

# Understanding your bill

Here is what your new Veteran Energy bill will look like!  
Turn over this page for more details on the numbered sections listed below.



P.O. Box 660905  
Dallas, TX 75266-0905

Address Service Requested

9623055507 <B34>  
BILL SAMPLE  
123 MAIN STREET  
ANYTOWN, USA 12345-6789

Account Inquiries: (800) 578-7070 | Hours: 8 AM to 5 PM, CST Monday - Friday

**Service Address:** 123 Main St, Anytown, TX 123456-7890

**Account Number:** 1692129613  
**Account Name:** Any Company  
**ESI ID:** 10443720001528225  
**Invoice Number:** 16921296131106  
**Invoice Date:** 08/09/2013  
**Due Date:** 08/27/2013  
**Rate Type:** Fixed

**Agreement End Date:** 01/26/2014  
**PUCT License Number:** 10199  
Veteran Energy LLC

**1**

**Monthly Usage (kWh)**

**Important Messages & Account Notices**

Electric Outage or Safety Issues (24/7): (888) 313-4747  
For more information about residential electric service, please visit [www.powertochoose.com](http://www.powertochoose.com)  
Pay your bills online at [www.VeteranEnergy.us](http://www.VeteranEnergy.us)

Summary of Charges	Amount
Previous Balance	\$111.28
Payment Received	-\$111.28
Balance Forward	\$0.00
Current Charges	\$142.85
<b>Subtotal:</b>	<b>\$142.85</b>
Deposit Due:	\$0.00
<b>Amount Due to Veteran Energy:</b>	<b>\$142.85</b>
<i>The average price you paid for electric service this month was 7.9¢ per kWh.</i>	

Deposit Balance	Previous Balance	Payments Received	Deposit Due	Current Charges	Amount Due
\$0.00	\$111.28	\$-111.28	\$0.00	\$142.85	\$142.85

**LATE FEE REMINDER:** A ONE-TIME FEE OF 5% WILL BE APPLIED TO ANY CHARGE WHICH IS UNPAID BY THE DUE DATE  
**RETURNED PAYMENTS:** A \$30.00 FEE IS CHARGED FOR ALL RETURNED PAYMENTS

Please tear off this portion and return it with your payment in the enclosed envelope.

Amount From Payment To Donate (\$1, \$5, \$10) \$

Payment Amount: \$

Customer Number: 1692129613  
Payment Due Date: 08/27/2013

**3**

**Total Amount Due**  
**\$142.85**

Please enter your Customer Number on all remittances and make your check payable to: Veteran Energy. Cash **not** accepted.

VETERAN ENERGY  
P.O. BOX 660905  
DALLAS, TX 75266-0905

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Current Meter Read	Previous Meter Read	Meter Multiplier	Total Usage (kWh)
31577	29777	1	6,000

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**Current Electricity Charges Detail for Invoice Number 16921296131106**

Charge Description	Usage	Rate	Actual Amount
Energy Charge ACTUAL PERIOD	1,800 kWh @ \$0.043900	07/06/2011 - 08/07/2011	\$79.02
TDU Delivery Charges ACTUAL PERIOD			\$58.17
Service Fee			\$4.95
Miscellaneous Gross Receipts Tax Reimbursement			\$0.00
PUC Assessment			\$0.71
Sales Tax		0.00%	\$0.00
<b>Current Charges:</b>			<b>\$142.85</b>

**Customers with a variable priced product may contact Veteran Energy at (800) 578-7070 to obtain rate information for their next invoice cycle.**

**Estimated Period:** In the event no meter read is provided by the TDSP at the time your invoice is issued, we may issue you an invoice based on your estimated usage for the invoicing period. This period will be identified on your invoice as an "Estimated Period" and will be adjusted accordingly once actual meter reads are provided.

**Amount from Payment to Donate:** Veteran Energy is proud to offer the community an invoice payment assistance program that provides assistance to Veteran Energy customers who are experiencing hardship and need help paying their energy invoices. This program is funded by customer contributions. This donation may be added to your total payment, or a separate payment may be submitted. Please write the amount of your donation in the space provided. All donations are tax deductible.

**Contacting Veteran Energy:** If you have any questions regarding your account or believe there are unauthorized charges on your invoice, please contact Veteran Energy Customer Service M - F 8 AM - 5 PM CST for assistance. If, after contacting Veteran Energy first, you are not completely satisfied with our findings, you have the right to file a complaint with the PUCT. You may contact the PUCT locally by calling (512) 936-7120, or toll-free in Texas at (888) 782-8477. You may also contact the PUCT by mail—see below for the address. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136.

**Conditional Payments:** Any form of payment you send to Veteran Energy for less than the full balance due, which is marked "paid in full" or tendered as full satisfaction of the balance, may be treated, at Veteran Energy's sole discretion, as (a) a partial payment on your account or (b) improper payment and refused by Veteran Energy by either returning it to you, not cashing it, or destroying it. Veteran Energy reserves all rights concerning these payments.

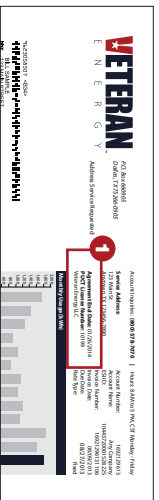
**ACE Cash Express:** You can pay your invoice with cash by using any ACE Cash Express service. You can call (888) 753-2384 for locations. You will need your Veteran Energy customer number in order to make a payment.

