

**NAESB Retail Electric Quadrant (REQ)  
Customer Processes Subcommittee and Supplier-Utility Interface Subcommittee  
November 7 – 8, 2002**

**Hosted by Reliant Energy Retail Services  
Houston, Texas**

**SECURITY**

For security purposes, please RSVP to Theresa Hess (thess@reliant.com). Send an e-mail stating that you plan to attend; include your name and your company name. *If your name is not on the list of attendees, Security will not allow you access to the building.* This will also provide a headcount for lunch provisions.

The Reliant building has two entrances. Please use the Louisiana St. entrance. When you arrive for the meeting, check in at the Security desk, which is on the 2<sup>nd</sup> level, at the top of the escalator. Inform the Security personnel that you are attending the '**NAESB REQ**' meeting. The meeting will be held in conference room 1360/1365, which is on the thirteenth floor.

**TRANSPORTATION**

**'Shuttle Express' (airport shuttle service) 713-523-8888**

The shuttle runs between the George Bush Intercontinental Airport and downtown, and between the William P. Hobby Airport and downtown. It stops at all of the hotels listed above. The shuttle runs every half hour. Tickets may be purchased near the baggage claim area. Rates are:

- George Bush Intercontinental Airport → \$19.00 (one way)
- William P. Hobby Airport → \$14.00 (one way)

**Trolley \*\* FREE \*\***

The free trolley service is available within the downtown area. The attachment to these meeting arrangements includes information on the various routes, service times and a color map of all routes.

**WEB SITES**

**Houston's Airports** – [www.houstonairportsystem.org](http://www.houstonairportsystem.org)

For information on two Houston airports:

- George Bush Intercontinental Airport → hub for Continental Airlines
- William P. Hobby Airport → hub for Southwest Airlines

**Houston Downtown District** – [www.downtowndistrict.org](http://www.downtowndistrict.org)

Once your in this Web site, click on the link titled 'Links' for links to numerous sites for information on the entertainment, airports, visitors guide, sports, etc.

## **HOTELS – RELIANT CORPORATE RATE**

Listed below are hotels where a Reliant Energy corporate rate is available. **In order to secure these rates, reservations must be made through Reliant's Corporate Travel department at 800-892-7086.** Select Option 3. Any agent can assist you in making reservations. Let them know you will be meeting with Reliant. Their hours of operation are 7:00 a.m. – 6:00 p.m. CST.

### **Hyatt Regency Houston**

1200 Louisiana Street

Houston, TX 77002

Telephone #: 713-654-1234

Fax #: 713-951-0934

**Reliant Rate: \$210**

The Hyatt is kitty-corner across the intersection from Reliant.

### **Doubletree Allen Center**

400 Dallas Street

Houston, TX 77002

Telephone #: 713-759-0202

Fax #: 713-759-1166

**Reliant Rate: \$189**

The Doubletree is two blocks from Reliant.

### **Crowne Plaza Downtown**

1700 Smith Street

Houston, TX 77002

Telephone #: 713-739-8800

Fax #: 713-739-7307

**Reliant Rate: \$175**

The Crowne Plaza is six blocks from Reliant. A free trolley runs within one block of the hotel and stops near Reliant. (See Trolley information below, Route B.)

## **HOTELS – OTHER**

### **Holiday Inn Express Hotel & Suites**

1810 Bell Avenue

Houston, TX 77003

Telephone #: 713-652-9400

Fax #: 713-652-9401

Rates: approximately \$90 - \$150

The Holiday Inn is located just over one mile from Reliant. A free trolley runs between the hotel and Reliant. (See Trolley information below, Route A.)

## DRIVING DIRECTIONS TO RELIANT'S BUILDING

- **From George Bush Intercontinental Airport ® via the Hardy Toll Road**

Follow the airport exit signs toward the HARDY TOLL ROAD.

Continue following the HARDY TOLL ROAD signs. Take a RIGHT onto the ramp.

After you go through the first toll plaza, take the ramp to the HARDY TOLL ROAD SOUTH toward DOWNTOWN.

Take the exit ramp to LOOP 610 WEST.

Take the exit ramp to I-45 SOUTH toward DOWNTOWN. This is a LEFT exit.

Take the MCKINNEY ST. exit number 47-C. This is a LEFT exit.

Stay straight to go onto MCKINNEY ST.

Turn RIGHT onto MILAM ST.

Turn RIGHT onto LAMAR ST.

Reliant will be on your left.

[NOTE: The tolls will cost approximately \$2.00 to \$3.00.]

- **From George Bush Intercontinental Airport ® via Interstate 45**

Follow the airport exit signs toward I-45 and BELTWAY 8.

Turn RIGHT onto the access road for BELTWAY 8 WEST.

Enter the ramp onto BELTWAY 8 WEST.

Take the exit ramp for I-45 SOUTH to DOWNTOWN.

Take the MCKINNEY ST. exit number 47-C. This is a LEFT exit.

Stay straight to go onto MCKINNEY ST.

Turn RIGHT onto MILAM ST.

Turn RIGHT onto LAMAR ST.

Reliant will be on your left.

- **From William P. Hobby Airport**

Follow the airport exit signs to I-45 NORTH (via BROADWAY ST.).

Take I-45 NORTH toward downtown Houston.

Take the HOUSTON AVE. exit number 47-B toward MEMORIAL DR.

Stay straight to go onto HOUSTON AVE.

Turn RIGHT into W. CAPITOL ST.

W. CAPITOL ST. becomes RUSK ST.

Turn RIGHT onto SMITH ST.

Turn LEFT onto MCKINNEY ST.

Turn RIGHT onto MILAM ST.

Turn RIGHT onto LAMAR ST.

Reliant will be on your left.

## PARKING

There are several parking garages in the area. Please note that parking in downtown Houston is not cheap. Rates vary. Two garages that are close to Reliant are:

- **Travis Place Garage** → Following any of the directions above, stay on McKinney St. and go across Milam St. The entrance to the garage is on the right.
- **Regency Garage** → (is adjacent to the Hyatt Regency Hotel. Following either of the directions from George Bush Intercontinental Airport above, at the end of the exit ramp from I-45 take a right onto Smith St. Then take a left onto Clay St. The entrance to the garage is immediately on the left after you turn the corner onto Clay St.

There is a street level parking lot two blocks from Reliant. It is bounded by Walker and McKinney, and Louisiana and Milam. It's cheaper than the parking garages.

# The METRO Trolleys

Routes A, B, C, D, E & N

Service throughout Downtown & Midtown

Effective September 8, 2002



**METRO**

713-635-4000

www.ridemetro.org

## Service throughout Downtown and Midtown

### Route Information

#### Service Hours/Frequency

**Route A** Monday-Friday

Hours (Weekday) 6:30 a.m. - 7:30 p.m.

(Midday) 10:30 a.m. - 1:30 p.m.

Frequency Every 10 minutes

**Route B** Monday-Friday

Hours (Weekday) 6:30 a.m. - 7:30 p.m.

(Midday) 11a.m. - 2 p.m.

Frequency Every 10 minutes

**Route C** Monday-Friday

Hours (Weekday) 6:30 a.m. - 7:30 p.m.

(Midday) 11a.m. - 2 p.m.

Frequency Every 10 minutes

**Route D** Monday-Friday

Hours (Weekday) 6:30 a.m. - 7:30 p.m.

Frequency Every 10 minutes

**Route E** Monday-Friday

Hours (Weekday) 6:30 a.m. - 7:30 p.m.

Frequency Every 10 minutes

**Route N** Monday-Sunday

Hours (Monday-Wednesday) 7:30

p.m. - 10:30 p.m.

(Thursday-Friday) 7:30 p.m. - 1 a.m.

(Saturday) 5 p.m. - 1 a.m.

Frequency Every 10 minutes

### Customer Information Center

#### Route & Scheduling Information

713-635-4000

#### Public Comments

713-658-0180

#### Lost & Found

713-658-0854

### Se Habla Español

#### Información de Rutas y Horarios

#### Comentarios del público

#### Oficina de objetos perdidos

713-635-4000

### METROLink

Have e-mail? Try METROLink, our free service that uses e-mail to notify you automatically every time the route you're interested in changes in any way. Simply register as a METROLink user by filling out an online form on our web site at [www.ridemetro.org](http://www.ridemetro.org) and select the route or routes you use. That's it! After that, all you have to do is check your e-mail.

### The RideStores

Buy any METRO fare and METRO I.D. cards (\$2) at all RideStores. Accessible to persons with disabilities. Call 713-635-4000 for hours of operation.

#### Downtown

720 Main (Mon. - Fri.)

813 Dallas (Mon. - Fri.)

### Detour Symbol



The symbol left appears on the cover of the Public Guides that are on detour in the Downtown area. Customers using Guides marked with this symbol should call METROLine at 713-635-4000 or visit [www.ridemetro.org](http://www.ridemetro.org) to get the latest information before planning your trip.

WHERE CAN YOU GO	Trolley Route					
220 Main	A	C	D	N		
500 Jefferson		B				
600 Jefferson		B	C			
801 Travis		B	C	E		
806 Main		B	C	E		
921 Main		B	C	D	E	N
1010 Lamar	A	B	C	D	N	
1100 Louisiana	A	B	C		N	
1301 Fannin				D		
1600 Smith		B		D		
1801 Main			C	D		
Alley Theatre	A		C		N	
Antioch Baptist Church		B				
Bank of America	A		C		E	N
BankOne	A	B	C		E	N
Bayou Lofts	A		C	D		N
Bayou Place	A				E	N
Binz Building			C	D		N
Central Library	A				E	N
Central Post Office				D		
Chase Bank Bldg.			C		E	N
Chase Center			C		E	N
Chase Tower	A		C		E	N
Chevron Tower	A	B		D	E	N
Chinatown	A	Midday	B	Midday		
Christ Church Cathedral			C	D		
City Hall	A				E	N
City Hall Annex					E	
Civil Courthouse	A		C	D		N
Cotton Exchange				D		
County Jail	A			D		N
Courthouse Annex	A			D		N
Criminal Justice Center	A		C	D		N
Criminal Courthouse	A		C	D		N
DoubleTree Hotel	A	B				N
Downtown YMCA		B	C	D	E	
El Paso Energy	A	B	C		E	N
Enron		B				
Esperson Bldg.	A	B	C		E	N
Exxon Bldg.		B	C	D		
Family Law Center	A		C	D		N
Federal Building/U.S. Post Office	A				E	N
Federal Detention Center				D		
Federal Reserve Bank			C	D	E	
First Church Christ Scientists			C	D	E	
First City Tower	A	B		D		N
First United Methodist Church	A		C		E	N
Foley's	A	B	C			N
Four Seasons Hotel	A	B		D	E	N
George R. Brown Convention Ctr.	A	B				
Great Southwestern Life				D		
Harris County Adm.	A		C	D		N
Hermann Lofts	A		C	D		N
Hobby Center					E	
Hogg Palace	A		C			N

