

# Understanding your Direct Energy electric bill



## 1. Account information

Includes basic account information, such as account number, customer name, invoice date, invoice number, referral ID, and mailing address. This is the section you will reference should you have any questions regarding your account. The service address will now show in the "Energy insight" section.

**Important! Your account number is the full number, including the dash and the following number. Example: 1234567890-1**

**Note:** Your account number – Texas customers who joined Direct Energy prior to October 4, 2021, will receive a new account number. You'll need to reference your account number when managing your account, calling customer service or making a payment.

## 2. Billing summary

Provides a summary of your Direct Energy account — or accounts, if you have multiple.

- **Previous balance.** The amount due from your previous bill.
- **Payments received.** The most recent payment we've received.
- **Adjustment.** Any balance edits to your bill total, including discounts.
- **Balance forward.** The difference between the previous balance and payments received plus any adjustments. This balance is due right away (not when your bill is due). If you paid this amount after the invoice was generated, it will still appear on your invoice.
- **Current charges.** Your total electricity charges for this billing cycle under the "Total amount due." You'll find the date you must pay your bill to avoid a late penalty.
- **Total amount due.** The bill's total amount due, including the previous balance due, adjustments and credits.

## 3. Payment and due date information

Shows the due date and the amount due (the total of current charges plus any balance) that must be received by Direct Energy in order to avoid late payment penalties. Your account will be "past due" if payment has not been received and processed by the due date. When mailing payments, please mail 5 days prior to the due date.

## 4. Your electric usage

Shows your total electricity usage and average daily use in kilowatt hours. It also shows the average high temperature for that billing period and the number of billing days for the current service period.

**1. Account information**  
Account number: 12345678-9  
Customer name: JANE DOE  
Invoice date: 04/30/2024  
Invoice number: 123456789012  
Referral ID: 1A2B3C  
Mailing address: 12345 STREET CT, CITY ST 00000-0000

**2. Bill summary**  
Previous balance: \$58.95  
Payments received: (\$58.95)  
Balance forward: \$0.00  
Adjustment: \$0.00  
Current charges: \$98.55  
**Total amount due: \$98.55**  
Pay by 04/17/2024 to avoid the 5% late fee charge.

**3. Due date: 04/30/2024. Amount due: \$98.55**

**4. Electric usage in kWh**  
Billing period: 02/08/23-02/28/23  
Electricity used (kWh): 959  
Average daily usage (kWh): 31  
Average high temp: 70°  
Billing period: 02/29/23-03/01/23  
Electricity used (kWh): 158  
Average daily usage (kWh): 31  
Average high temp: 61°  
Billing period: 03/02/23-03/08/23  
Electricity used (kWh): 156  
Average daily usage (kWh): 28  
Average high temp: 69°  
Billing period: 03/09/23-03/15/23  
Electricity used (kWh): 387  
Average daily usage (kWh): 30  
Average high temp: 72°  
Billing period: 03/16/23-03/22/23  
Electricity used (kWh): 856  
Average daily usage (kWh): 30  
Average high temp: 77°  
Billing period: 03/23/23-03/29/23  
Electricity used (kWh): 723  
Average daily usage (kWh): 24  
Average high temp: 75°

**5. Make Life Easier With Paperless Billing**  
Enroll in Paperless Billing to enjoy the convenience of accessing your bills electronically. Visit [directenergy.com/paperlessbilling](http://directenergy.com/paperlessbilling) to sign up.

**6. Your bill and upcoming Contract Expiration Notice. See Enclosed.**  
P.O. Box 3767, Houston, TX 77253-3767  
Account number: 12345678-9  
Due date: 4/30/2024  
Amount due: \$98.55  
Check this box if you wish to apply any additional amount paid to the Neighbor-to-Neighbor bill payment assistance program.  
Neighbor-to-Neighbor payment assistance program donation amount: \$, \$5, \$10  
Amount paid: \$

MAIL PAYMENT TO:  
DIRECT ENERGY  
PO BOX 660896  
DALLAS TX 75266-0896

4002493977989 0315000018518039550000009855000000985560

## 5. Important messages and promotions

Special messages from Direct Energy, which may include important information about your rate plan, special offers and other promotions. Messages may continue at the bottom of the bill.

## 6. Payment slip

If you are mailing in your payment or paying at a payment center, tear off this portion of the bill. The blue area contains your account number, the amount due, the due date, and the amount due after the due date. If you would like to contribute to our Neighbor-to-Neighbor Bill Assistance Program, you can check the box and/or enter the amount you would like to contribute with the total amount paid. Make checks payable to Direct Energy. All payment options are listed on the back of the payment slip.

