

Understanding Your Bill



Reliant Account Number: 23 123 321 - 0			
Billing Date: 10/04/2013	Due Date: 10/24/2013	Amount Due: \$74.02	After Due Date: \$79.15

Reliant bill **front side** sample image detail

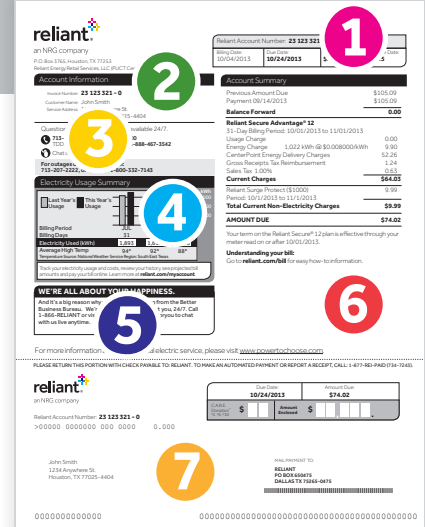
1

Bill Overview

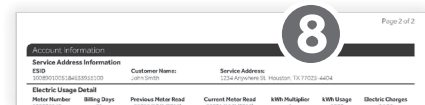
A snapshot of your most important bill information. You'll need your account number when you call us or when you mail in your check or money order. You'll also need it to set up Online Account Management — register at reliant.com/myaccount to start viewing and paying your bill online, setting bill alerts, viewing usage history and more.

This section also shows you the date you were billed, the date payment is due and the After Due Date amount you owe if you pay late.

Stop worrying about due dates with our Automatic Payment Options — available at reliant.com/autopay.



Front side



Back side

Questions and Comments

Get in touch with us — we're here to help, 24/7. Chat with us right now at reliant.com/contact.

For power outages, call your local Transmission Distribution Service Provider (TDSP) at the number listed — they maintain the lines and wires and can assist you. Get the Reliant App — available at reliant.com/app — for easy access to your TDSP's number during an outage.

3

Account Information

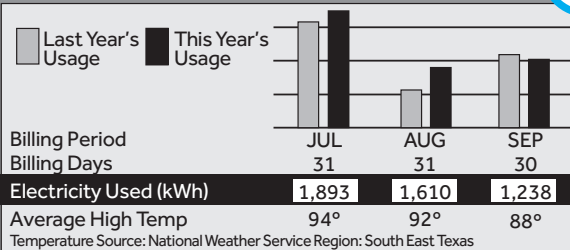
Invoice Number: **23 123 321 - 0**
 Customer Name: John Smith
 Service Address: 1234 Anywhere St.
 Houston, TX 77025-4404

Questions or comments? We're available 24/7.

713-207-7777 or **1-866-222-7100**
 TDD Device to Hearing Impaired **1-888-467-3542**
 Chat online at reliant.com

For outages or emergencies call:
713-207-2222, or toll-free 1-800-332-7143

Electricity Usage Summary



Track your electricity usage and costs, review your history, see projected bill amounts and pay your bill online. Learn more at reliant.com/myaccount.

WE'RE ALL ABOUT YOUR HAPPINESS.

And it's a big reason why we have an A+ rating from the Better Business Bureau. We're always here to support you, 24/7. Call 1-866-RELIANT or visit us at reliant.com/hereforyou to chat with us live any

5

Monthly Message

Check this section for reminders, programs, services and savings that may be of interest to you.

Reliant bill **front side** sample image detail

Account Information

Your Invoice Number is the unique number assigned to each specific bill.

Electricity Usage Summary

Compare usage from your current billing cycle to your previous two billing cycles, and to last year's corresponding billing cycles (if available). See how the current temperature may have impacted your usage, and check out reliant.com/reduce to find energy-saving tips.

Learn how you can easily incorporate smart energy into your everyday life and on your own terms at reliant.com/smartenergy.



Account Summary

- **Previous Amount Due:** the amount due from your previous bill
- **Payment:** the most recent payment we've received
- **Balance Forward:** the difference between the Previous Amount Due and Payment. This balance is due right away (not when your current bill is due). If you paid this amount after the invoice was generated, it will still appear on your invoice.
- **Billing Period:** the dates you were billed for
- **Usage Charge:** monthly account fee, if applicable
- **Energy Charge:** the amount of electricity you used (shown in kWh) times the price you pay per kWh
- **TDSP Delivery Charges:** may include building, maintaining and operating power lines that deliver electricity to your home, reading your meter and ensuring it works properly; these charges are set by the Public Utility Commission of Texas and are charged to every customer, regardless of provider
- **Gross Receipts Tax Reimbursement:** if you live in an incorporated town or city with more than 1,000 residents, you are assessed this fee to recover the gross receipts tax imposed on retail electric providers.
- **Total Current Non-Electricity Charges:** related to other Reliant products or services you may have signed up for, such as **Reliant Home SolutionsSM** products and services or **Reliant EcoShareSM**

Customers on Average Billing will also see the line items "Average Current Charges" and "Deferred Balance."

Not on Average Billing yet? Smooth out your monthly bills at reliant.com/averagebilling.

Below these items, you'll find your **AMOUNT DUE**. This includes your Balance Forward, Current Charges and Total Current Non-Electricity Charges.

Below this, you'll see your current plan expiration date if you're on a term plan.

Account Summary

Previous Amount Due	\$105.09
Payment 09/14/2013	\$105.09
Balance Forward	0.00
Reliant Secure Advantage[®] 12	
31-Day Billing Period: 10/01/2013 to 11/01/2013	
Usage Charge	0.00
Energy Charge 1,022 kWh @ \$0.008000/kWh	9.90
CenterPoint Energy Delivery Charges	52.26
Gross Receipts Tax Reimbursement	1.24
Sales Tax 1.00%	0.63
Current Charges	\$64.03
Reliant Surge Protect (\$1000)	9.99
Period: 10/1/2013 to 11/1/2013	
Total Current Non-Electricity Charges	\$9.99
AMOUNT DUE	\$74.02

Your term on the Reliant Secure[®] 12 plan is effective through your meter read on or after 10/01/2013.

Understanding your bill:

Go to reliant.com/bill for easy how-to information.

Reliant bill front side sample image detail



Reliant Account Number: **23 123 321 - 0**
 >00000 0000000 000 0000 0.000

Due Date:	10/24/2013	Amount Due:	\$74.02
C.A.R.E. Donation* \$1, \$5, \$10	\$	Amount Enclosed	\$

Payment Slip

Tear off this section and return it with your check or money order for the Amount Due. To make a payment by phone, call 1.877.REI.PAID.

Tired of buying stamps? Have your payment automatically drafted from your bank account or charged to your credit card — visit reliant.com/autopay to sign up.

Reliant bill front side sample image detail

Account Information

Service Address Information

ESID 1008901005184633955100	Customer Name: John Smith	Service Address: 1234 Anywhere St. Houston, TX
---------------------------------------	-------------------------------------	--

Electric Usage Detail

Meter Number	Billing Days	Previous Meter Read	Current Meter Read	kWh Multiplier
--------------	--------------	---------------------	--------------------	----------------

Reliant bill back side sample image detail

Account Information

Your Electric Service Identifier (ESI ID) is the unique identifier created for your meter by your transmission distribution service provider. Think of it like an IP address for your meter.

Wondering how much electricity you used in the last billing period? We calculate your kWh Usage by subtracting Previous Meter Read from Current Meter Read, then multiply it by the kWh Multiplier. Learn how to adjust your electricity usage before you see your next bill at reliant.com/smartenergy.

The average price you paid per kWh for the billing period contains the Usage Charge, Energy Charge and TDSP Charge.