Standard Payment Address	Overnight Payment Address	Public Utility Commission of Texas (PUCT)
Veteran Energy P.O. Box 660905 Dallas, TX 75266-0905	First Data/REMITCO Veteran Energy, Box# 660905 1010 W. Mockingbird Ln, Suite 100 Dallas, TX 75247	Public Utility Commission of Texas P.O. BOX 13326 Austin, TX 78711-3326

Phone	Fax	Email	Web
(800) 578-7070	(855) 477-1346	Care@VeteranEnergy.us	<a href="http://www.VeteranEnergy.us">www.VeteranEnergy.us</a>
Veteran Energy, 7001 SW 24th Avenue, Gainesville, FL 32607-3704			

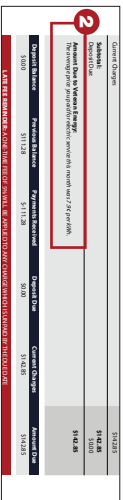
*If you have entered information below, you must fill in the box on the front of this return payment coupon. Thanks!*

Please Change Name or Mailing Address To:	Payment Options:
	By mail, send check or money order (cash not accepted) to:  Veteran Energy P.O. Box 660905 Dallas, TX 75266-0905
<input type="checkbox"/> Check here if your change of address is due to a move.	
<b>New Email Address:</b>	
<b>New Telephone Number:</b>	



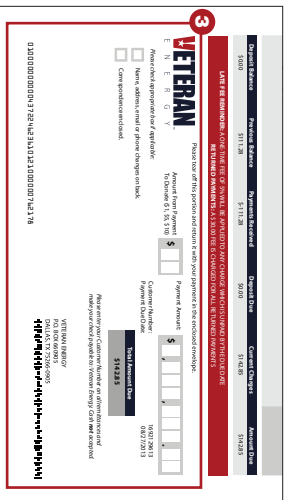
### 1 Agreement End Date

Your current rate plan will be in effect until this date.



### 2 Average Price per kWh

Your average price per kWh on this invoice.



### 3 Remittance Slip

Please include your customer number on your payment. This helps us quickly credit your account even if your payment should be separated from the payment coupon during processing.

### 4 See something here we didn't cover? Visit [http://puc.texas.gov/consumer/electricity/bill\\_e.aspx](http://puc.texas.gov/consumer/electricity/bill_e.aspx) for a complete list of terms, or just give us a call.

#### Energy Charge

A charge based on the electric energy (kWh) consumed.

#### TDU Delivery Charges

A charge to cover the cost of moving electricity from the generation plant to your home.

#### Service Fee

Administrative fee.

#### Miscellaneous Gross Receipts Tax Reimbursement

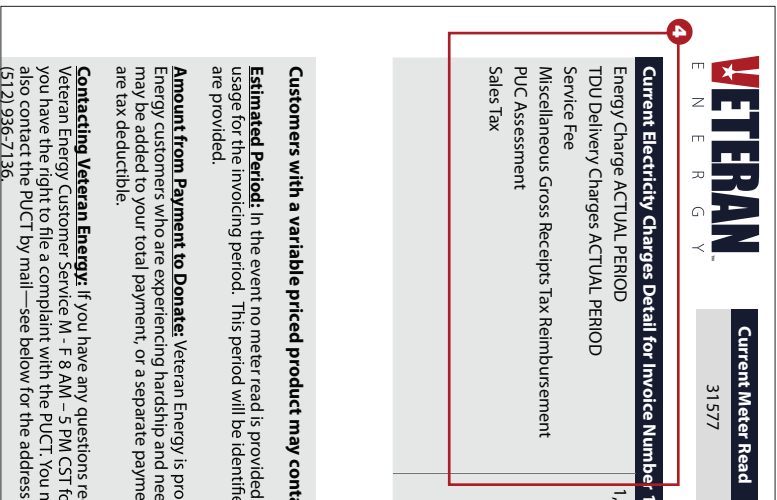
A fee assessed to recover the miscellaneous gross receipts tax imposed on retail electric providers operating in an incorporated city or town having a population of more than 1,000.

#### PUC Assessment

A fee assessed to recover the statutory fee for administering the Public Utility Regulatory Act.

#### Sales Tax

Sales tax collected by authorized taxing authorities, such as the state, cities, and special purpose districts.

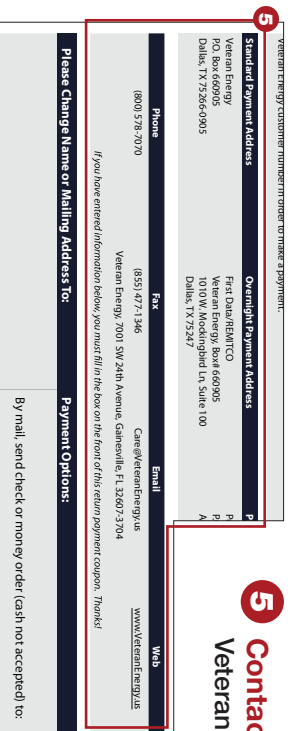


#### Customers with a variable priced product may contact us for more information.

**Estimated Period:** In the event no meter read is provided usage for the invoicing period. This period will be identified as provided.

**Amount from Payment to Donate:** Veteran Energy is proud to support our customers who are experiencing hardship and need help. Amounts from your total payment, or a separate payment, may be added to your total payment, or a separate payment, are tax deductible.

**Contacting Veteran Energy:** If you have any questions regarding your account, please contact us at 1-800-833-3333. You may also contact the PUCT by mail—see below for the address: (512) 936-7136.



### 5 Contact Information

Veteran Energy's contact information

*If you have entered information below, you must fill in the box on the front of this return payment coupon. Thanks!*

Please Change Name or Mailing Address To: Payment Options:

By mail, send check or money order (cash not accepted) to: