

## Privacy Policy

### 1. What Information We Collect

NRG's primary goal in collecting information is to allow us to offer products and services which are relevant to consumers like you. Personal information also allows us to provide services and features that meet your needs, and to customize our service to make your experience smooth and efficient. Any personal information that we collect will only be used for internal marketing purposes of NRG, except as otherwise required by law, or agreed to by you, or as disclosed to you in this Privacy Statement. Below is the type of information we collect.

#### Information You Give Us

NRG will not collect any personal information from you unless you provide it to us voluntarily. We may ask you to provide information including your name, address, government-issued identification card number, social security number, telephone number, and email address. In addition, we may ask you to provide information relating to energy use, the characteristics of your home, your age, gender and family size, or we may ask you to state your opinion about potential products and services. If you decide not to provide us with personal information, we may be unable to deliver certain promotions or product information to you that you have requested.

#### Non-personal, Aggregate and Statistical Data

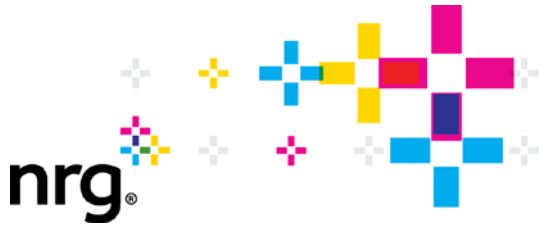
NRG may collect certain non-personal or aggregate data. We may use web log information (such as your web browser, operating system, pages visited, etc.) and use cookies when you visit our web pages. For example, when you visit one of our websites, our web server will automatically recognize some non-personal information, including but not limited to the date and time you visited our site, the pages you visited, the referrer (the website you came from), the type of browser you are using (e.g. Internet Explorer or Safari), the type of operating system you are using (e.g. Windows or Mac), and the domain name and address of your Internet service provider (e.g. AT&T or Comcast).

#### Email Addresses

At the time NRG requests an email address from you, you will be given the opportunity to indicate whether or not you wish to receive future email solicitations from us. We may, however, send you emails for other reasons such as responding to your requests for service, or information relative to your account.

#### Information from Other Sources

For reasons such as improving our products and services, or making product recommendations or special offers that we think will interest you as an NRG customer, we receive information from other sources and add it to our information. The type of information we receive may include (but is not limited to) your name, address, telephone number, and in some cases, type and characteristics of your home, your age, and statistical estimates of your family size, income and home value. We also sometimes receive updated delivery and address information so that we can correct our records and deliver your next communication more easily.



## **2. How We Collect Information**

### **Information You Give Us**

NRG does not require potential customers or visitors to visit our websites in order to provide personal information, except as necessary to be enrolled as a customer. You may choose to enter contests, vote in polls or otherwise express an opinion, subscribe to one of our services such as newsletters, or participate in one of our online forums or communities. These programs may require you to submit some information in order to participate. These programs and the types of information required are described in more detail below.

### **Registration/Subscriptions**

To use our websites, visitors may need to register using our online registration forms and may be required to provide us with some personal information. Visitors may also be asked to select a user ID and password. Further, to register for certain services or become a member of certain programs, we may ask visitors to submit their name, email address, home address, and zip code. You can further make choices about receiving targeted newsletters and alerts from NRG. You can always decide not to receive or stop receiving any targeted solicitations from NRG that you do not want.

### **Contests/Sweepstakes**

NRG may run contests, sweepstakes and other promotions. We may ask you to provide personal information that is needed in order to administer the campaign and to notify winners.

### **Referrals**

Occasionally, you will have the opportunity to forward promotional opportunities or other information to friends/relatives or to send messages from our web sites to friends/relatives. This personal referral information you provide to facilitate this communication is used on a one-time basis and is not further retained by NRG, except in circumstances where we obtain consent from the people you have referred to receive communications from us.

### **Questionnaires, Surveys and Profile Data**

NRG may occasionally ask you to complete surveys and opinion polls about your interests, needs, and attitudes. Surveys help us provide better services and products that meet customer needs. Participation is voluntary and these surveys are optional.

