

## NRG Agency Portal – Create an Online Account



Authorized agencies have the authorization to access the NRG Agency Portal for all the NRG affiliates. An account must be created, validated and approved for agency usage. The information in the portal contains some sensitive customer information and should only be used with the consent of the customer for the purpose of obtaining specific client account information.

### [Agency Portal](#)

A screenshot of the NRG Agency Portal login and registration page. The page has a light blue background. At the top left is the NRG logo with the tagline 'The Power to change life'. At the top right is the text 'Agency Portal'. Below the header is a 'Log On' link. The main content area is a light blue box containing the following text: 'For Energy Assistance Agency Use Only - NRG, Inc. Online Access of Account Information.' followed by 'Energy Assistance Agencies may only use this online access with the prior written authorization of a customer for the purpose of obtaining specific client account information.' Below this is a 'Username:' label and a text input field. Then a 'Password:' label and a text input field. Below the password field is a yellow 'GO' button. Below the 'GO' button is a blue link 'Forgot your Password?'. At the bottom is the text 'Create an online account' followed by a yellow 'REGISTER NOW' button. A pink oval highlights the 'Create an online account' text and the 'REGISTER NOW' button.

In this form you should:

- Fill out the form in its entirety.
- Create an unshared username and password
- Add all NRG Affiliate Agency Codes that exist for your organization
- Read and acknowledge the terms of usage before submitting
- Submit and allow 48 hours for review.
  - You will receive an email once your request has been processed
- Do not submit if you already have a username and password

## Register Your Account

Create Username:

[Check Availability](#)

Email address:

Re-enter Email address:

First name:

Last name:

Create password:

Confirm password:

Your password must meet the following criteria:

- At least 8 characters in length
- At least one lowercase and uppercase letter
- At least one number
- At least one special character such as &, @, #, etc.

Security question 1:

What was the first name of your childhood best friend? ▼

Answer:

Security Question 2:

What was the model of your first car? ▼

Answer:

Agency Name:

Agency Code: [+ Click to Add Agency Code](#)

Continue to  
click the link to  
add more  
agency codes

### Terms of Use

The Energy Assistance Agency user will be accessing the NRG customer consumption, billing, account balance and payment history information for the sole purpose of determining the applicant's eligibility for assistance. Prior to utilizing the NRG Agency Portal, the Energy Assistance Agency will obtain written authorization from the NRG customer on the form titled 'Authorization for Online Access of Account Information with NRG, Inc.'

If the Energy Assistance Agency fails to follow the above the above requirements, access to the NRG Agency Portal may be denied or terminated.

☒ I agree to the terms and agreement.

[REGISTER](#)

For questions regarding the portal, please [email](#) or contact the Credit Operations Agency Assistance team for assistance.