P.O. Box 3765, Houston, TX 77253 Reliant Energy Retail Services, LLC (PUCT Certificate #10007)

## Reliant Account: 74 478 242 - 6 Referral ID: KVT6KYD Billing Date: Do Not Pay: Credit Balance: - \$ 90.43

# Account Information Invoice Number: 115 007 934 641 Customer Name: JOHNR GAGNE Service Address: 5318 PINE CLIFF DR HOUSTON TX 77084-3140

Questions or comments? We're available 24/7

713.207.7777 or toll-free 1.866.222.7100
TDD Device for Hearing Impaired: 1.888.467.3542
Chat online at reliant.com

For outages or emergencies call CenterPoint Energy at 1-800-332-7143

ElectricityUsage Summary						
This Year's Usage	1			750 - 500 - 250		
Billing Period Billing Days	AUG 29	SEP 30	OCT 29			
Electricity Used (kWh)	714	301	87			
Average High Temp	98°	89°	83°			
*Temp Source: National Weather Service Region: Houston, Texas						
Trackyour electricity usage and costs, review your history, see projected bill amounts and pay your bill online. Learn more at reliant.com/myaccount.						

Account Summary		
Previous Amount Due		-25.84
Payment		0.00
Balance Forward	-\$25.84	
<b>Reliant Simple Solar Sell Back 1</b> 29 Day BillingPeriod From 10/01/2	•	
Energy Charge	87 kWh @ \$0.159499/kWh	13.88
Solar Grid Credit (10/01-10/30)	492 kWh @\$-0.159499/kWh	-78.47
Current Charges		-\$64.59
AMOUNT DUE		-\$90.43

Your current plan is effective through your meter read on or after May 20, 2021.

#### Understanding your bill:

Go to reliant.com/bill for easy how-to information.

## Thank you for being our customer.

For more information about residential electric service please visit <u>www.powertochoose.com</u>



P. O. Box 3765 Houston, TX 77253-3765 Reliant Account: 74 478 242 - 6

Credit Balance:
- \$ 90.43

\*\*\*Do Not Pay - Your Account Has A Credit Balance\*\*\*

JOHN R GAGNE 5318 PINE CLIFF DR HOUSTON TX 77084-3140



Page 2 of 2

Invoice Number: 115007934641

## **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	<b>Previous Meter Read</b>	<b>Current Meter Read</b>	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 HURRICANEWARNING, 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: Bookmarkyour city or county website for quick access to storm updates and emergency instructions.-- Bring loose, lightweightobjects 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., propanetanks); 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/countywebsite 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 refrigeratoror 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.