



Monthly Invoice

Service Address:
Jonathan Sample
1234 MAIN ST
ANYWHERE, ST 00000-0000

Statement Date: 10/21/2022
Customer Number: 111122222-0

Amount Due by 11/07/2022 **\$1,062.00**
Amount Due After 11/07/2022 **\$1,075.98**

PUCT Certificate # 10014
ESIID: 1111222212123333212121
Service Period: 09/21/2022 to 10/20/2022
Contract: 07/29/2022 to **09/21/2025**
Statement Number: 01234567001

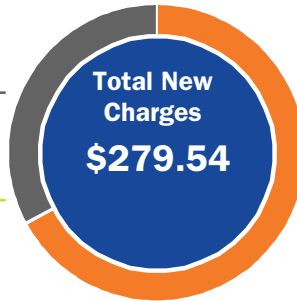
Previous Balance: \$760.76
Payments Since Last Invoice: \$0.00
Unpaid Balance: \$760.76
Late Payment Penalty: \$21.70
Credit/Adjustments: \$0.00
Total New Charges: \$279.54

HOW WE CALCULATED YOUR BILL

See reverse side for detailed description of charges ↗

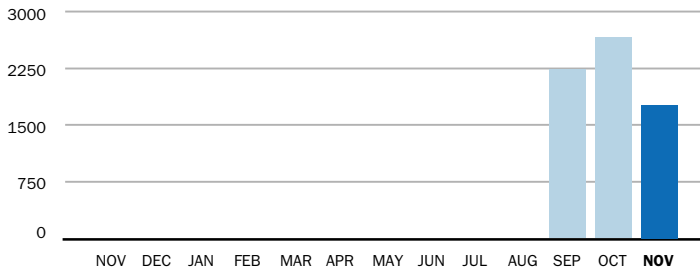
CenterPoint Energy Delivery Charges
\$91.78

Sales Tax and Assessments
\$0.46



Contract Charges
\$187.30

CONSUMPTION HISTORY



*Your utility's current month's reading is **Highlighted**.

MONTHLY USAGE

Current Month **1,767** kWh

Last Month
2,654
kWh

Last Year
0
kWh

A 5.00% late payment penalty will be charged on the current bill if not paid by the due date

For more information about residential electric service please visit www.powertochoose.com
Retain this portion for your records

Please allow 5 to 7 days for processing. Detach stub and enclose with your payment in return envelope or you may pay online by visiting <https://my.constellation.com/>

Statement Number: 01234567001

Customer Number: 111122222-0



PO Box 4911
Houston, TX 77210-4911

Jonathan Sample
1234 MAIN ST
ANYWHERE ST 00000-0000

Please write your Customer Number on your check.

Amount Due by 11/07/2022 **\$1,062.00**
Amount Due After 11/07/2022 **\$1,075.98**

AMOUNT ENCLOSED \$

If you would like to make a donation to assist other Texans in paying their utility bills, please call our friendly customer service agent at 1-888-900-7052

MAKE CHECKS PAYABLE TO:
CONSTELLATION NEWENERGY, INC.
PO BOX 5471
CAROL STREAM IL 60197-5471

PUCT Certificate # 10014

832063703527001000000000002032595340001062006

HAVE A QUESTION OR EMERGENCY?**To Contact Your Local Utility**

To report outages and emergencies to your regulated TDU
Please call:

CenterPoint Energy **1-800-332-7143**

Amount Due by 11/07/2022**\$1,062.00**

Amount Due After 11/07/2022

\$1,075.98**For Customer Care Contact Constellation**

Website <https://www.constellation.com/TX-info>

Email CustomerCareTX@Constellation.com

Phone **1-888-900-7052**

Address PO Box 4911
Houston, TX 77210-4911

Meter Number	Previous Meter Read Date	Current Meter Read Date	# Days	Previous Meter Read	Current Meter Read	Demand	Meter Multiplier	kWh
161326956	09/21/2022	10/20/2022	29	30467	32234	0	1	1767 ACTUAL

CURRENT CHARGES**Contract Charges**

Energy Charges*

Quantity

1,767.00 kWh

Rate

\$0.1060000/kWh

Amount

\$187.30

Subtotal Contract Charges**\$187.30****Sales Tax and Assessments**

PUC Assessment Reimb

275.04

\$0.0016670

\$0.46

Subtotal Sales Tax and Assessments**\$0.46****Other Ways to Pay Your Bill****Online**

Manage your account at:
<https://my.constellation.com/>

**Phone**

Call 1-833-221-6654
for our 24/7
phone payment option

**Other**

Cash Payments
Please visit <https://secure.moneygram.com/> to
find the nearest vendor.

