

Understanding Your Bill

ACCOUNT INFORMATION

ACCOUNT #: 123456
 INVOICE #: 1234567
 CUSTOMER NAME: John Doe

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	\$159.22
Payments Received	\$0.00
Balance Forward	\$159.22
Late Fees	\$0.00
Adjustments	\$0.00
TOTAL CURRENT MONTHLY CHARGES	\$159.23
Amount Due	\$318.45

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

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@southwestpl.com
 or call 866-941-7975

Payment Options

Pay online at myaccount.southwestpl.com
 Pay by check or money order.

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

PREMISE INFORMATION

Esi ID
 1044372555556015

Service Address

123 MAIN ST
 HOUSTON TX 55555

Contract Expiration

05/05/2018

The average price paid for electric service this month (excluding taxes):

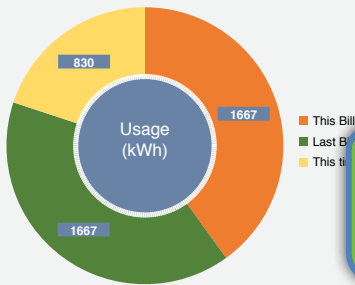
Premise Information

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

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.

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!

SOUTHWEST POWER & LIGHT
 Southwest Power & Light
 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	\$318.45
After Due Date	\$326.41

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

\$ 3 1 8 4 5

Return To: **SOUTHWEST POWER & LIGHT**
 PO BOX 3079
 HOUSTON, TX 77253-3079

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METER#	METER READ DATES	ACTUAL USAGE	PREVIOUS METER READ	CURRENT METER READ	MULT	USAGE (kWh)	BILLED (kW)
123456789LG	10/02/17 - 11/04/17	YES	89592	91259	1	1667	0

Energy Charges	
Non-Tiered(0.05200000 * 1667.0000 kWh)	\$86.68
Transmission and Distribution Charges	\$66.12
Taxes	
City Tax	\$2.34
Special SPD Tax	\$0.78
Regulatory Charges	
Gross Receipts Tax	\$3.05
Public Utility Assessment	\$0.25
Total	\$159.22

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.southwestpl.com or call us at 1-866-941-7975.

If you believe this bill includes unauthorized charges, please contact us toll free at 1-866-941-customer.care@southwestpl.com. If not satisfied with our explanation, you may submit a complaint which will be investigated and completed within 21 days. If still not satisfied, you may request supervisory review which will be completed within 10 business days. If you feel your concern remains unresolved, you may 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.

Important Messages

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

Page 1 of 2 Date of Invoice: Jan 3, 2018

DATE DUE	AMOUNT DUE	AFTER DUE DATE
1/19/2018	\$318.45	\$326.41

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PREVIOUS BALANCE

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CURRENT CHARGES

Current Charges:	\$152.81
Taxes:	\$3.12
Regulatory Fees:	\$3.30
TOTAL CURRENT MONTHLY CHARGES:	\$159.23

ELECTRICITY USAGE SUMMARY

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 HOUSTON, TX 77253-3079

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 05/05/2018

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 9.2¢ per kWh

Sign up for paperless billing! One of the many ways to go GREEN with Southwest Power & Light!

METER# **METER READ DATES** **ACTUAL USAGE** **PREVIOUS METER READ** **CURRENT METER READ** **MULT** **USAGE (kWh)** **BILLED (kW)**

123456789LG	10/02/17 - 11/04/17	YES	89592	91259	1	1667	0
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Taxes

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Regulatory Charges

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