# 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.

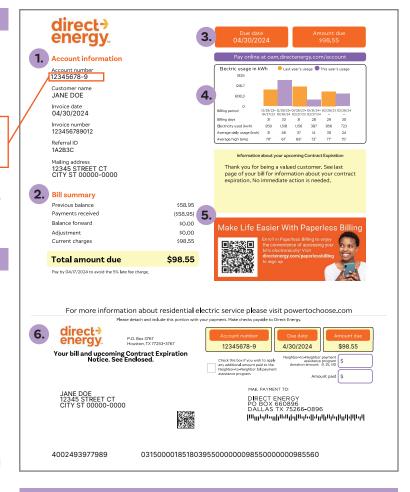
- Previous balance. The amount due from your previous bill.
- Payments received. The most recent payment we've received.
- Adjustment. Any balance edits to your bill total, including discounts
- Balance forward. The difference between the previous balance and payments received plus any adjustments. This 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.



### 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.



#### 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.

