

Understanding your Direct Energy electric bill



1. Account information

Includes basic account information, such as account number, customer name, invoice date, invoice number, referral ID, and mailing address. This is the section you will reference should you have any questions regarding your account. The service address will now show in the "Energy insight" section.

Important! Your account number is the full number, including the dash and the following number. Example: 1234567890-1

Note: Your account number – Texas customers who joined Direct Energy prior to October 4, 2021, will receive a new account number. You'll need to reference your account number when managing your account, calling customer service or making a payment.

2. Billing summary

Provides a summary of your Direct Energy account — or accounts, if you have multiple.

- **Previous balance.** The amount due from your previous bill.
- **Payments received.** The most recent payment we've received.
- **Adjustment.** Any balance edits to your bill total, including discounts.
- **Balance forward.** The difference between the previous balance and payments received plus any adjustments. This balance is due right away (not when your bill is due). If you paid this amount after the invoice was generated, it will still appear on your invoice.
- **Current charges.** Your total electricity charges for this billing cycle under the "Total amount due." You'll find the date you must pay your bill to avoid a late penalty.
- **Total amount due.** The bill's total amount due, including the previous balance due, adjustments and credits.

3. Payment and due date information

Shows the due date and the amount due (the total of current charges plus any balance) that must be received by Direct 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.

4. Your electric usage

Shows your total electricity usage and average daily use in kilowatt hours. It also shows the average high temperature for that billing period and the number of billing days for the current service period.

direct energy

1. Account information

Account number
44224378-8

Customer name
Smith, Agent

Invoice date
09/22/2021

Invoice number
8503875204

Referral ID
LBYG1QO

Mailing address
12360 RICHMOND AVE
HOUSTON TX 77082

2. Bill summary

Previous balance	\$0.00
Payments received	\$0.00
Balance forward	\$0.00
Adjustment	\$0.00
Current charges	\$17.79

Total amount due **\$17.79**

Pay by 10/08/2021 to avoid the 5% late fee charge.

3.

Due date	Amount due	After due date
10/08/2021	\$17.79	\$18.68

Pay online at eam.directenergy.com/account

4. **Electric usage in kWh** ● Last year's usage ● This year's usage

Billing period	09/22/2021 - 09/22/2021
Billing days	21
Electricity used (kwh)	200
Average daily usage (kwh)	10
Average high temp	91°

Protect Your Wiring and Electronics for Just \$9.99/Month
Direct Energy Electric Line and Surge Protection provided by Allied Warranty covers your interior electrical wiring system, consumer electronics, and major kitchen appliances damaged by a power surge or lightning strike. Check out the last page of your bill to learn more.

5. **Take control with Online Account Manager**
Easily track usage, make a payment or renew your plan online.
Scan the QR code or visit directenergy.com/eam to sign up.

For more information about residential electric service please visit powertochoose.com
Please detach and include this portion with your payment. Make checks payable to Direct Energy.

6. **direct energy**

P.O. Box 3767
Houston, TX 77253-3767

Account number	Due date	Amount due	After due date
44224378-8	10/08/2021	\$17.79	\$18.68

☐ Check this box if you wish to apply any additional amount paid to the Neighbor-to-Neighbor bill payment assistance program.
Neighbor-to-Neighbor payment assistance program donation amount: \$1, \$5, \$10
Amount paid \$

Smith, Agent
12360 RICHMOND AVE
HOUSTON TX 77082

MAIL PAYMENT TO:
DIRECT ENERGY
P.O. BOX 660896
DALLAS TX 75266-0896

0025041770626 0315000044224378860000001779000000186850

5. Important messages and promotions

Special messages from Direct Energy, which may include important information about your rate plan, special offers and other promotions. Messages may continue at the bottom of the bill.

6. Payment slip

If you are mailing in your payment or paying at a payment center, tear off this portion of the bill. The blue area contains your account number, the amount due, the due date, and the amount due after the due date. If you would like to contribute to our Neighbor-to-Neighbor Bill Assistance Program, you can check the box and/or enter the amount you would like to contribute with the total amount paid. Make checks payable to Direct Energy. All payment options are listed on the back of the payment slip.

