

Your CPL Retail Energy Electricity Service Bill.

What are all these numbers? We'll tell you.

There's a lot of important information on your electric bill.
That's why we've created this simple guide to walk you through the details.

QUESTIONS or COMPLAINTS?
Visit us on-line at www.cplretailenergy.com or call our Customer Service Center toll free at 1-(866) 322-5563, Monday - Saturday, 8:00 am - 8:00 pm
To report outages/emergencies, please see reverse.

Page 1 of 3
Account Number: 123445
Date Due: 02/22/2010

Previous Balance	Payments Received	Adjustments	Balance Forward	Current Charges	Total Amount Due
\$168.38	\$168.38	\$0.00	\$0.00	\$179.46	\$179.46

PLEASE NOTE THAT LATE PAYMENT CHARGES OF 5% WILL BE APPLIED TO THE NEXT INVOICE ON ANY UNPAID BALANCE FROM THIS INVOICE.

Summer Energy Tips
Summer is approaching! June and July temperatures normally average 98 and 99 degrees, respectively. This year, these temperatures have been forecasted to be the same or 2 degrees above normal. We encourage you to visit www.cplretailenergy.com to learn how to manage your energy costs all year round.

STATEMENT OF YOUR ACCOUNT AS OF 02/05/2010

DO NOT PAY \$179.46 will be deducted from your bank account on the due date

Previous Balance	\$168.38
Payments Received	\$168.38
Adjustments	\$0.00
Balance Forward	\$0.00
Current Charges	\$179.46
Miscellaneous Charges/Credits	\$0.00
Products and Services	\$0.00
Total of Current Charges	\$179.46
Total Amount Due	\$179.46

Amount due if payment is received by due date: \$179.46
Amount due if payment is received after due date: \$188.43

For more information about residential electric service please visit www.powertochoose.com.

0000019 - 0000007

Field and tear here. Please return this portion with your payment. For monthly variable price information, log on to www.cplretailenergy.com

Check box to donate to the Neighbor to Neighbor assistance fund. (See reverse for details).

Check box if change of address. (See reverse for details).

Account Number: 123445 Due Date: 02/22/2010 Total Amount Due: \$179.46

ENTER AMOUNT PAID (If different than amount due)

Please make check payable to:

0000019 2
JANE DOE
123 STREET NAME
ANYTOWN, TX 77777-1111

77 4 1 2 1 2 1 3 6 3 6 4 /

CPL Retail Energy
PO Box 22136
Tulsa, OK 74121-2136

0000001526010000111224 711 0000

Page 2 of 3
Account Number: 123445
Please use when calling or writing

DETAIL OF YOUR ACCOUNT

Service Address Information

Premise Number	Name	Service Address/Rural Service Address	City/State
123445	JANE DOE	123 STREET NAME	ANYTOWN TX

Meter Reading Summary

Premise Number	Description	Service Period	Number of Days	Meter Number	Previous Meter Read	Current Meter Read	Multiplier	Total Usage
123445	Electric	1/5/2010 - 2/3/2010	29	122222	25596	28333	1.0	1100 kWh Estimated

Current Charges

Description	Usage	Amount
Energy Charges		
Premise Number: 123445		
ESR ID Number: 10032789459604500		
The average price you paid for electric service this month was: \$0.143		
24 Mo Price Protection Res1648/1649 (1649) Billed kWh 1100 @ \$0.144 (01/05 - 02/03)		\$158.40
Basic Charge		\$4.95
Transmission Distribution Surcharges		\$6.43
Advanced Metering Charge		\$3.15
Sub Total		\$179.93
Sales Taxes		\$3.29
Miscellaneous Gross Receipts Tax Reimbursement		\$3.24
TOTAL CURRENT CHARGES		\$179.46

Legend

- Your Account Number:** This number uniquely identifies your account. Please use this number when calling or writing.
- Date Due:** This is the date that payment must be received by CPL Retail Energy in order to avoid late payment charges.
- Line Summary:** Itemization of your Previous Balance, Payments Received, Adjustments, Balance Forward, Current Charges, and Total Amount Due.
- Statement of Your Account:** Itemization of your CPL Retail Energy Account. Consists of separate Balance Forward and Current Charges sections.
- Previous Balance:** Your balance from the previous statement(s).
- Balance Forward:** This is the total amount owed on your account from previous month's statement including Previous Balance, Payments Received, and Adjustments.

(Continued on next page)

Legend – Continued

- 7 Current Charges:** The current charges for electric service as disclosed in the customer's terms of service document, including applicable taxes and fees.
- 7.A Electric:** Your monthly CPL Retail Energy Total Electric Charges.
- 7.B Miscellaneous Charges/Credits:** Reflects your total Miscellaneous Charges/Credits, such as Billed Deposits etc.
- 7.C Products and Services:** Itemized details and total charges for any products and services you purchased from CPL Retail Energy.
- 7.D Total of Current Charges:** Reflects your total amount owed for present billing cycle on this month's statement.
- 8 Total Amount Due:** The total of Current Charges plus any Balance Forward. This is the total amount you are required to pay.
- 9 Amount Due if Payment is Received After Due Date:** The amount you are required to pay if payment has not been received and processed by the due date. When mailing payments, please mail 5 days prior to the due date.
- 10 Remittance Coupon:** Detach and return this portion with your payment if paying by mail.
- 11 Detail of Your Account:** Itemized information regarding your CPL Retail Energy Account.
- 12 Meter Reading Summary:** This area shows your Meter Number as well as Previous and Current Readings, Multiplier, and Total Usage meter readings. The difference between the previous and current meter readings is used to determine your usage and energy charges under "Current Charges".
- 13 Energy Charges:** A charge based on the electric energy (kWh) consumed.
- 14 ESI ID Number:** An identifier that the industry uses to uniquely identify your meter or guard light. You may also use this number to identify your account when calling or writing.
- 15 Average Price You Paid:** The total of all fixed and variable recurring charges, excluding state and local sales taxes, reimbursement for the state miscellaneous gross receipts tax, and any nonrecurring charges or credits, divided by the kilowatt-hour consumption.
- 16 Residential Energy Charges:** Consumption charges for electricity usage for which you are being billed.
- 16.A Rate per kilowatt-hour (kWh):** Your contracted rate for every kWh you use each billing period.
- 17 Base Charge:** A charge assessed during each billing cycle without regard to the customer's demand or energy consumption.
- 18 Transmission Distribution Surcharges:** One or more TDU surcharge(s) on a customer's bill in any combination. Surcharges include charges billed as tariff riders by the TDU.
- 19 Advanced Metering Charge:** A charge assessed to recover a Transmission and Distribution Utility's (TDU) charges for Advanced Metering Systems, to the extent that they are not recovered in a TDU's standard metering charge.
- 20 Sales Taxes:** Sales tax collected by authorized taxing authorities, such as the state, cities and special purpose districts.
- 21 Miscellaneous Gross Receipts Tax Reimbursement:** A fee assessed to recover the miscellaneous gross receipts tax imposed on retail electric providers operating in an incorporated city or town having a population of more than 1,000.

For bill payment options, please contact us via:



Customer Care Center toll free at:
Tel: Toll-Free 1-866-322-5563
Fax: Toll-Free 1-800-666-8867
Mon-Sat 8:00 a.m. – 8:00 p.m., CST

Or



Visit our website at:
www.cplretailenergy.com

Bill Payment Plans

Pay Online

If you'd like to pay your bills online with your credit card or from your checking or savings account, you can enroll with **ChoicePay**, our automated payment partner. To get started today, visit ChoicePay at www.choicepay.com.
Note: a convenience fee of \$2.95 will be charged per payment.

Automatic Payment – Bank Debit

Simplify the process of paying the electricity bill. Arrange to have payments debited from your bank account to CPL Retail Energy each month and the monthly statement will be marked paid. Please visit www.cplretailenergy.com and sign up today.