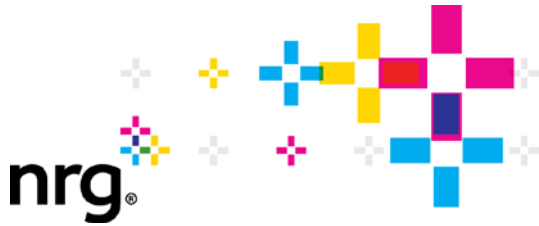
### **Customer Services and Contact Information**

If you provide our customer service representatives with feedback on your experiences with our products/services or otherwise submit questions to our customer service representatives or webmasters, you will be asked to supply personal information for our record keeping and follow-up.

## **3. How We Use Your Personal Information**

### **Personal Information**

We may use your personal information to contact you. We may send you marketing or



promotional materials including emails or other information. We may respond to your comments or requests for information; or we may contact you if needed in the course of fulfilling a service request. We may also use your personal information to confirm and verify your customer enrollment status, and for credit approval. NRG does not collect personal information automatically, but we may combine non-personal information collected automatically (e.g., through cookies and web beacons) with your previously submitted personal information. We may also enhance or merge personal information with data obtained from third parties for the same purposes. We use this personal and statistical information about you to improve our marketing and promotional efforts; to statistically analyze site usage; to improve our content and product offerings; and to customize our sites' content, layout and services. We may also use your information to deliver information to you that, in some cases, is targeted to your interests, such as targeted banners, new services and promotions. We believe these uses allow us to improve our site and better tailor it to meet our visitors' needs. NRG occasionally sends emails describing new products, promotions or events. These email services are optional and you may opt-out of these services completely, at any time.

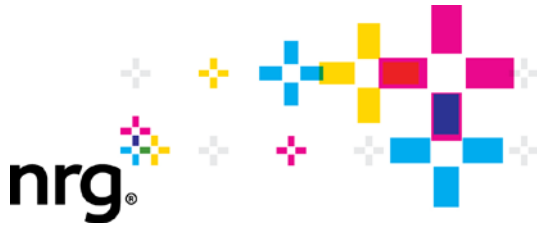
#### **Non-personal, Aggregate and Statistical Data**

NRG uses web log information (such as your web browser, operating system, pages visited, etc.) to help us design our website, to identify popular features, and for other managerial purposes. However, web logs may be used if necessary to help identify any person attempting to break into or damage our website. We may share web log information with law enforcement agencies if we believe that we have evidence of a violation of computer security or related laws.

## **4. How We May Share Your Personal Information**

### **For Promotional Purposes**

Except in the event of a business transfer, we will not share, trade or sell personal information about you for promotional use by any business, other than NRG and its affiliates without your approval. Subject to any applicable legal restrictions, we may share personal information about you with our affiliates and any vendor we use to support our business or provide service to you, including any rewards partner. If you provide your consent for non-affiliates to market their products and services to you, we may share personal information about you for that purpose. We may sometimes send offers to NRG customers on behalf of other businesses. When we do this, we do not give that business the name, address, telephone number or email address of our customers. We may share information with third parties and business partners that is in aggregated or anonymous form so that it does not divulge personal information, and may work with those entities to do research, including for marketing purposes, and to provide and improve products and services. When companies acquire other businesses, sell all, or portions of their business, customer information generally is one of the transferred assets. If NRG or its affiliates sell or transfer substantially all of its assets through merger, acquisition, bankruptcy or any other change of corporate control then, customer information will of course be one of the transferred assets. Aggregated and statistical data from our website visitors may be shared with our partners. For example, we may let a partner know that approximately "20,000 people visited a web page regarding a specific joint promotion." All employees, contractors and other companies engaged by NRG for work that involves access



to personal information are contractually required to keep the information confidential and not to use it in any way other than what is necessary to perform their work for NRG.

### **For Protection of NRG Energy and Others**

We may release personal data, including account information, when we believe release is appropriate to comply with laws, regulations or judicial orders; or to protect the rights, property, or safety of NRG, our customers, or others. This includes exchanging information with other companies and organizations for fraud protection and credit risk reduction. NRG also reserves the right to share the information to respond to duly authorized information requests of governmental authorities or where required by law or regulation.