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7. Energy insight

Displays information about the plan you are enrolled in, including the contract expiration date. The ESI ID is the unique identifier your Transmission Distribution and Service Provider created for our service address.

8. Charges

Itemization of your Direct Energy account. Consists of the balance and the current charges for electric service as disclosed in the customer's Electricity Facts Label, including applicable taxes and fees.

- **Summary of meter usage:** The top portion 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 "Energy charge."
- **Breakdown of energy charges:**
 - **Base charge** – A flat fee applied each month regardless of the amount of kilowatt (kWh) used.
 - **Energy charge** – A charge based on the electric energy (kWh) consumed.
 - **Transmission Distribution Surcharges (TDU Surcharges)** – Surcharges include charges billed as tariff riders by the TDU.
 - **PUC assessment** – A fee assessed to recover the statutory fee for administering the Public Utility Regulatory Act.
 - **TDU delivery charges** – Charge to cover the cost of moving electricity from the generation plant to your home.
 - **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.
 - **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.

Note: Some customers may also see non-electricity charges if they have signed up for non-commodity services. Non-electricity charges consist of current charges for non-electricity items, the billing period, applicable taxes and the total of all non-electricity charges.

Account transaction details

Payments, other charges and adjustments	
Payment 03/16/2024	(\$58.95)
Total payments, other charges and adjustments	(\$58.95)

7. Energy insight

Service location
12345 STREET CT
CITY ST 00000-0000

Current plan
Free Power Weekends 24

ESI ID:
1008901001900408270110

8. Charges

Summary of meter usage

Days in billing period: 30

Meter	Previous meter read	Current meter read	Begin read	End read	Multiplier	Total usage
I63570628	02/27/2024	03/14/2024	I5247	I5,774 (Est)	I	527 kWh
I354903745	03/14/2024	03/28/2024	0	I96	I	196 kWh

Energy charges

Base charge	\$4.95
Energy charge (723kwh @ \$0.149638/kwh)	\$108.19
Centerpoint energy monthly charges	\$6.12
Free weekends energy (244.11547kwh @ \$-0.149638/kwh)	(\$36.53)
Free weekends tdu credit	(\$10.62)

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9. Contact us

Direct Energy
PUCT License Number: 10040
directenergy.com

We're here to support you 24/7
Email: ga-decustomerhelp@directenergy.com
Chat online: directenergy.com/contact-us
Phone: 1-888-305-3828

Bill pay address
PO BOX 660896
Dallas, TX 75266-0896

10. Payment options

Pay online – Online Account Manager
oam.directenergy.com/account

Pay online – One-time payment
oam.directenergy.com/quick/pay

In person
Visit directenergy.com/payment-locations
for participating locations.

Pay by phone
1-888-305-3828 (toll free)

11. Local wires company

For outages or emergencies: call
Centerpoint Energy at 1-800-332-7143

Bill assistance
Visit our website at
directenergy.com/wecare or call 211 for
information about nonprofit agencies near
you that may provide assistance paying
your electric bill.

IMPORTANT MESSAGE FROM THE PUBLIC UTILITY COMMISSION
If you believe that this invoice includes unauthorized charges, please contact Direct Energy at 1-888-305-3828 to inquire about these charges. If you are not satisfied with our review, you may file a complaint with the Public Utility Commission of Texas (PUCT), P.O. Box 13326, Austin, Texas 78711-3326, PUCT phone number: Local 1-512-936-7120, Toll-free in Texas at 1-888-782-8477, Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at 1-512-936-7136.

9. Contact us

Lists Direct Energy's website, contact information, and customer support phone numbers for information about your bill or service.

10. Payment information

Lists the various payment options Direct Energy offers to pay your electricity bill.

11. Local wires utility

We have provided the utility contact information here if you are experiencing an outage or have an emergency.