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## 7. Energy insight

Displays information about the plan you are enrolled in, including the contract expiration date. The ESI ID is the unique identifier your Transmission Distribution and Service Provider created for our service address.

## 8. Charges

Itemization of your Direct Energy account. Consists of the balance and the current charges for electric service as disclosed in the customer's Electricity Facts Label, including applicable taxes and fees.

- **Summary of meter usage:** The top portion shows your meter number as well as actual or estimated meter readings. The difference between the previous and current meter readings is used to determine your usage and consumption charges under "Energy charge."
- **Breakdown of energy charges:**
  - **Base charge** – A flat fee applied each month regardless of the amount of kilowatt (kWh) used.
  - **Energy charge** – A charge based on the electric energy (kWh) consumed.
  - **Transmission Distribution Surcharges (TDU Surcharges)** – Surcharges include charges billed as tariff riders by the TDU.
  - **PUC assessment** – A fee assessed to recover the statutory fee for administering the Public Utility Regulatory Act.
  - **TDU delivery charges** – Charge to cover the cost of moving electricity from the generation plant to your home.
  - **Miscellaneous gross receipt tax reimbursement** – A fee assessed to recover the miscellaneous gross receipts tax imposed on retail electric providers operating in an incorporated city or town having a population of more than 1,000.
  - **Sales tax** – Sales tax collected by authorized taxing authorities, such as the state, cities and special purpose districts.
  - **Average price you paid** – The total of all fixed and variable recurring charges, excluding state and local sales taxes, reimbursement for the state miscellaneous gross receipts tax, and any nonrecurring charges or credits, divided by the kilowatt-hour consumption.

**Note:** Some customers may also see non-electricity charges if they have signed up for non-commodity services. Non-electricity charges consist of current charges for non-electricity items, the billing period, applicable taxes and the total of all non-electricity charges.

### Account transaction details

Payments, other charges and adjustments	
Payment 03/16/2024	(\$58.95)
<b>Total payments, other charges and adjustments</b>	<b>(\$58.95)</b>

### 7. Energy insight

<b>Service location</b> 12345 STREET CT CITY ST 00000-0000	<b>Current plan</b> Free Power Weekends 24
<b>ESI ID:</b> 1008901001900408270110	

### 8. Charges

Summary of meter usage Days in billing period: 30

Meter	Previous meter read	Current meter read	Begin read	End read	Multiplier	Total usage
163570628	02/27/2024	03/14/2024	15247	15,774 (Est)	1	527 kWh
1354903745	03/14/2024	03/28/2024	0	196	1	196 kWh

Energy charges

Base charge	\$4.95
Energy charge (723kwh @ \$0.149638/kwh)	\$108.19
Centerpoint energy monthly charges	\$6.12
Free weekends energy (244.11547kwh @ \$-0.149638/kwh)	(\$36.53)
Free weekends tdu credit	(\$10.62)

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### 9. Contact us

**Contact us**  
Direct Energy  
PUCT License Number: 10040  
directenergy.com

**We're here to support you 24/7**  
Email: ga-discustomerhelp@directenergy.com  
Chat online: directenergy.com/contact-us  
Phone: 1-888-305-3828

**Bill pay address**  
PO BOX 660896  
Dallas, TX 75266-0896

### 10. Payment options

**Payment options**  
Pay online – Online Account Manager  
oam.directenergy.com/account

Pay online – One-time payment  
oam.directenergy.com/quick/pay

**In person**  
Visit directenergy.com/payment-locations  
for participating locations.

Pay by phone  
1-888-305-3828 (toll free)

### 11. Local wires company

**Local wires company**  
For outages or emergencies: call  
Centerpoint Energy at 1-800-332-7143

**Bill assistance**  
Visit our website at  
directenergy.com/wecare or call 211 for  
information about nonprofit agencies near  
you that may provide assistance paying  
your electric bill.

**IMPORTANT MESSAGE FROM THE PUBLIC UTILITY COMMISSION**  
If you believe that this invoice includes unauthorized charges, please contact Direct Energy at 1-888-305-3828 to inquire about these charges. If you are not satisfied with our review, you may file a complaint with the Public Utility Commission of Texas (PUCT), P.O. Box 13326, Austin, Texas 78711-3326, PUCT phone number: Local 1-512-936-7120, Toll-free in Texas at 1-888-782-8477, Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at 1-512-936-7136.

## 9. Contact us

Lists Direct Energy's website, contact information, and customer support phone numbers for information about your bill or service.

## 10. Payment information

Lists the various payment options Direct Energy offers to pay your electricity bill.

## 11. Local wires utility

We have provided the utility contact information here if you are experiencing an outage or have an emergency.