



Reliant account: 23 308 515 - 8

Customer Name: EDEN POINTE LLC

Invoice Number: 112018781044

Hurricane Preparedness*Hurricane Season is June 1 - Nov. 30***Preparedness Checklist:**

- **Make an Evacuation Plan.** Find activated evacuation routes here: DriveTexas.org or by dialing (800) 452-9292. Call **2-1-1** to find out if you live in an evacuation zone.
 - **Sign-Up for Emergency Alerts.** Make sure your device is enabled to receive Wireless Emergency Alerts (WEAs).
 - **Prepare an Emergency Supply Kit.** Learn how to build an emergency kit here: <https://www.ready.gov/build-a-kit>
 - **Review Your Home Insurance Policy.**
 - **Register with State of Texas Emergency Assistance Registry (STEAR):** <https://STEAR.tdem.texas.gov/> or by dialing **2-1-1** if you live in evacuation zone and:
 - have a disability or medical needs and do not have a car or other vehicle to use in an evacuation.
 - have a disability or medical needs and do not have friends or family to help in an evacuation.
- **STEAR Registry information collected is confidential**

Hurricane Preparedness Online Resources:Texas Division of Emergency Management Website: www.tdem.texas.govTexas Department of State Health Services: www.texasready.govAmerican Red Cross: www.redcross.orgU.S. Department of Homeland Security: www.ready.govOffice of the Texas Governor Greg Abbott: www.gov.texas.gov

PUCT-required notice: Involuntary load shedding: If there's a situation where there's not enough electricity supply to meet customer demand (load), the Electric Reliability Council of Texas (ERCOT) may instruct your Transmission and Distribution Service Provider (TDSP) company to implement temporary service interruptions. This is done to help protect the electric grid and is known as **involuntary load shedding**, and it will be conducted based on the TDSP's procedures. For more information and to learn how you can help conserve energy, visit reliant.com/loadshed.

Notice: Certain customers may be eligible to apply for the following designations based on their medical status or the nature of the business:

- **Critical care residential customer:** A residential customer who has a person permanently residing in his or her home who has been diagnosed by a physician as being dependent upon an electric-powered medical device to sustain life.
- **Chronic condition residential customer:** A residential customer who has a person permanently residing in his or her home who has been diagnosed by a physician as having a serious medical condition that requires an electric-powered medical device or electric heating or cooling to prevent the impairment of a major life function through a significant deterioration or exacerbation of the person's medical condition.
- **Critical load public safety customer:** A non-residential customer for whom electric service is considered crucial for the protection or maintenance of public safety, including but not limited to hospitals, police stations, fire stations, and critical water and wastewater facilities.
- **Critical load industrial customer:** An industrial customer for whom an interruption or suspension of electric service would create a dangerous or life-threatening condition on the retail customer's premises.

You can apply for the applicable designation, which affords certain protections. Please contact Reliant for more information. Critical care residential customer and chronic condition residential customer designations require an application your physician completes and submits to your Transmission and Distribution Service Provider (TDSP) on your behalf. Critical load public safety customer and critical load industrial customer designations require you to complete an application with your TDSP.

Multiple Bills Notice-- You are receiving more than one invoice in a 30-day period for operational reasons. Please remit the total amount shown by the due date indicated on this invoice. If you require additional time to pay, please contact one of our customer care representatives at 1-877-505-3833. We apologize for any inconvenience this may have caused you.

Reminder Notice -- This invoice indicates that you have an unpaid balance on your account. If payment has been made, please disregard; otherwise, we appreciate your prompt payment. Thank you.

