

Understanding Your Bill



Account Information

Account #: 999 999 999 999 - 9

Invoice #: 999999999999

Customer Name: 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.

ESI ID: 99999999999999999999

ESI ID:

Your Electric Service Identifier (ESI ID) 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

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

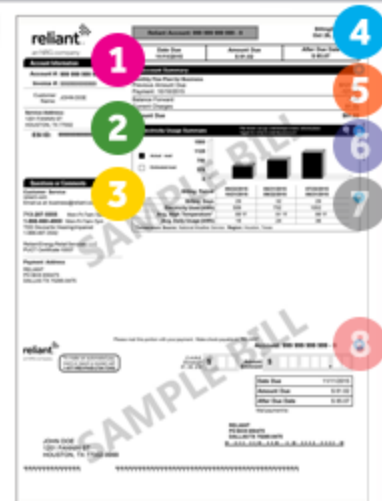
Questions and Comments:

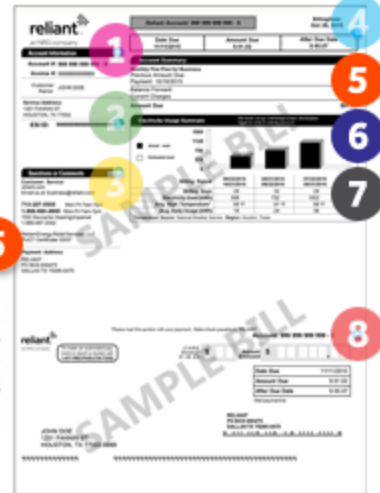
Get in touch with us when you need help. For power outages, call your local transmission distribution service provider (TDSP) at the number listed — that company maintains the lines and wires and can assist you.

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

Bill Overview

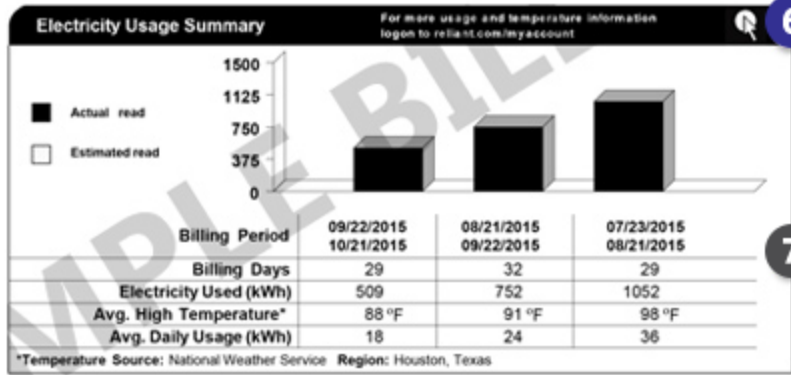
Get a snapshot of your most important bill information. This section shows the date you were billed, the date payment is due and the After Due Date amount you will owe if the due date is missed.





Account Summary	
Monthly Flex Plan for Business	
Previous Amount Due	\$121.07
Payment 10/10/2015	-121.07
Balance Forward	0.00
Current Charges	81.02
Amount Due	\$81.02

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 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.

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.



Current Electricity Charges Detail

10

29 Day Billing Period From 09/22/2015 To 10/21/2015

Monthly Flex Plan for Business

Base Charge		6.95
Energy Charge	509 kWh @ \$0.127000/kWh	64.64
Transmission Distribution Surcharges		1.79
Gross Receipts Tax Reimbursement		1.47
Special Tax		0.75
City Sales Tax 1%		0.75
State Sales Tax 6.25%		4.67
Current Charges		\$81.02
The average price you paid for electric service this month (per kWh)		\$0.144

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