### **Accessing your Personal Information**

If you want to know what personal information NRG holds about you, or you wish to change personal information that is inaccurate or out of date, please contact us at [privacy@nrgcommunitiesolar.com](mailto:privacy@nrgcommunitiesolar.com). Please note that it may not always be possible to modify or completely remove information in our databases, although we will make reasonable efforts to do so upon your written request.

### **Disposal of your Personal Information**

NRG maintains your personal information in our records when you are a customer. We also maintain personal information for a period of time after you are no longer a customer if necessary for the purposes for which it was collected. These purposes may include business, legal or tax purposes. If these purposes no longer apply, we will destroy, or de-identify, or anonymize the information in accordance with our internal policies and applicable law.

### **Non-personal, Aggregate and Statistical Data**

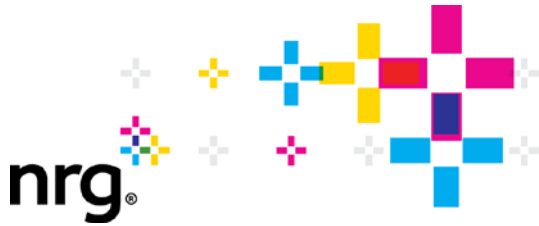
NRG uses web log information (such as your web browser, operating system, pages visited, etc.) to help us design our website, to identify popular features, and for other managerial purposes. However, web logs may be used if necessary to help identify any person attempting to break into or damage our website. We may share web log information with law enforcement agencies if we believe that we have evidence of a violation of computer security or related laws.

## **5. Cookies and Web Beacons**

When you view one of our websites, we may collect some non-personal information about you. The collection of this non-personal information is done either through the "cookie" technology or with "web beacons" (also called "single-pixel gif" or "web pings"). Neither our cookies nor web beacons nor web log information collects any personal information. They do not contain personal information such as your name or email address.

### **Cookies**

When you view one of our websites or interactive advertisements, we may store some information on your computer. This information will be in the form of a small text file, also called a "cookie". Cookies help us in many ways to make your visit to our website more enjoyable and meaningful to you. For example, cookies avoid you having to log in every time you come back to one of our websites. They also allow us to tailor a website or advertisement to better match your interests and preferences. Most browsers can be configured not to



accept cookies or to indicate when a cookie is being sent.

### **Web Beacons**

Web beacons are site instrumentation that help us to determine, for instance, whether a page has been viewed or not and, if so, how many times. When you ask us to send you information on a promotion or a newsletter, we may use web beacons to establish how many of the emails are actually opened. In general, any electronic image viewed as part of a web page or email, including an ad banner, can act as a web beacon. Third party advertising networks that serve ads onto any NRG website may use cookies and/or web beacons in their advertisements. NRG retains no control over such third party cookies and/or web beacons and does not have access to the information related to third party cookies and/or web beacons.

### **6. Children's Policy**

NRG believes that it is especially important to protect children's privacy online. The NRG websites are not directed at children and we do not knowingly collect personal information from children.

### **7. Data Security**

NRG is committed to keeping the data you provide us secure and will take reasonable precautions to protect your personal information from loss, misuse or alteration, including limiting access to such information within NRG to authorized individuals and destroying personal information that we decide not to retain in a manner designed to make it unreadable or undecipherable. Agents, contractors, or partners of NRG who have access to your personal information in connection with providing services for NRG are required to keep the information confidential and are not permitted to use this information for any other purpose than to carry out the services they are performing for NRG.