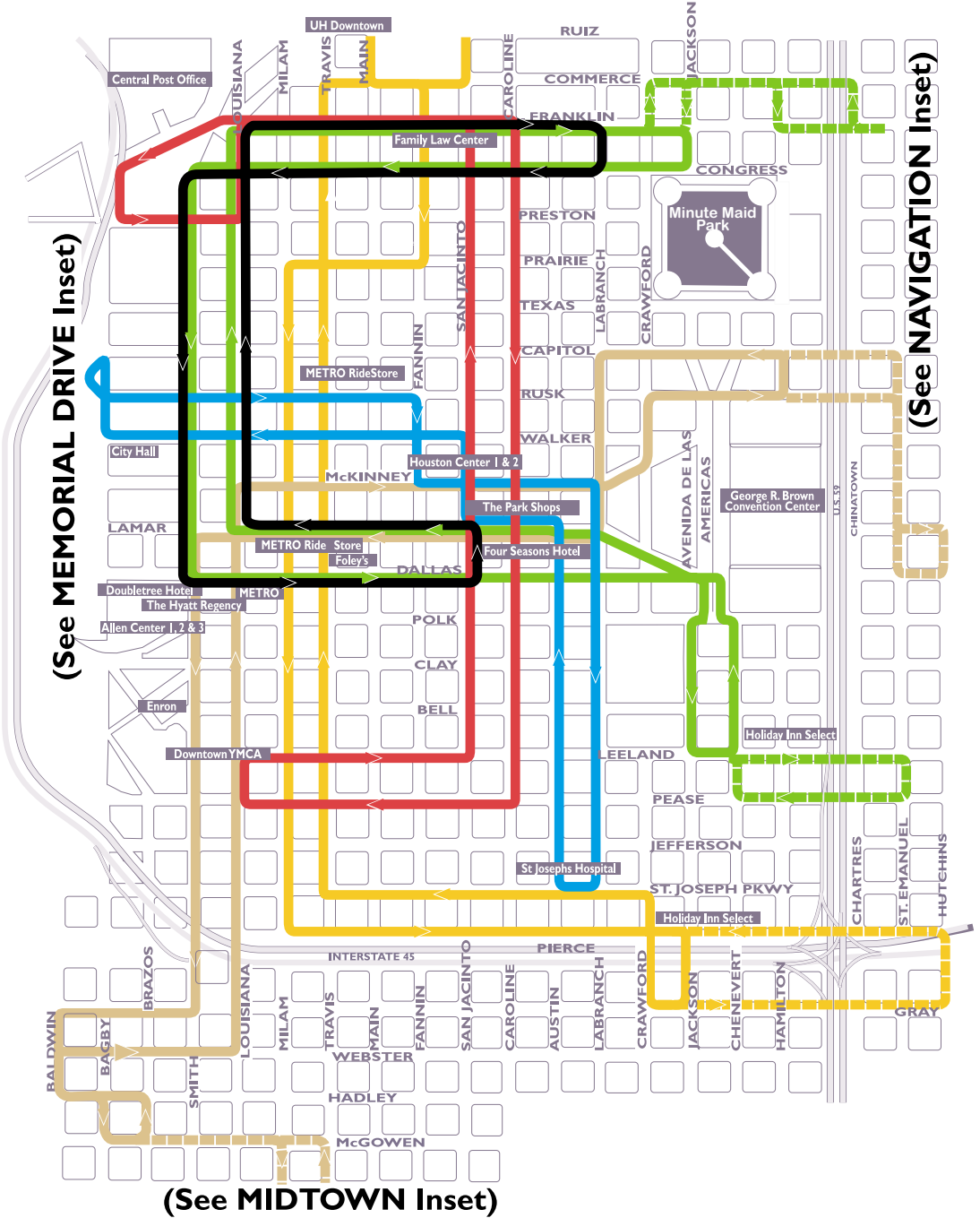
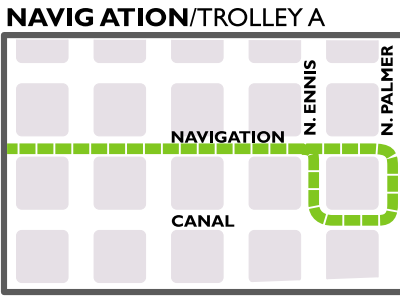
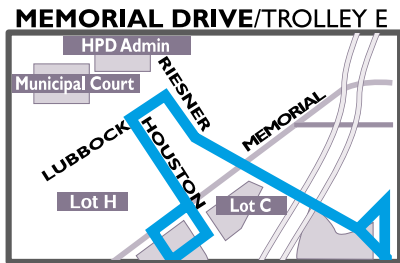
Houston Chronicle		A		C		N	
Houston Club		A		C		E	N
Houston/Galveston Diocese				C	D	E	
Houston House					D	E	
Houston Police HQ		A	B	C		E	N
Howell Bldg.		A	B		D	E	N
HPD Special Ops.					D	E	
Hyatt Regency Hotel		A	B	C			N
Jones Hall		A		C		E	N
Jones Plaza		A		C		E	N
Julia Ideson Bldg.		A	B				N
Jury Assembly Bldg. (County)		A		C	D		N
Kelloqg Tower			B	C	D		
Lancaster Hotel		A		C			N
Lanier Public Works Bldg.		A		C		E	N
Lyric Centre		A		C	D		N
Main Bldg.		A	B	C			N
Majestic Metro		A		C			N
Market Square Park		A		C	D		N
METRO Adm. Bldg. (1201 Louisiana)	A	B	C				N
METRO RideStore (720 Main)				C		E	N
METRO RideStore (813 Dallas)	A	B	C				N
Midtown			B				
Mickey Leland Federal Bldg.			B	C			
Minute Maid Park		A	B				N
Municipal Court							E
Municipal Court Assembly Room							E
Navigation Area		A	Midday				
Old Cotton Exchange		A		C	D		N
One Allen Center		A	B				N
One City Center		A	B	C	D	E	N
One Houston Center		A	B		D	E	N
One Shell Plaza		A	B	C		E	N
Pennzoil Place		A		C		E	N
Sacred Heart Co-Cathedral				C			
Scanlan Bldg.		A		C	D		N
South Texas College of Law		A			D		N
State National Bank		A		C			
St. Joseph Ambulatory Care				C		E	
St. Joseph Cancer Lab				C			
St. Joseph Hospital				C		E	
Texaco Heritage Plaza		A	B				N
The Park Shops		A	B		D	E	N
The Rice Hotel		A		C		E	N
Tranquillity Park		A				E	N
Two Allen Center		A	B				N
Two Houston Center		A	B		D	E	N
Two Shell Plaza		A	B	C		E	N
Three Allen Center		A	B				N
U of H Downtown				C			
Wedge Int'l. Tower			B	C			
Wells Fargo Plaza		A	B	C			N
West Bldg.			B	C	D	E	
Wortham Center		A			D		N
U.S. Customs					D		

It's easy to "spot" your trolley. Look for these route-identifying signs on the front and curbside of the vehicle.

- A Route A
- B Route B
- C Route C
- D Route D
- E Route E
- N Route N

- Route A** All Day/6:30 a.m.-7:30 p.m. (M-F)
- Route A** Midday Service Only/10:30 a.m.-1:30 p.m.
- Route B** All Day/6:30 a.m.-7:30 p.m. (M-F)
- Route B** Midday Service Only/11 a.m.-2 p.m.
- Route C** All Day/6:30 a.m.-7:30 p.m. (M-F)
- Route C** Midday Service Only/11 a.m.-2 p.m.

- Route D** All Day/6:30 a.m.-7:30 p.m. (M-F)
- Route E** All Day/6:30 a.m.-7:30 p.m. (M-F)
- Route N** Monday-Wednesday/7:30 p.m.-10:30 p.m.  
Thursday-Friday/7:30 p.m. 1 a.m.  
Saturday/5 p.m.-1 a.m.



(See MEMORIAL DRIVE Inset)

(See NAVIGATION Inset)

(See MIDTOWN Inset)