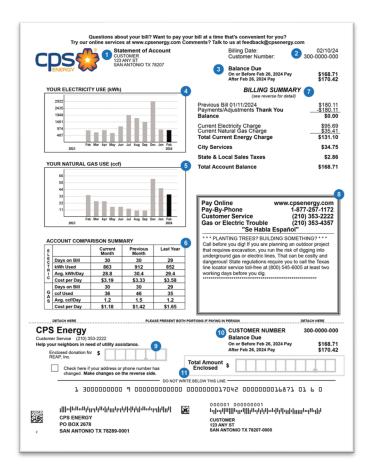
## How to Read Your Residential Bill

Bill Front



**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

**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

Customer Number:	300-0000-000	10000000
Previous Bill		\$180.11
Payments & Adjustments Payment 01/24/24 Subtotal		<u>-\$180.11</u> - <b>\$180.11</b>
Balance		\$0.00
Electric Residential Electric Service Availability Charge 3 Energy Charge 863 kWh x \$0.0 Fuel Adjustment 863 kWh x \$0.0 Regulatory Adj 863 kWh x \$0.0 Affordability Discount 3 Total Electric Bill (Non-Taxab	02603 6 1444 7	\$9.50 \$64.75 \$22.46 \$12.46 \$13.48 <b>\$95.69</b>
Gas General Service Service Availability Charge Energy Charge 36 ccf x \$0.535 Fuel Adjustment 36 ccf x \$0.29 Affordability Discount Total Natural Gas Bill (Non-Ta	649 6	\$10.36 \$19.26 \$10.67 \$4.88 <b>\$35.41</b>
City Services (For any question Solid Waste Fee - Large Cart ( Environmental Fee-Solid Waste Environmental Fee-Parks Total City Services (Taxable)	1)	210-207-6428.) \$30.25 \$3.00 <u>\$1.50</u> <b>\$34.75</b>
Meter Read Detail (Read=R) (	Estimated=E)	
Electric Meter Prev   #6000000 (R-02/09/2024) 37	ious Current 1636 38499	Consumption 863
Gas Meter Prev #1-100000 (R-02/09/2024)	ous Current	Consumption 36

**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.

**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.

**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 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.