### **8. Your Preferences**

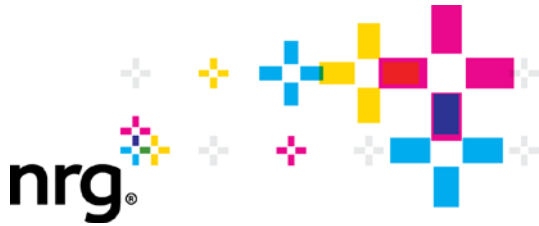
NRG allows you to choose to receive or stop receiving solicitations from us. We accomplish this by maintaining a "Solicitation Preference File" in which we record your preferences to receive or not receive solicitations from us. We use two suppression files provided by the Direct Marketing Association, the Mail Preference Service and Telephone Preference Service files; and we use the National Do Not Call Registry. In addition, we use applicable state do-not-call lists.

### **9. How to Make Your Preferences Known to NRG**

You may inform us of your preference not to receive solicitations from us by writing to us at:

NRG Community Solar  
Solicitation Preferences  
P.O. Box 3765  
Houston, TX 77253-3765

When contacting us by mail, be sure to include your name, address, telephone number, and email address. In addition, please indicate your preferences for postal mail, telephone and email communications from NRG.



## **10. How to Make Your Preferences Known to Other Businesses**

If you wish to reduce the amount of national advertising mail or telephone solicitations you receive at home, you may register with the Direct Marketing Association Mail Preference Service and Telephone Preference Service for free by writing to the following addresses:

DMA Mail Preference Service  
P.O. Box 643  
Carmel, NY 10512

DMA Telephone Preference Service  
P.O. Box 1559  
Carmel, NY 10512

Be sure to include your complete name, address and telephone number and sign the request. The Mail Preference Service and Telephone Preference Service are consumer services provided by the Direct Marketing Association. When you register for these services, direct marketers will use the information you provide to purge your name, address and telephone number from their marketing campaigns. You should see a reduction in the amount of national advertising solicitations you receive within ninety days of registering with the service. Before making your final decision about registering with the Direct Marketing Association or if you wish to learn more about the privacy initiatives of the Direct Marketing Association, consider visiting the following web site: [www.dmaconsumers.org/consumerassistance.html](http://www.dmaconsumers.org/consumerassistance.html). You may also register online for MPS and TPS at the above web site. There is a fee to register online.

## **11. To the National Do Not Call Registry**

The National Do Not Call Registry gives you a choice about whether to receive telemarketing calls at home. For more information, go to [www.donotcall.gov](http://www.donotcall.gov).

## **12. Complaints**

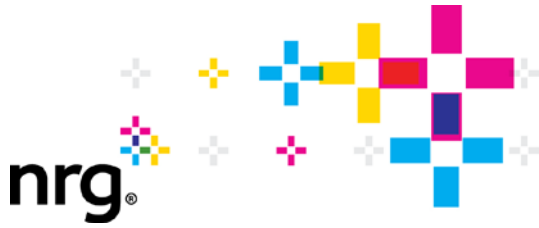
NRG is committed to working with consumers to obtain a fair and rapid resolution of any complaints or disputes about privacy. Please send us your questions or comments regarding our privacy practices by either sending an email to [privacy@nrgcommunitysolar.com](mailto:privacy@nrgcommunitysolar.com) or by writing a letter to:

NRG Community Solar Privacy Compliance Coordinator  
P.O. Box 3765  
Houston, TX 77253-3765

We will be happy to respond to your questions and comments.

## **13. Links To Other Sites**

Some NRG websites may contain links to other sites. NRG is not responsible for the privacy practices or the content of such web sites. We recommend you carefully read the privacy policies of each site you visit.



### **Policy Changes**

We reserve the right to make changes to this Privacy Statement from time to time. If at some time in the future, we wish to use your information for new unanticipated uses not previously disclosed in our Privacy Statement, we will:

Post the policy changes to this section of our Privacy Statement to notify you of these changes and provide you with the ability to opt out of these new uses.

Further, we will only use information collected from the time of the policy change forward for any new purposes and unanticipated uses. However, after a reasonable time has transpired, we will use the information collected before the policy change for those who did not opt out to the new policy and or use of information.

### **14. Your Acceptance of Our Privacy Practices**

Some NRG websites may contain links to other sites. NRG is not responsible for the privacy practices or the content of such web sites. We recommend you carefully read the privacy policies of each site you visit.

Revised: December 16, 2016  
(Version: NRGCS121616)