

Understanding Your Bill

ACCOUNT INFORMATION

ACCOUNT #: 123456
INVOICE #:
CUSTOMER NAME:

Account Information
 Here you will find your customer name and account number with Southwest. The current invoice number is also listed.

TOTAL AMOUNT DUE

Previous Balance	\$134.76
Payments Received	\$134.76
Balance Forward	\$0.00
Late Fees	\$0.00
Adjustments	\$5.43
TOTAL CURRENT MONTHLY CHARGES	\$129.33
BUDGET BILL	

Total Amount Due
 This section is where you can see the total amount due for your account. We also list activity from your last invoice, including the previous amount due, payments received, late penalties, and your current charges.

Helpful Information

Helpful Information
 Whether you need the contact numbers for reporting a power outage or the information to stay in touch with Southwest customer service, the details are right here. We have also provided a few resourceful websites.

HELPFUL INFORMATION

Outages and Concerns 24/7
 Report power outages by calling Oncor at 888-313-4747

Customer Care
 Monday-Friday : 8:30a - 5:30p CST
customer.care@yeptexas.com
 or call 866-937-5937

Payment Options
 Pay online at myaccount.yepenergy.com
 Pay by check or money order.

To lend a helping hand, you may contribute to the YEP Helping Texans program noted on the payment coupon. For more information about residential electric service please visit www.powertochoose.org. See YEP latest offerings by visiting www.yepenergy.com. Thank you for being a loyal YEP customer.

PREMISE INFORMATION

Esi ID
 1044372055555642

Service Address
 123 MAIN ST
 HOUSTON TX 55555

Contract Expiration
 04/26/2018

The average price paid for electric service this month (excluding taxes)
 This is where you can see your service address with Southwest and the service identifier for that address. We also display the average price you paid for electricity and the expiration date of your contract (don't forget to contact us about renewal).

Invoice Details

Invoice Details
 This area itemizes the makeup of your current month charges. Broken out are the energy charges, utility charges, taxes and regulatory fees, and any miscellaneous fees such as meter charges and processing fees. Refer to our glossary for a definition of each charge.

YEP energy
 YEP Energy
 PO Box 3079
 Houston, TX 77253-3079

Remittance Slip

When paying by mail, you may detach this portion of the page and mail it in with the payment to the address shown. If your account is setup on Autopay, you will see "Autopay" as the date due.

Please return this portion with your payment
 Autopay will be applied on 01/09/2018

Date Due	1/19/2018
Amount Due	\$134.76
After Due Date	\$141.50

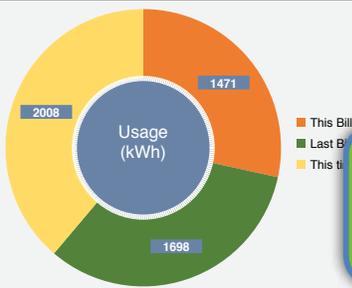
YEP's Helping Texans program
 Donation Amount: \$1, \$5, \$10

\$ 1 3 4 7 6

Return To: **YEP ENERGY**
 PO BOX 3079
 HOUSTON, TX 77253-3079

00000322056000719829500000134763

ELECTRICITY USAGE SUMMARY



Electricity Usage Summary
 Your bill is all about how much electricity you use. At a glance, you can compare usage from your current bill to last month's bill to this time last year!

IMPORTANT MESSAGES

The rate billed is the base rate for fixed rate products and will not change for the length of your term. For variable products, the Base Rate only applies to the service period invoiced. For more about our products, renewal offers, and historical variable rates, visit www.yepenergy.com or call us at 1-866-937-5937.

If you believe this bill includes unauthorized charges, please contact us toll free at 1-866-937-5937 or email us at customer.care@yeptexas.com. If not satisfied with our explanation, you may submit a complaint with us, which will be investigated and completed within 21 days. If still not satisfied, you may request supervisory review/appeal with us, which will be completed within 10 business days. If you feel your concern remains unresolved, you may wish to contact the PUC of Texas, PO Box 13326, Austin, TX 78711-3326 by phone (888) 782-8477. Hearing and speech impaired individuals with text telephones (TTY) may contact the PUC at (512) 936-7136.

METER#	METER READ DATES	ACTUAL USAGE	PREVIOUS METER READ	CURRENT METER READ	MULT	USAGE (kWh)	BILLED (kW)
123456787LG	8/23/17 - 9/22/17	YES	80451	81922	1	1471	0

Energy Charges	Non-Tiered(0.04500000 * 1471.0000 kWh)	\$66.20
Transmission and Distribution Charges		\$58.97
Taxes	City Tax	\$1.34
Regulatory Charges	Gross Receipts Tax	\$2.61
	Public Utility Assessment	\$0.22
Total		\$129.34
Budget Amount to Pay		\$0.00
Total Budget Variance To Date		\$-20.46

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Important Messages

This segment contains any additional messages that you need to know, including additional contact information, special promotions, and other related communications.