



**Account Information**

**Service Address**

ESID	Customer Name	Service Address
1008901015185947015100	JOHN R GAGNE	5318 PINE CLIFF DR HOUSTON TX 77084-3140

**Electric Usage Detail**

Meter Number	Billing Days	Previous Meter Read	Current Meter Read	kWh Multiplier	kWh Usage	Electric Charges
189389255	29	60,079 (10/01/2020)	60,166 (10/30/2020)	1	87	\$13.88

The average price you paid for electric service this month (per kWh) = \$0.160

**Notice to Customers** -- The practice of adding charges for unrequested products or services is known as "cramming" and is prohibited by law. If you believe that any charge for a product or service appears on your bill has not been authorized by you, call Reliant at 1-866-222-7100 and request an investigation of this charge. If you are dissatisfied with our investigation, you may file a complaint with the Public Utility Commission of Texas (PUCT) at PO Box 13326, Austin, Texas, 78711-3326. PUCT phone number: Local (512) 936-7120, Toll-free in Texas (888) 782-8477. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136 or toll-free at 1-800-735-2988.

**Hurricane Preparedness Guidelines:** IF YOU ARE UNDER A HURRICANE WARNING, FIND SAFE SHELTER RIGHT AWAY.

- **When a hurricane is 36 hours from arriving:** Turn on your TV or radio in order to get the latest weather updates and emergency instructions. -- Restock your emergency preparedness kit. Include food and water sufficient for at least three days, medications, a flashlight, batteries, cash, and first aid supplies. <https://www.ready.gov/build-a-kit>
- **When a hurricane is 18-36 hours from arriving:** Bookmark your city or county website for quick access to storm updates and emergency instructions. -- Bring loose, lightweight objects inside that could become projectiles in high winds (e.g., patio furniture, garbage cans); anchor objects that would be unsafe to bring inside (e.g., propane tanks); and trim or remove trees close enough to fall on the building.
- **When a hurricane is 6-18 hours from arriving:** Turn on your TV/radio, or check your city/county website every 30 minutes in order to get the latest weather updates and emergency instructions. -- Charge your cell phone now so you will have a full battery in case you lose power.
- **When a hurricane is 6 hours from arriving:** If you're not in an area that is recommended for evacuation, plan to stay at home or where you are and let friends and family know where you are. -- Close storm shutters, and stay away from windows. Flying glass from broken windows could injure you. -- Turn your refrigerator or freezer to the coldest setting and open only when necessary. If you lose power, food will last longer. Keep a thermometer in the refrigerator to be able to check the food temperature when the power is restored.
- **Survive DURING:** If told to evacuate, do so immediately. Do not drive around barricades. -- If sheltering during high winds, go to a FEMA safe room, ICC 500 storm shelter, or a small, interior, windowless room or hallway on the lowest floor that is not subject to flooding. -- If trapped in a building by flooding, go to the highest level of the building. Do not climb into a closed attic. You may become trapped by rising flood water.
- **Be Safe AFTER:** Listen to authorities for information and special instructions. -- Do not touch electrical equipment if it is wet or if you are standing in water. If it is safe to do so, turn off electricity at the main breaker or fuse box to prevent electric shock. -- Avoid wading in flood water, which can contain dangerous debris. Underground or downed power lines can also electrically charge the water.

\* **C.A.R.E.** - Reliant is proud to offer the Community Assistance by Reliant (C.A.R.E.) Program that provides assistance to Reliant customers who are experiencing a hardship situation and need help paying their energy bills. This program is funded by customer contributions. Please write the amount of your donation in the space provided. This donation may be added to your total payment or a separate payment may be submitted.