

How to Read Your Bill

Bill Front

Questions about your bill? Want to pay your bill at a time that's convenient for you? Try our online services at www.cpsenergy.com. Comments? Talk to us at feedback@cpsenergy.com

CPS ENERGY **1** **Statement of Account**
 JOHN DOE
 4567 ANY ST
 SAN ANTONIO TX 78205

3 Billing Date: 07/22/15
2 Customer Number: 000-0000-000

4 **YOUR ELECTRICITY USE (kWh)**

5 **YOUR NATURAL GAS USE (ccf)**

6 **ACCOUNT COMPARISON SUMMARY**

	Current Month	Previous Month	Last Year
Days on Bill	33	30	32
kWh Used	1,410	1,168	1,483
Avg. kWh/Day	42.7	38.9	46.3
Cost per Day	\$4.79	\$4.56	\$5.05
Days on Bill	33	30	32
ccf Used	19	26	21
Avg. ccf/Day	0.6	0.9	0.7
Cost per Day	\$0.66	\$0.82	\$0.80

7 **BILLING SUMMARY**
 (See reverse for details)
 Previous Bill 06/19/2015 \$185.08
 Payments/Adjustments Thank You -\$185.08
 Balance \$0.00
 Current Electricity Charge \$157.92
 Current Natural Gas Charge \$21.78
 Total Current Energy Charge \$179.70
 City Services \$21.93
 State & Local Sales Taxes \$1.80
 Total Account Balance \$203.43

8 **Pay Online** www.cpsenergy.com
Pay-By-Phone 1-877-257-1172
Customer Service (210) 353-2222
Gas or Electric Trouble (210) 353-4357
 "Se Habla Español"
 *** LOOK UP AND LIVE ***
 When trimming trees, doing yard work or cleaning your pool, be aware of overhead power lines. People are injured every year while doing everyday tasks, because their tools come in contact with electricity. For more safety information, call (210) 353-2970 or visit cpsenergy.com.

9 **CPS Energy**
 Customer Service (210) 353-2222
 Help your neighbors in need of utility assistance.
 Enclosed donation for \$
 REAP, Inc.
 Check here if your address or phone number has changed. Make changes on the reverse side.

10 **CUSTOMER NUMBER** 000-0000-000
Balance Due \$203.43
 On or Before Aug 07, 2015 Pay
 After Aug 07, 2015 Pay \$206.25

11 **Total Amount Enclosed** \$

DO NOT WRITE BELOW THIS LINE
 000000000000 000000000000 000000000000 0000000020343 01 0 0

CPS ENERGY P.O. Box 2878 San Antonio TX 78289-0001
JOHN DOE 4567 ANY ST SAN ANTONIO TX 78205

1. Customer Service Address – The location of the home or facility where you receive energy.

2. Customer Number - This is your specific number with your account information.

3. Current account balance and due date - Information regarding the amount you currently owe, the date it is due, and the amount you will pay if payment is received after the due date.

4. Your Electric Use - This graph shows how much electricity you used over the past 12 months in kilowatt hours (kWh). Interested in lowering this number by becoming more energy efficient?

5. Your Natural Gas Use - This graph shows your natural gas use over the past 12 months. If you do not have gas service, your statement may include a monthly message here. More about natural gas

6. Account Comparison Summary - 'Current Month' represents the current billing cycle, while 'Previous Month' shows the last month's billing cycle. 'Last Year' shows your consumption from this time last year.

7. Billing Summary - A quick overview that includes: your previous month's balance and payments or adjustments made; current charges for gas and electricity; total charges for additional services from CPS Energy (such as Windtricity or All Nite Security Light); and charges from the City of San Antonio (such as Waste Collection Services and Environmental Service Fee).

8. Information - This box includes important messages or tips for our customers.

9. Donation for REAP (Residential Energy Assistance Partnership) - Write in an amount here if you would like to make a tax-deductible donation to support needy families who require assistance in paying their utility bills. Learn more about REAP

10. Current Account Balance and Due Date - Information regarding the amount you currently owe and the date it is due for payment.

11. Total Amount Enclosed - The amount of payment you are making on your current bill.

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CPS Energy			
PO Box 2678, San Antonio, Texas 78289-0001			
Customer Number:	000-0000-000		
Previous Bill	\$185.08		
Payments & Adjustments			
Payment 06/19/15	-\$185.08		
Subtotal	-\$185.08		
Balance	\$0.00		
Electric			
Residential Electric			
Service Availability Charge	\$8.75		
Energy Charge 1,410 kWh x \$0.0691	\$97.43		
Peak Capacity Charge 810 kWh x \$0.0198	\$16.04		
Fuel Adjustment 1,410 kWh x \$0.01525	\$21.50		
Regulatory Adj 1,410 kWh x \$0.01007	\$14.20		
Total Electric Bill (Non-Taxable)	\$157.92		
Gas			
General Service			
Service Availability Charge	\$9.55		
Energy Charge 19 ccf x \$0.49	\$9.31		
Fuel Adjustment 19 ccf x \$0.15369	\$2.92		
Total Natural Gas Bill (Non-Taxable)	\$21.78		
City Services			
Solid Waste Fee	\$18.69		
Environmental Fee-Solid Waste	\$2.24		
Environmental Fee-Parks	\$1.00		
Total City Services (Taxable)	\$21.93		
Meter Read Detail (Read=R) (Estimated=E)			
Electric Meter	Previous	Current	Consumption
#4105576 (R-07/21/2015)	42076	43486	1,410
Gas Meter	Previous	Current	Consumption
#1-238296 (R-07/21/2015)	9013	9032	19
Your next scheduled meter read date is Aug 20, 2015 or Aug 21, 2015			
Billing Period Jun 19, 2015 - Jul 21, 2015			

1. Payments and Adjustments - Your account's previous balance and date of last payment.

2. Electric - Detailed summary of all electric charges including Service Availability Charge (covers the cost of metering and billing for your address, regardless of your energy consumption), Energy Charge (cost of power plants, substation distribution, transmission lines, labor, etc. according to the amount of electricity you used), Fuel Adjustment Charge (costs for fuel above the base rate, fluctuates monthly based on the prices CPS Energy pays for fuel) and Regulatory Adjustment (miscellaneous state-mandated fees and costs associated with the ERCOT grid).

3. Gas - Detailed summary of all natural gas charges including Service Availability Charge (covers the cost of metering and billing for your address, regardless of your energy consumption), Energy Charge (cost of power plants, substation distribution, transmission lines, gas mains, labor, etc. according to the amount the natural gas you used), Fuel Adjustment Charge (costs for fuel

above the base rate, fluctuates monthly based on the prices CPS Energy pays for fuel).

4. City Services - Charges for the City of San Antonio, including Garbage Collection Services, Brush Fee, and Environmental Services Fee. The City includes these charges on your CPS Energy bill for convenient processing. However, CPS Energy is not responsible for administering these services. Please call the City at 210-207-6428 for more information on these services.

5. Meter Read Detail - Detailed information on your meter reading, including the date and whether your meter was read (R) or estimated (E). The date of your next scheduled meter reading also is included.

6. Billing Period - Reflects the starting and ending dates for the current billing period.