

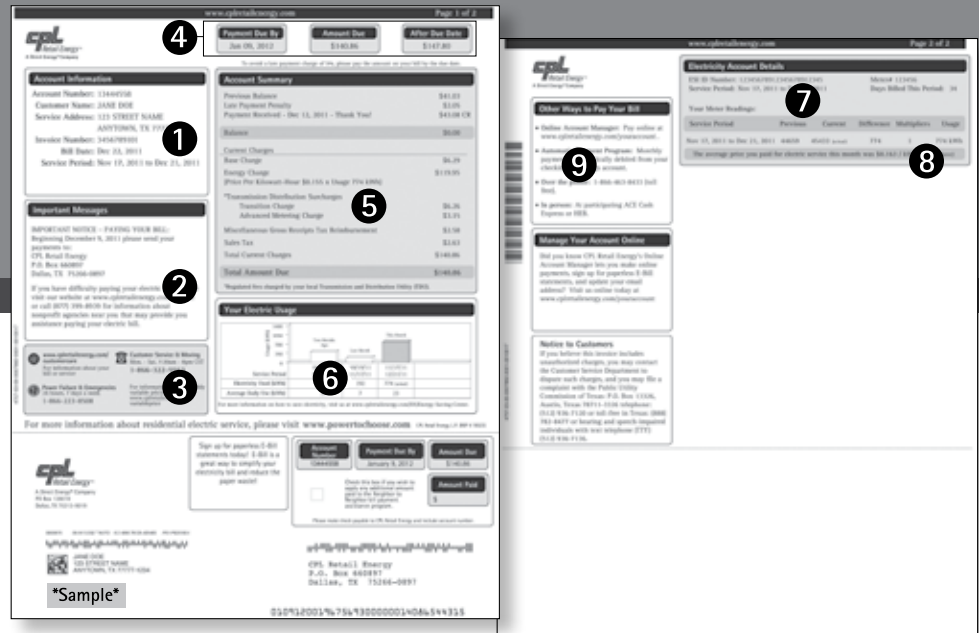
Your CPL Retail Energy Electricity Service Bill.

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.

Legend

- 1 **Account Information:** Includes basic account information, such as Account Number, Customer Name, Service Address, Invoice Number, Bill Date, and Service Period. This is the section you will reference should you have any questions regarding your account.
- 2 **Important Messages:** Special messages from CPL Retail Energy, which may include important information about your rate plan, special offers and other promotions.
- 3 **Contact Information:** Lists CPL Retail Energy's website, Emergency contact information, and Customer Service numbers for information about your bill or service.
- 4 **Payment & Due Date Information:** Shows the due date and the amount due (The total of Current Charges plus any Balance) that payment must be received by CPL Retail Energy in order to avoid late payment penalties. Your account will be "past due" if payment has not been received and processed by the due date. When mailing payments, please mail 5 days prior to the due date.
- 5 **Account Summary:** Itemization of your CPL Retail Energy Account. Consists of the Balance and the Current Charges for electric service as disclosed in the customers' electricity facts label, including applicable taxes and fees.
 - **Previous Balance:** The balance from your previous statement(s).
 - **Base Charge:** A charge assessed during each billing cycle without regard to the customer's demand or energy consumption.
 - **Energy Charge:** A charge based on the electric energy (kWh) consumed.
 - **Transmission Distribution Surcharges (TDU 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.
 - **Miscellaneous Gross Receipt 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.
 - **Sales Tax:** Sales tax collected by authorized taxing authorities, such as the state, cities and special purpose districts.
- 6 **Your Electric Usage:** Shows your electricity usage and average daily use in kilowatt-hours for the current service period. It may also reflect usage information from the two latest service periods and the same service period from one year ago (if applicable). Note that depending on your tenure with CPL Retail Energy this section may reflect usage information of one, or up to four service periods.
- 7 **Electricity Account Details:** Shows your meter number as well as actual or estimated meter readings. The difference between the previous and current meter readings is used to determine your usage and consumption charges under "Current Charges".
- 8 **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.
- 9 **Other Ways to Pay Your Bill:** Lists the various payment options CPL Retail Energy offers to pay your electricity bill.



Bill Payment Options

When using one of our many payment options, please take into consideration the varying lengths of time it takes for payments to be applied to your account to avoid late payment charges.



Pay Online: Conveniently make your bill payments through our Online Account Manager. This great resource also allows you to track energy usage and review past account history at the touch of a button. To check it out, visit our website at youraccount.cplretailenergy.com.



Pay By Phone: Phone payments can be made with a major credit card (VISA, MasterCard, AMEX and Discover) or through any checking or savings bank account by calling **1-866-322-5563**.



Payment Options at Your Bank: Many banks provide the ability to make either one-time or automatic recurring payments via an online banking payment feature. Please contact your bank for more information on these different types of payment options.



Pay In Person: To locate your nearest in-person payment location visit cplretailenergy.com/en/map.aspx. Fees may apply depending upon location.



Pay By Mail: Payments by check or money order must be sent with the remittance stub in the envelope provided. Payments sent through the mail could take from 7 to 10 business days to be reflected on your account. Payments are to be sent to the following address:

CPL Retail Energy
P.O. Box 660897
Dallas, TX 75266-0897

Convenient Bill Pay Methods

Automatic Payment – Credit Card

Paying your electricity bill is now easier than ever. Arrange to have payments charged directly to your credit card and credited to your CPL Retail Energy bill each month. You can enroll today through our Online Account Manager youraccount.cplretailenergy.com, or by calling **1-888-552-5563**.

Automatic Payment – Bank Account

Paying your electricity bill is now easier than ever. Arrange to have payments charged directly to your bank account and credited to your CPL Retail Energy bill each month. You can enroll today through our Online Account Manager youraccount.cplretailenergy.com, or by calling **1-888-552-5563**.