Understanding Your Bill



Account Information

1)

Account #: 999 999 999 999 - 9

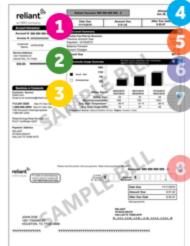
Invoice #: 999999999999

Customer JOHN DOE

Service Address: 1201 FANNIN ST HOUSTON, TX 77002

Account Information:

You'll need your account number when you call us or when you mail in your check or money order. Your Invoice Number is the unique number assigned to each specific bill. The Service Address is the address we provide electricity to; it may differ from the Billing Address.





ESIID: 999999999999999999

ESI ID:

Your Electric Service Identifier (ESIID) is an exclusive number assigned by the Electric Reliability Council of Texas (ERCOT) to each distinct meter location. (Think of it like an IP address for your meter.) The first 5-10 positions of the number denote the transmission distribution service provider (TDSP) that services and reads the meter location.

Questions or Comments

3

Customer Service reliant.com Email us at: business@reliant.com

713-207-5555 Mon-Fri 7am-7pm 1-866-660-4900 Mon-Fri 7am-7pm TDD Device for Hearing Impaired 1-888-467-3542

Questions and Comments:

Get in touch with us when you need help. For power outages, call your local transmission distribution service provider (TDSP) at the number listed — that company maintains the lines and wires and can assist you.

Date Due	Amount Due	After Due Date
11/11/2015	\$ 81.02	\$ 85.07

Bill Overview

Get a snapshot of your most important bill information. This section shows the date you were billed, the date payment is due and the After Due Date amount you will owe if the due date is missed.





Account Summary

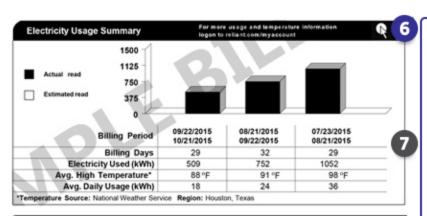
Previous Amount Due: the amount due from your previous bill Payment: the most recent payment we've received, and the date that payment was processed

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 next invoice.

Current Charges: amount due this billing cycle







Electricity Usage Summary:

This is an overview of your electricity consumption. Billing days vary between billing periods. Meter readings are done on workdays. When the scheduled date falls on a weekend or holiday, the meter read is pushed to the next workday. Readings are scheduled as a set of "cycles" from 1 to 21 based on 21 workdays. 21x12 = 252 workdays in the year.

Electricity Usage Detail:

We calculate your kWh usage by subtracting the Previous Meter Read from a Current Meter Read, then multiplying it by the kWh Multiplier. You can compare usage, check average daily stats and see how the current temperature may impact usage.







Date Due	11/11/2015
Amount Due	\$ 81.02
After Due Date	\$ 85.07

RELIANT
PO BOX 650475
DALLAS TX 75265-0475
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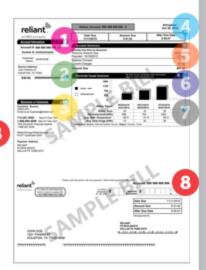
JOHN DOE

1201 FANNIN ST HOUSTON, TX 77002-99

99999999999999999999999999999999999

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, please call 713-207-PAID. Set up AutoPay by calling 866-660-4900 and choosing to have payments automatically drafted from your account.





Service Address

1201 FANNIN ST HOUSTON TX 77002

For outages or emergencies call CenterPointEnergy at 1-800-332-7143

ESI ID:

99999999999999999

Electric Usage Detail

Meter Number: 164695587

Current Meter Read 10/21/2015 15215 Previous Meter Read 09/22/2015 14706 KWh Multiplier 1 kWh Usage 509

Service Address:

This section recaps your basic account information, address serviced, as well as consumption and demand, if applicable. For power outages, call your local transmission distribution service provider (TDSP) at the number listed — that company maintains the lines and wires and can assist you.

Electric Usage Detail: the amount of electricity being consumed at any given time. Demand rises and falls throughout the day in response to the time of day and other environmental factors.

KWh Multiplier: used to calculate actual usage for meters that register only a portion of kilowatts or kilowatt-hours used

kWh Usage: the measure of energy used in kilowatt-hours **kW:** kilowatt, the standard unit for measuring electricity demand, equal to 1,000 watts

kWh: kilowatt-hour, the standard unit for measuring electricity energy consumption, equal to 1,000 watt-hours





29 Day Billing Period From 09/22/2015 To 10/21/2	2015	
Monthly Flex Plan for Business Base Charge Energy Charge Transmission Distribution Surcharges Gross Receipts Tax Reimbursement Special Tax City Sales Tax 1% State Sales Tax 6.25%	509 kWh @ \$0.127000kWh	6.95 64.64 1.79 1.47 0.75 0.75 4.67
Current Charges		\$81.02
The average price you paid for electric service this month (per kWh)		

Current Electricity Charges:

Base Charge: recurring monthly charge that is a constant amount for a plan, defined on the EFL (electricity facts label)

Energy Charge: the amount of electricity you used (kWh) times the price you pay per kWh **TDSP Charges:** Distribution or Delivery Charge is a recurring monthly charge provided by TDSP to cover expenses for local wires, transformers, substations, meter reads and service, including delivery of electricity to end-use consumers. These charges are set by the Public Utility Commission of Texas and are charged to every customer, regardless of provider. Pass-through charges (charges "passed through the bill to businesses") can be recurring (like monthly standard delivery charges) and nonrecurring (for services like connecting, disconnecting or reconnecting electric service). Pass-through charges may be itemized separately.

Gross Receipts Tax Reimbursement: a refund to Reliant for the Gross Receipts Taxes that are charged based on the revenue received

Special Tax: a sales tax assessed by a special tax district separate from the city, county and state sales taxes for services like ambulance service, library or health services