Mountain Bill Payment Assistance** for customers affected by Ike. We understand that some of our customers may be experiencing financial difficulties and/or issues with the mail or internet access that may impact their ability to pay their bills on time. We are extending a deferred payment plan to anyone who calls in that states they are affected by Ike. They must make a down payment of 25 percent and then pay the remaining balance over three months. Customers are encouraged to call 866-785-4668 (M-F 8 am -6 pm) to discuss their circumstances with a Green Mountain Customer Care representative.
3. An **employee donation campaign** for the Red Cross that Green Mountain will match.
4. A **resource page on Green Mountain's corporate website**, [www.greenmountain.com](http://www.greenmountain.com) which went live today. The Web site contains the most up-to-date information on the recovery efforts that are underway where our customers' live. It also contains helpful information (via links) if our customers are in the need of food, shelter or other assistance. This is the icon on the company's home page regarding hurricane assistance.

A rectangular button with a gradient from dark orange to light orange, containing the text "Hurricane Assistance" in white.

Finally, a lot of our own employees are affected, so we are sympathetic to the plight of our customers and are doing what we can to help given that we don't manage the poles and wires.

#### **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 by J.D. Power and Associates. 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 ([BeGreenNow.com](http://BeGreenNow.com)). Green Mountain customers have collectively helped avoid over 4.1 million tons of CO<sub>2</sub> emissions. For more information, visit [GreenMountain.com](http://GreenMountain.com).*

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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 Study<sup>SM</sup>. 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](http://jdpower.com).