

# How to Read Your Residential 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](http://www.cpsenergy.com) Comments? Talk to us at [feedback@cpsenergy.com](mailto:feedback@cpsenergy.com)

**1** **Statement of Account**  
CPS ENERGY  
CUSTOMER  
123 ANY ST  
SAN ANTONIO TX 78207

Billing Date: 02/10/24  
Customer Number: 300-0000-000

**3** **Balance Due**  
On or Before Feb 26, 2024 Pay \$168.71  
After Feb 26, 2024 Pay \$170.42

**4** **YOUR ELECTRICITY USE (kWh)**

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

**7** **BILLING SUMMARY**  
(see reverse for details)

Previous Bill 01/11/2024	\$180.11
Payments/Adjustments Thank You	-\$180.11
<b>Balance</b>	<b>\$0.00</b>
Current Electricity Charge	\$95.69
Current Natural Gas Charge	\$35.41
<b>Total Current Energy Charge</b>	<b>\$131.10</b>
City Services	\$34.75
State & Local Sales Taxes	\$2.86
<b>Total Account Balance</b>	<b>\$168.71</b>

**6** **ACCOUNT COMPARISON SUMMARY**

	Current Month	Previous Month	Last Year
<b>ELECTRICITY</b>			
Days on Bill	30	30	29
kWh Used	863	912	852
Avg. kWh/Day	28.8	30.4	29.4
Cost per Day	\$3.19	\$3.33	\$3.58
<b>GAS</b>			
Days on Bill	30	30	29
ccf Used	36	46	35
Avg. ccf/Day	1.2	1.5	1.2
Cost per Day	\$1.18	\$1.42	\$1.65

**8** **Information**

Pay Online [www.cpsenergy.com](http://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"

\*\*\* PLANTING TREES? BUILDING SOMETHING? \*\*\*  
Call before you dig! If you are planning an outdoor project that requires excavation, you run the risk of digging into underground gas or electric lines. That can be costly and dangerous! State regulations require you to call the Texas line locator service toll-free at (800) 545-6005 at least two working days before you dig

**9** **Donate to REAP**  
Enclosed donation for REAP, Inc. \$

Check here if your address or phone number has changed. Make changes on the reverse side.

**10** **CUSTOMER NUMBER** 300-0000-000  
**Balance Due**  
On or Before Feb 26, 2024 Pay \$168.71  
After Feb 26, 2024 Pay \$170.42

**11** **Total Amount Enclosed** \$

DO NOT WRITE BELOW THIS LINE  
1 3000000000 9 0000000000 000000017042 000000016871 01 6 0

**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.

**CPS ENERGY**  
PO BOX 2678  
SAN ANTONIO TX 78289-0001

**CUSTOMER**  
123 ANY ST  
SAN ANTONIO TX 78207-0000

**1. Customer Service Address** is the location of the home or facility where you receive energy.

**2. Customer Number** is your specific number for account identification.

**3. Current account balance and due date** is 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** graph shows how much electricity you used over the past 12 months in kilowatt hours (kWh).

**5. Your Natural Gas Use** 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.

**6. Account Comparison Summary** provides data that impacts your energy use for the billing period. Use it to compare your current billing month, last month, and the same month last year.

**7. Billing Summary** is 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); charges from the City of San Antonio (such as Waste Collection Services and Environmental Service Fee); taxes; and total account balance.

**8. Information** box includes important messages or tips for you.

**9. Donate to REAP** (Residential Energy Assistance Partnership). Write in an amount here if you would like to make a tax-deductible donation to help families in need of financial assistance to pay their utility bills. Learn more about REAP at [cpsenergy.com/reap](http://cpsenergy.com/reap)

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

**11. Total Amount Enclosed** is where you fill in the amount of payment you are making on your current bill.

# How to Read Your Residential Bill

## Bill Back

CPS Energy				
PO Box 2678, San Antonio, Texas 78289-0001				
Customer Number:		300-0000-000	1000000000	
Previous Bill			\$180.11	
<b>1 Payments &amp; Adjustments</b>				
Payment 01/24/24			-\$180.11	
<b>Subtotal</b>			<b>-\$180.11</b>	
<b>Balance</b>			<b>\$0.00</b>	
<b>2 Electric</b>				
<b>* 5 Residential Electric</b>				
Service Availability Charge <b>3</b>			\$9.50	
Energy Charge 863 kWh x \$0.07503 <b>4</b>			\$64.75	
Fuel Adjustment 863 kWh x \$0.02603 <b>6</b>			\$22.46	
Regulatory Adj 863 kWh x \$0.01444 <b>7</b>			\$12.46	
Affordability Discount <b>8</b>			-\$13.48	
<b>Total Electric Bill (Non-Taxable)</b>			<b>\$95.69</b>	
<b>9 Gas</b>				
<b>General Service</b>				
Service Availability Charge <b>3</b>			\$10.36	
Energy Charge 36 ccf x \$0.535 <b>4</b>			\$19.26	
Fuel Adjustment 36 ccf x \$0.29649 <b>6</b>			\$10.67	
Affordability Discount <b>8</b>			-\$4.88	
<b>Total Natural Gas Bill (Non-Taxable)</b>			<b>\$35.41</b>	
<b>10 City Services (For any questions, call the city at 210-207-6428.)</b>				
Solid Waste Fee - Large Cart (1)			\$30.25	
Environmental Fee-Solid Waste			\$3.00	
Environmental Fee-Parks			\$1.50	
<b>Total City Services (Taxable)</b>			<b>\$34.75</b>	
<b>11 Meter Read Detail (Read=R) (Estimated=E)</b>				
<b>Electric Meter</b>		<b>Previous</b>	<b>Current</b>	<b>Consumption</b>
#60000000	(R-02/09/2024)	37636	38499	863
<b>Gas Meter</b>		<b>Previous</b>	<b>Current</b>	<b>Consumption</b>
#1-100000	(R-02/09/2024)	4697	4733	36
Your next scheduled meter read date is Mar 11, 2024 or Mar 12, 2024				
<b>12 Billing Period Jan 11, 2024 - Feb 09, 2024</b>				

**1. Payments and Adjustments** show account's previous balance and date of last payment. If the last payment was received past its due date, then a late charge fee is shown and is included in the balance.

**2. Electric** section details your electric charges including Service Availability Charge, Energy Charge, Peak Capacity Charge, Fuel Adjustment Charge, Regulatory Adjustment, and Affordability Discount if enrolled.

**3. Service Availability Charge** covers the cost of metering and billing for your address, regardless of consumption.

**4. Energy Charge** recovers costs for power plants and other infrastructure based on the amount of electricity you use.

**5. \*Peak Capacity Charge** only applies during the months of June through September when an additional charge is applied for every kilowatt hour (kWh) used in excess of 600 kWh. The Peak Capacity Charge covers the higher costs for electricity CPS Energy incurs during summer months when demand for electricity is at its highest.

**6. Fuel Adjustment Charge** is the cost for fuel above the base rate, and it fluctuates monthly based on the prices CPS Energy pays for fuel. The current and thirteen-month Fuel Adjustment Charge Breakdowns are posted on [cpsenergy.com/billhelp](https://cpsenergy.com/billhelp).

**7. Regulatory Adjustment** shows the state mandated fees and costs associated with the Electric Reliability Council of Texas (ERCOT) grid.

**8. Affordability Discount** helps customers with income at or below 125% of federal poverty guidelines who qualify for a discount on their monthly service charge. Refer to [cpsenergy.com/assistance](https://cpsenergy.com/assistance).

**9. Gas** section details your natural gas charges including Service Availability Charge, Energy Charge, Fuel Adjustment Charge and Affordability Discount if enrolled.

**10. City Services** are fees CPS Energy collects for the City of San Antonio's Solid Waste Management Department. Learn more at [sanantonio.gov/swmd](https://sanantonio.gov/swmd) or by calling 3-1-1.

**11. Meter Read Detail** is 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 is also included.

**12. Billing Period** reflects the starting and ending dates for the current month's bill.