



NRG offers the following billing options and services to support the customization and preferences your business needs and to provide ease of doing business.



Individual Billing

What is it?

NRG will provide one invoice per meter (ESI ID) each billing cycle, which will be issued after we receive your meter read data from your transmission and distribution service provider (TDSP). You will receive invoices throughout the month for each meter (ESI ID) based on their respective meter read cycles.

How do I make payments?

You can use any of our payment methods (mail, online, phone, etc.) to pay your invoice. If you receive several invoices per month (because you have multiple meters), you can opt to make one payment at one time for all of those invoices online. You can also mail in a check for the total amount due and include the individual remittance slips for each invoice.

What are the benefits of this billing type?

When compared to a collective billing option, some customers find that having their meters invoiced individually is more convenient if they have just a couple of meters because each invoice is sent on its respective meter read cycle, rather than being held until all meter read data is available across all meters (as in collective billing).

If you have individual billing, you can set up customized summary billing reports via our online account management (OAM) tool that allow you to report across multiple meters and aggregate some or all of your individually-billed meter data together.



Collective Billing

What is it?

NRG will provide you with one invoice, billed around the same time each month, that includes multiple meters (ESIDs). You can choose which meters you'd like to consolidate on one invoice and you may wish to group meters across several collective invoices—or include all of your meters on one. Collective invoices still provide your amounts due for each meter, which provides transparency into your total amount due, despite the consolidation of meters on a single invoice.

How do I make payments?

You can use any of our payment methods (mail, online, phone, etc.) to pay your collective invoice. One invoice with multiple meters billed on it allows you to make one payment for all—rather than paying individual invoices per meter.

What are the benefits of this billing type?

This billing service, which we offer at no extra cost, provides ease of use for customers with multiple meters that want streamlined invoicing. Because you have options for how you group your accounts, you have unlimited customization. And, you can enjoy easy payments across multiple meters, which saves time.

One detail to keep in mind is that if your meters are on varying meter read cycles, our systems will wait to receive 80% of the total usage data before generating the invoice. At times, usage for certain meters that wasn't available in a given month may get bumped to the next month's invoice, which can cause variance in your billed usage and amount due. In addition, this type of billing arrangement doesn't always work as well for larger customers because reconciling individual accounts when there is canceled/re-billed data can be difficult. See "Summary Billing Service" below for another option for aggregating individual invoices.



Let's get started.

nrg.com



Summary Billing Service

What is it?

If you have multiple meters, NRG will provide one invoice package per month that contains your individual invoices for each meter, along with a summary statement overview report that details the current charges for each meter.

How do I make payments?

You can use any of our payment methods (mail, online, phone, etc.) to pay your invoice. You can pay your invoices individually, in groups, or all at once. If you mail in payments, you can simply include the summary statement with your check so that we can accurately apply the payment across all your accounts. If you pay online, you can select all your invoices for payment or group them into smaller batches to make payments.

What are the benefits of this billing type?

This billing service, which we offer at no extra cost, allows you to continue to receive individual invoices by account, while also receiving a comprehensive report that ties all of your account information together for reporting and accounting purposes. You can also pay your total for all accounts with one payment using your summary statement. This option works well for larger customers who wish to see the total balance forward and the total due across all accounts while still having individual accounts reconciled on a per-invoice basis.

While you can run customized summary billing reports through our online account management tool (OAM), keep in mind that they do not provide the total balance forward or total amount due of all individual invoices in the outputs. Those calculations are however available via the summary billing service.



Paperless Billing Service

What is it?

Save paper and help make a positive impact on the environment! NRG will send a monthly email alerting you that a new invoice is ready via online account management (OAM). You can choose to receive this notification with or without a PDF attachment of your invoice(s) and/or summary billing statement (depending on what type of billing arrangement/service you have). If for any reason you still want to receive paper invoice(s)—you can—along with the email alerts with/without invoice(s) attached.

How do I make payments?

You can use any of our payment methods (by mail, online, phone, auto-drafts, etc.) to submit payment for your account(s). If you aren't receiving a paper invoice and you'd like to remit by mail, you will have to write out an envelope with the remittance address that is on your invoice and be sure to include the account number(s) you're making payment to in the envelope with your check. You can also print out page 1 of your invoice(s) and include that remittance slip(s) from the bottom with your check.

What are the benefits of this billing type?

With paperless billing, you will receive your digital invoice copy within 24-48 hours of the invoice being generated, instead of waiting for a mailed copy. Faster receipt of your invoice means you can make faster payment arrangements, keep your books tidy with outbound payments and stay ahead of your payment deadlines—keeping your account(s) in good standing. It's also environmentally friendly.