



Reliant Energy Retail Services, LLC
PUCT Certificate #10007

Billing date:
07/11/2025

Date due:
07/28/2025

Amount due:
\$776.25

Current due date does not extend date due for previous amount due.

Account information

Customer name: **Eden Pointe at Wilcrest**
Invoice number: **008 009 859 486**

Service address: **1307 WILCREST DR 4700
HOUSTON TX 77042-1600**
Reliant account: **23 337 817 - 3**

Reliant SecureSM36 for Business

Chat online at
reliant.com/contact

TDD device for hearing
impaired: **1-888-467-3542**

713-207-7777 or toll-free
1-866-222-7100

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

Bill summary

Previous amount due **1,168.62**
Payment 05/21/2025 -753.23
Balance forward \$415.39

Billing period: **30 days (05/13/2025 - 06/12/2025)**

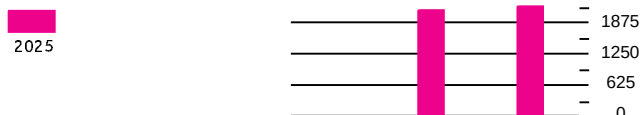
Base Charge 2.95
Energy Charge 2,350 kWh @ \$0.093000/kWh 218.55
CenterPoint Energy Delivery Charges: 104.52
Gross Receipts Tax Reimbursement 6.51
Sales Tax 1% 3.33

Current charges **\$335.86**
Disconnect Recovery Charge \$25.00

Amount due: \$776.25

Pay by 07/28/2025 to avoid the 5% late fee charge
Amount due if after due date: \$794.29

Electricity usage details



Billing period ending 05/13 06/12
Electricity used (kWh) 2,277 2,350
Average low temp 67° 76°
Average high temp 86° 92°

*Temp Source: National Weather Service Region: Houston, Texas

Ways to pay

Visit reliant.com/pay for ways to pay online, by phone, or even at select in-person locations. Plus, discover tools that can make payment practically effortless. You can also get started by scanning the QR code on the back of the bill.

Please mail this portion with your payment. Make check payable to: Reliant



P. O. Box 3765
Houston, TX 77253-3765
PUCT Certificate #10007

Make a CARE donation*

☐ \$1 ☐ \$5 ☐ \$10 ☐ Other

*Read more about the CARE bill
assistance program on the next page

\$

Account number **23 337 817 - 3**
\$776.25 is due on **07/28/2025**

Payment amount

\$

Amount due if after due date: \$794.29

Eden Pointe at Wilcrest
PO BOX 5169
OAK BROOK IL 60522-5169



RELIANT
PO BOX 650475
DALLAS TX 75265-0475



0020099655092

012100002333781730000000776250000007942940

Meter usage

ESI ID: 1008901012165885012100	Billing days	kWh multiplier	Current meter read	Previous meter read	kWh usage
Meter number: I88288036	30	1	50,152 (06/12/2025)	- 47,802 (05/13/2025)	= 2,350

The average price you paid for electricity service this month (per kWh) = \$0.139

Payment options

Pay by QR code

Scan to make a payment.



Pay online

Visit reliant.com/pay

Pay by phone

Call 713-207-7243 or
1-866-222-7100 to pay by credit
card or bank account

Pay by mail

Mail a check to:
Reliant, P.O. Box 650475
Dallas, TX 75265-0475

Understanding your bill

Base charge	Energy charge	Energy Delivery Charges
A charge assessed during each billing cycle without regard to the customer's demand or energy consumption	The amount of electricity you used (shown in kWh) times the price you pay per kWh	The total amounts assessed by a Transmission and Distribution Service Provider "TDSP" for the delivery of electricity to a customer over poles and wires and other TDSP facilities not including discretionary charges. These charges are set by the Public Utility Commission of Texas and are charged to every customer, regardless of provider.



*CARE: We're proud to offer the Community Assistance by Reliant Energy (CARE) program to assist Reliant customers facing financial hardship in paying their electricity bills. This program is possible thanks to Reliant and customer contributions. To help neighbors in need, you can add a donation to your paper bill payment or log in to reliant.com to add a donation to your online bill payment. To learn more, visit reliant.com/aboutcare.

CenterPoint Energy update: The last time CenterPoint Energy changed its rates affecting the Energy Delivery Charges line item on this account was 04/28/2025.

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 that 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 1-888-782-8477. 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.

Delayed Bill Notice -- This invoice was sent later than usual and may include amounts for prior periods. As a result, we will be happy to create a Deferred Payment Plan for you. If you are interested, please contact us anytime 24-hours per day, 7 days a week. 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.

Miscellaneous Gross Receipts Tax Reimbursement: -- The Gross Receipts Tax (GRT) is a tax by the State of Texas on sellers of electricity. The GRT is imposed on sellers of electricity making sales to customers in incorporated cities or towns with a population greater than 1,000, and ranges from 0.581% to 1.997%. This tax reimbursement is applicable regardless of customer tax status.