Amount Due by 11/07/2022

\$1,062.00

Amount Due After 11/07/2022

\$1,075.98**CURRENT CHARGES (Con't)****CenterPoint Energy Delivery Charges**

CenterPoint Energy Surcharges*	\$87.74
CenterPoint Energy Surcharges Non Taxable*	\$4.04
Subtotal CenterPoint Energy Delivery Charges	\$91.78

Total New Charges**\$279.54**

The Average Price you paid for electric service this month = \$0.158000 per Kilowatt-hour

* included in the calculation of Average Price per kWh

** Miscellaneous Adjustments credits and debits applied to the account since the previous invoice, including but not limited to deposits, fees or fee waivers, invoice credits such as promotional or Refer-A-Friend, etc

DETAILED FEES/ADJUSTMENTS

Late/Finance Charge	UTILITY NUMBER	SERVICE PERIOD	AMOUNT
Late Fee Charge	1008901023812591150102	08/22/2022 - 09/21/2022	\$21.70
Total Late/Finance Charges			\$21.70

Message Center

If you haven't already, enroll in Paperless billing to receive email notifications of your bills, reduce clutter and avoid postal delays.

When you enroll, we will donate to the Arbor Day Foundation and plant a tree on your behalf. Go paperless and plant a tree! Go to my.constellation.com to enroll.**NOTICE TO OUR CUSTOMERS**

The Public Utility Commission of Texas (PUC) would like you to know that, if you believe this bill contains unauthorized charges, please contact Constellation NewEnergy, Inc. at **1-888-900-7052** to dispute such charges. If you are not satisfied you may file a complaint with the PUC at, P.O. Box 13326, Austin, Texas 78711-3326, (512) 936-7120 or toll-free in Texas at (888) 782-8477. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136. Complaints may also be filed electronically at <http://www.puc.state.tx.us/consumer/complaint/Complaint.aspx>

PUC Certificate # 10014

For billing questions or to cancel your service, please contact Constellation at: Phone: **1-888-900-7052**; Fax: 1-866-477-8576; Email: CustomerCareTX@Constellation.com. Customer Service is available Monday through Friday from 7:00am to 8:00pm and Saturday from 8:00am to 5:00pm (CST) or you may visit us online at <https://www.constellation.com/TX-info>

If you are on a variable rate plan your rate/kWh may increase or decrease on a monthly basis. Visit www.constellation.com/TX-m2m to view current month to month variable rates. If you would like to avoid these fluctuations go to www.constellation.com/TX-info and renew your account on a Fixed Rate Contract.

DEFINITIONS

- TDU – CenterPoint Energy Transmission Distribution Surcharges
- Min Usage Fee – assessed when the energy consumption value is less than or equal to the specified contract kWh amount per billing period.
- 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
- Assessments – Includes Gross Receipts Reimb. and PUC Assessments Reimbursement
- Avg. Price – Average price you paid for electric service this month (in cents per Kilowatt hour). Included in the calculation of Average Price is Energy Charges, TDU and PUC Assessment Reimb.
- For a comprehensive list of billing terms, please visit www.Constellation.com/TX-billterms
- The highlighted month in the usage graph is based upon your utility's meter read schedule and may not align precisely with the actual meter read dates on your invoice.



Enroll in Auto Pay for an easier way to pay your monthly energy bill

Our Auto Pay feature allows you a safe, simple way to never forget to pay your bill and avoid a late payment fee.



Convenient

Your payment is drafted from your account on time, every time so you don't have to worry about misplacing your bill or forgetting your due date.



Secure

Feel comfortable knowing the credit card processing firm we use meets industry security standards. We don't store your credit card information, only a token that allows us to charge your account each month.

Enrolling in Auto Pay is easy as 1-2-3

- 1 Visit **my.constellation.com** to log into your account or create a new profile
- 2 Select **"Enroll in Auto Pay"** and add your payment method
- 3 Agree to the terms and click **"Enroll"**

Save trees while saving time with Paperless Billing



When you enroll in **Paperless Billing**, we have pledged to donate funds to the Arbor Day Foundation to plant a tree on your behalf.



Get bill notifications

Receive emails when your bill is available.



View your bill history

View all bills in your account.



Reduce clutter

Save trees and reduce paper waste.



Avoid postal service delays

Future service changes may cause delays.

Enrolling in Paperless Billing is easy too

- 1 Visit **my.constellation.com** to log into your account or create a new profile
- 2 Select **"Manage Paperless Billing"**
- 3 In Communication Settings, select **"Yes, please send my bill through email"**

If you have any questions, please contact us at 888-900-7052 or visit our FAQs online.

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Electricity or Gas Supplier License/Order #: GA GM-46; OH 09-153G, 00-003E; TX 10014, B07305101

Involuntary Load Shed: What you need to know to be prepared

When electric supply provided by all available power generation plants, wind farms and other sources becomes insufficient to meet customer demand, ERCOT begins emergency operations. During a power emergency when electric supply cannot meet consumer demand for electricity and all other operational tools have been exhausted, the demand for electricity must be reduced to avoid uncontrolled blackouts. As a last resort, ERCOT will instruct electric utilities to implement controlled customer outages to reduce the customer demand for electricity on the ERCOT grid. This is referred to as load shed and will last until the power emergency is resolved by ERCOT. During such times, you can help by reducing your electricity consumption as much as possible. For information on your local utility's procedures please visit their websites below:

AEP (Central and North): <https://www.aeptexas.com/outages/load-shed-information>

Oncor: [https://www.oncor.com/content/dam/oncorwww/documents/partners/rep/Load Shed Information.pdf](https://www.oncor.com/content/dam/oncorwww/documents/partners/rep/Load%20Shed%20Information.pdf)

Centerpoint: <https://www.centerpointenergy.com/en-us/Documents/CEHE-Load-Shed-Document.pdf>

TNMP: <https://www.tnmp.com/sites/default/files/2021-12/tnmp-rep-load-shedding.pdf>

CRITICAL NEED FOR ELECTRICITY?

Residential Customers:

If the disconnection of electrical service would cause you or a person permanently residing at your residence to become seriously ill or more seriously ill, you have the right to apply for a designation of Critical Care or Chronic Condition Residential Customer. You can apply for the designation of Critical Care or Chronic Condition Residential Customer by obtaining a copy of the application approved by the PUCT from your TDU or Constellation at www.constellation.com/TXCriticalCare. The application requires a physician's signature. The ultimate decision to grant either designation rests with the TDU. Being designated either a Critical Care or Chronic Condition Residential Customer does not entitle you to free electrical service but provides you with certain time periods before your electrical service can be disconnected to allow you to obtain a physician's signature. A designation as a Critical Care Residential Customer must be renewed every two (2) years. A designation as a Chronic Condition Residential Customer must be renewed in some cases as often as every ninety (90) days, but, at least once a year.

Commercial Customers:

If interruption or suspension of electrical service will create a dangerous or life-threatening condition at a customer's premises, then you may qualify as a critical load industrial customer. To be designated as a critical load industrial customer, the Customer must notify the TDU. Eligibility shall be determined through a collaborative process among the customer, Constellation and the TDU.

Desconexión de carga involuntaria: lo que necesita saber para estar preparado

Cuando el suministro eléctrico proporcionado por todas las plantas de generación de energía disponibles, parques eólicos y otras fuentes se vuelve insuficiente para satisfacer la demanda de los clientes, ERCOT inicia operaciones de emergencia. Durante una emergencia de energía cuando el suministro eléctrico no puede satisfacer la demanda de electricidad del consumidor y todas las demás herramientas operativas se han agotado, la demanda de electricidad debe reducirse para evitar apagones incontrolados. Como último recurso, ERCOT ordenará a las empresas de servicios públicos de electricidad que implementen cortes controlados de los clientes para reducir la demanda de electricidad de los clientes en la red de ERCOT. Esto se conoce como desconexión de carga y durará hasta que el ERCOT resuelva la emergencia de energía. Durante esos momentos, puede ayudar reduciendo su consumo de electricidad tanto como sea posible. Para obtener información sobre los procedimientos de su empresa local de servicios públicos, visite sus sitios web a continuación:

AEP (Central and North): <https://www.aeptexas.com/outages/load-shed-information>

Oncor: [https://www.oncor.com/content/dam/oncorwww/documents/partners/rep/Load Shed Information.pdf](https://www.oncor.com/content/dam/oncorwww/documents/partners/rep/Load%20Shed%20Information.pdf)

Centerpoint: <https://www.centerpointenergy.com/en-us/Documents/CEHE-Load-Shed-Document.pdf>

TNMP: <https://www.tnmp.com/sites/default/files/2021-12/tnmp-rep-load-shedding.pdf>

¿NECESIDAD CRÍTICA DE ELECTRICIDAD?

Clientes Residenciales:

Si la desconexión del servicio eléctrico causaría que usted o una persona que resida permanentemente en su residencia se enferme gravemente o más gravemente, tiene derecho a solicitar una designación de Cliente residencial de atención crítica o condición crónica. Puede solicitar la designación de Cliente residencial de cuidado crítico o condición crónica obteniendo una copia de la solicitud aprobada por la PUCT de su TDU o Constellation en www.constellation.com/TXCriticalCare. La solicitud requiere la firma de un médico. La decisión final de otorgar cualquiera de las designaciones recae en la TDU. Ser designado como Cliente Residencial de Cuidados Críticos o Condición Crónica no le da derecho a un servicio eléctrico gratuito, pero le brinda ciertos períodos de tiempo antes de que su servicio eléctrico pueda ser desconectado para permitirle obtener la firma de un médico. La designación como Cliente residencial de cuidados intensivos debe renovarse cada dos (2) años. Una designación como Cliente Residencial de Condición Crónica debe renovarse en algunos casos cada noventa (90) días, pero al menos una vez al año.

Clientes Comerciales:

Si la interrupción o suspensión del servicio eléctrico creará una condición peligrosa o potencialmente mortal en las instalaciones de un cliente, entonces usted puede calificar como un cliente industrial de carga crítica. Para ser designado como cliente industrial de carga crítica, el Cliente deberá notificarlo a la TDU. La elegibilidad se determinará a través de un proceso de colaboración entre el cliente, Constellation y la TDU.