



The following information will help you become familiar with your invoice structure, the presentation of your charges, and what you can expect when you receive your first invoice from NRG.

## 1. Your Billing Identification

This section includes your NRG account number. You will also see your invoice number, and the date your invoice is due. You'll need your account number when you call us and for other operational processes.

## 2. Account Summary

This section shows your amount due, including any previous balance forward, and the date the bill was issued.

## 3. How to Contact NRG

This section shows how to reach NRG with questions or concerns and includes the toll-free phone number and email address for the customer care team that handles your account(s). You can also find our mailing address, website, and the phone number of your local Transmission and Distribution Service Provider (TDSP).

## 4. Carbon Offset Chart

This chart will appear if you have made a renewable energy purchase. In this chart, you will see the quantity of carbon dioxide emissions that your purchase helps to avoid. This chart may appear on the left side of page one or directly under the account summary information, depending on your billing type.

## 5. Message Center

In the Message Center, NRG will provide information you need to know regarding regulatory changes or other impacts to your billing. We will also provide information on our programs and services that may be of interest to you. This chart may appear under the usage history graph or under the carbon offset chart, depending on your billing type.

## 6. Remittance Slip and Instructions

If you mail in your payment, please detach the remittance slip from your invoice, enclose it with your check or money order in the envelope provided with your invoice and ensure that our payment address is showing through the window on the envelope. If you have multiple accounts with separate invoices, you may remit payment in one envelope using one check/money order, but we ask that you include the individual remittance slips for each account. Alternately, you can provide a list of the account numbers to which you wish to post payment. For all payment options, visit: [nrg.com/paybill](http://nrg.com/paybill). To pay your bill online, please log into NRG's Online Account Management Tool: [nrg.com/login](http://nrg.com/login).

Sample of page 1

**NRG Account: 11 22 333** **Date Due: 06/22/2022**  
**Account Name: BEST PRODUCTS INC**

<b>Invoice Number</b> 008 008 014 345	<b>Amount Due</b> \$ 741,710.01
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**Account Summary** **Billing Date: Jun 2, 2022**

Previous Amount Due	\$0.00
Payment	0.00
Balance Forward	0.00
Current Charges	741,710.01
<b>Amount Due</b>	<b>\$741,710.01</b>

**USAGE HISTORY**

Month	Usage (kWh)
DEC	~175,000
JAN	~175,000
FEB	~130,000

**MESSAGE CENTER**

Thank you for being a valued NRG Business customer! We look forward to continuing to serve you for many years to come.

Electricity Used (kWh)	CO <sub>2</sub> Emissions Avoided (pounds) <sup>1</sup>	Equivalent Automobile Miles Not Driven <sup>2</sup>
5,075,125	3,989,901	4,828,635

**Message Center:** Thank you for being a valued NRG Business customer! We look forward to continuing to serve you for many years to come.

**Remittance Slip:**

<b>Date Due</b>	06/22/2022
<b>Amount Due</b>	\$ 741,710.01
<b>Invoice Number</b>	008 008 014 345

0080080143456 03200001947130365000741710010007417100160



Let's get started.

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### 7. Service Address

This is your service location where the power is being delivered.

### 8. ESI ID Number

This is the unique identifier created for your meter and provided by your TDSP.

### 9. Meter Information

This section shows various aspects of your electric meter, starting with the **Meter Number**.

**Current Meter Read** is the meter reading at the end of the billing period for this invoice, and the date of such reading.

**Previous Meter Read** is the meter reading at the beginning of the billing period for this invoice, and the date of such reading.

**kWh Multiplier** is used to calculate the total usage for meters that only capture a portion of the electricity flowing through the meter. The difference between the meter reads is multiplied by the multiplier to determine the total usage. The meter multiplier is found on the front of your meter.

**kWh Usage** shows the total usage for the billing period, based on the meter reads and any multiplier calculations.

**Demand** is based on your highest average usage during a 15-minute interval, which impacts your demand charges.

**Power Factor** is a value between 0% and 100% that measures efficiency. Anything below 95% indicates that your facility is consuming more than the maximum volt-amperes allowed (pursuant to the Commission-approved TDSP tariff) and could result in an increased demand charge from the TDSP.

### 10. Your Product and Charges

Here you will see the name of your product and the calculation of your costs for energy: your usage in kWh multiplied by your price per kWh. This section also includes any energy supply components that are passed through (i.e. costs not included in your price), including adders and fees, demand charges, securitization charges, etc. which will be itemized here. This section may also include any non-electricity charges related to other NRG products and services you may have signed up for.

### 11. TDSP Pass-Through Charges

This section shows pass-through charges from your Transmission and Distribution Service Provider (TDSP), which we include on our invoice on behalf of the TDSP. These charges are set by the Public utility Commission of Texas and are non-bypassable. These charges reflect the cost of maintaining and operating the power lines that deliver electricity to your business.

Sample of page 2 (single site)

NRG Account: 11 22 333 - 8		Billing Date: 06/02/2022		Page 2 of 3
Customer Name: BEST PRODUCTS INC		Invoice Number: 008 008 014 345		Date Due: 06/22/2022
<b>Service Address:</b>				
111 HAPPY LANE GRAND PRAIRIE TX 75050				
<b>For outages or emergencies:</b> call Oncoor Electric Delivery at 1-888-313-4747				
<b>ESI ID:</b> 10111111122222				
<b>Electric Usage Detail</b>				
Load Factor	58.8 %			
<b>Meter Number:</b> 13233333332				
Current Meter Read	02/02/2022	16817		
Previous Meter Read	01/04/2022	16165		
kWh Multiplier		2,400		
kWh Usage		564,270		
Demand	3821 kW			
Power Factor	91.8 %			
<b>Current Electric Charges Detail</b>				
29 Day Billing Period From 01/04/2022 To 02/02/2022				
<b>Fixed Price</b>				
Actual Consumption * Price		1,564,370 kWh @ \$0.108630/kWh		169,937.51
<b>TDSP Pass-Through Charges</b>				
TDSP Customer Charge				15.57
Delivery Point Charge				36.15
Nuclear Decommissioning Fee				225.84
Distribution Cost Recovery Factor	4,705 kW @ \$0.0488000/kW			941.20
Energy Efficiency Cost Recovery				101.68
Distribution Charge (DUOS)	4,705 kW @ \$3.795846/kW			17,859.46
Transmission Cost Recov Factor	5,402 kW @ \$4.040442/kW			21,826.47
<b>Total TDSP Pass-Through Charges</b>				41,006.37
<b>Taxes and Assessments</b>				
Gross Receipts Tax Reimbursement Charge				4,301.10
PLC Assessment				358.96
Special Tax				538.44
City Sales Tax 1.75%				3,769.12
State Sales Tax 6.25%				13,461.12
<b>Total Taxes and Assessments</b>				22,428.74
<b>Sub-Total Current Charges</b>				233,372.62
<b>Current Charges</b>				
The average price you paid for electric service this month (per kWh)				
Your current plan is effective through your meter read on or after April 30, 2024				



Let's get started.

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### 12. Taxes and Assessments

This section shows any applicable city, state and local taxes.

### 13. Protected Class Customers

Small commercial customers that have demand of 50kW or less and have not opted out of their protections may see the following on page 2 under their charge detail:

**The Average Price for Electric Service:**

reflects the total for the current billing period of all fixed and variable recurring charges (not including 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.

**Contract Expiration Date:** a reminder of the date that your contract expires.

### 14. Collective Billing: Summary of Current Service Address Charges

If you are enrolled in collective billing for multiple service locations, page 2 of your invoice will show a summary of all of your locations, including the service address and the amount being charged, followed by a charge breakdown for each location.

**The invoice samples are for illustrative purposes only and do not include all product types or charges that may be assessed.**

Sample of page 2 (single site) (con't)

NRG Account: 11 22 333 - 8 Customer Name: BEST PRODUCTS INC Invoice Number: 008 008 014 345		Billing Date: 06/02/2022	Page 2 of 3 Date Due: 06/22/2022
<b>Service Address:</b> 111 HAPPY LANE GRAND PRAIRIE TX 75051		<b>Current Electric Charges Detail</b> 29 Day Billing Period From 01/04/2022 To 02/02/2022	
<b>For outages or emergencies:</b> call Onco: Electric Delivery at 1-888-313-4747		<b>Fixed Price</b> Actual Consumption * Price 1,564,370 kWh @ \$0.108630/kWh 169,937.51	
<b>ESI ID:</b> 10111111122222		<b>TDSP Pass-Through Charges</b> From 01/04/2022 To 02/02/2022	
<b>Electric Usage Detail</b>		<b>TDSP Customer Charge</b>	
Load Factor 58.8 %		Delivery Point Charge	15.57
<b>Meter Number: 13233333332</b>		Nuclear Decommissioning Fee 4,705 kW @ \$0.0488000/kWh	225.84
Current Meter Read 02/02/2022 16817		Distribution Cost Recovery Factor	941.20
Previous Meter Read 01/04/2022 16165		Energy Efficiency Cost Recovery	101.68
kWh Multiplier 2,400		Distribution Charge (DUOS) 4,705 kW @ \$3.795846/kWh	17,859.46
kWh Usage 1,564,370		Transmission Cost Recov Factor 5,402 kW @ \$4.040442/kWh	21,826.47
Demand 3821 kW		<b>Total TDSP Pass-Through Charges</b>	41,006.37
Power Factor 91.8 %		<b>Taxes and Assessments</b>	
		Gross Receipts Tax Reimbursement Charge	4,301.10
		PUC Assessment	358.96
		Special Tax	538.44
		City Sales Tax 1.75%	3,769.12
		State Sales Tax 6.25%	13,461.12
		<b>Total Taxes and Assessments</b>	22,428.74
		<b>Sub-Total Current Charges</b>	233,372.62
		<b>Current Charges</b>	
		The average price you paid for electric service this month (per kWh)	
		Your current plan is effective through your meter read on or after April 30, 2024	

Sample of page 2 (multi site)

NRG Account: 11 222 333 - 5 Customer Name: BEST PRODUCTS INC Invoice Number: 111 036 851 255		Billing Date: 05/10/2022	Page 2 of 7 Date Due: 05/31/2022
<b>Summary of Current Service Address Charges</b>			
ACCOUNT NO.	CUSTOMER REFERRAL ID	Account Name:	TOTAL CHARGE
1 000019111111 111036851252	14	SERVICE ADDRESS BEST PRODUCTS INC 111 HAPPY LANE COLLEYVILLE TX 76034	\$363.16
2 000019211111 111036851253		BEST PRODUCTS INC 112 STATE ST. EULESS TX 76039	\$621.15
3 000019311111 111036851254		BEST PRODUCTS INC 113 PARK PL COLLEYVILLE TX 76034	\$158.73
<b>Total Current Service Address Charges</b>			<b>\$1,143.04</b>