

PAST DUE
Pay Now
\$514.86

Current Charges
Due by February 1, 2018
\$561.75

To avoid a late payment charge of 5%, please pay the amount on your bill by the due date.

Account Information

Account Number: 4176632
Customer Name: IND SCH
Bill Date: Jan 12, 2018

Important Messages

CRITICAL HEALTH NEED: Does someone in your home have a serious health condition that requires an electric powered medical device? You may qualify for Critical Care or Chronic Condition protection through your utility. Please contact us today at 1-866-322-5563.

PAST DUE NOTICE: Your Total Amount Due includes a Past Due Balance of \$514.86. Please pay this balance immediately to avoid Disconnection, additional late fees, and charges.

Receive our monthly electronic newsletter featuring market outlooks, expert analysis from Direct Energy Business, and other news you can use to efficiently manage your energy needs. Please visit www.directenergybusiness.com/energyinsights to learn more.

Account Summary

Previous Balance	\$514.86
Late Payment Penalty	\$25.74
Balance	\$540.60
Collection Recovery Fee - (post date 01/08/18)	\$29.95
Total Current Charges	\$506.06
Total Amount Due - Includes Past Due Balance	\$1,076.61

Above are summary charges for all premises. Detailed billing for each premise is attached.

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www.cplretailenergy.com/customercare
For information about your bill or service

Customer Service & Moving
Mon. - Sat. 7:30am - 8pm CST
1-866-322-5563

Power Failure & Emergencies
24 hours, 7 days a week
1-866-223-8508
www.aeptexas.com



Other Ways to Pay Your Bill

- Online Account Manager: Pay online at www.cplretailenergy.com/youraccount
- Automatic Payment Program: Monthly payments automatically debited from your credit card, checking or savings account.
- Over the phone: 1-866-322-5563 (toll free).
- In Person: Visit www.cplretailenergy.com/payinperson for participating locations.

Manage Your Account Online

Did you know CPL Retail Energy's Online Account Manager lets you make online payments, sign up for paperless E-Bill statements, and update your email address? Visit us online today at www.cplretailenergy.com/youraccount

Notice to Customers

If you believe this invoice includes unauthorized charges, you may contact the Customer Service Department to dispute such charges, and you may file a complaint with the Public Utility Commission of Texas: P.O. Box 13326, Austin, Texas 78711-3326 telephone: (512) 936-7120 or toll-free in Texas: (888) 782-8477 or hearing and speech-impaired individuals with text telephone (TTY) (512) 936-7136.

4413-03-00-0008863-0001-0007274



Invoice Number
1158154707

Service Address Information
Customer Name: IND SCH
Service Address: HIGHWAY 616
BLOOMINGTON, TX

Important Messages

Current Charges

Energy Charge (Price Per Kilowatt-Hour \$0.1340 x Usage 1,650 kWh)	\$221.10
Base Charge	\$4.95
*AEP Texas Central Delivery Charges	\$147.73
Sales Tax	\$23.39
Total Current Charges	\$397.17

*Fixed and usage based regulated fees charges by your local Transmission and Distribution Utility (TDU). This amount will vary based on your monthly usage.

Electricity Account Details

ESI ID Number: 10032789417628752	Meter# UNMETERED
Service Period: Dec 08, 2017 to Jan 11, 2018	Days Billed This Period: 34

Your Meter Readings:

Service Period	Devices	Usage
Dec 08, 2017 to Jan 11, 2018	10	1650 kWh

The average price you paid for electric service this month was \$0.227 / kWh

4413-03-00-0006863-0002-0007273



Invoice Number

1158155817

Service Address Information

Customer Name: IND SCH
 Service Address: HIGHWAY 616
 #250HPSA
 BLOOMINGTON, TX

Important Messages

Current Charges

Energy Charge (Price Per Kilowatt-Hour \$0.1190 x Usage 420 kWh)	\$49.98
Base Charge	\$4.95
*AEP Texas Central Delivery Charges	\$47.52
Sales Tax	\$6.44
Total Current Charges	\$108.89

*Fixed and usage based regulated fees charges by your local Transmission and Distribution Utility (TDU). This amount will vary based on your monthly usage.

Electricity Account Details

ESI ID Number: 10032789417628751
 Service Period: Dec 08, 2017 to Jan 11, 2018

Meter# UNMETERED
 Days Billed This Period: 34

Your Meter Readings:

Service Period	Devices	Usage
Dec 08, 2017 to Jan 11, 2018	4	420 kWh

The average price you paid for electric service this month was \$0.244 / kWh



A Direct Energy Company

PO Box 180

Tulsa, OK 74101-0180

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BLOOMINGTON IND SCH
PO BOX 158
BLOOMINGTON, TX 77951-0158

DISCONNECTION NOTICE

Need help paying your bill? You may qualify for bill pay assistance through a local support agency. Please contact us today at 1-866-322-5563 for details, or go to: www.cplretailenergy.com/wecare to find a support agency near you.

Critical Care: Does someone in your home have a serious health condition that requires an electric-powered medical device? You may qualify for critical care or chronic condition protection through your utility. Please contact us today at 1-866-322-5563 for more information.

January 8, 2018

Dear BLOOMINGTON IND SCH:

Account Number: 4176632

Our records indicate that your account has a past due balance of \$514.86. If this account remains unpaid by January 29, 2018, then electric service to each premise on your account may be disconnected. Please contact us immediately at 1-866-322-5563.

At this time we require payment in full in the amount listed above. An insufficient payment or a payment submitted that is less than the amount due will be considered to be the same as non-payment, and the disconnection will continue to be processed as scheduled without further notice. All checks and transactions that are returned by a bank for insufficient or unavailable funds will also be considered the same as non-payment. CPL Retail Energy is not responsible for sending notification regarding returned checks or returned electronic payments.

We may charge a Collection Recovery Fee of \$30.00 each time we initiate collections activity or provide you a written disconnection notice. The Collection Recovery Fee will be assessed regardless of whether your electric service is disconnected. Other Fees may include disconnect or reconnect fees charged by your local utility. Please see your "Terms of Service" document for full details. Before a reconnection order can be issued, and service reinstated, you must pay the applicable past due balance listed above; pay any fees incurred prior to disconnection; and reestablish credit with CPL Retail Energy, which may include payment of any applicable deposit. If your service is disconnected for non-payment, we may also use the services of an outside collection agency to collect any unpaid balances, in addition to reporting any account default to a consumer reporting agency.

If you fail to contact us to make arrangements to pay your bill, then, upon disconnection of your electric service, CPL Retail Energy will take the following actions: first, we will apply any security deposit to your final bill; next, after your deposit is applied to your account, any remaining deposit balance will either be sent via check to you at the address we have on file, or with your consent, and the consent of CPL Retail Energy and your new Retail Electric Provider, the remaining security deposit balance will be forwarded to your new Retail Electric Provider. If you need assistance paying your bill by the date listed above, you may qualify for a payment extension or a deferred payment plan. To find out if you qualify for one of these payment options or to make full payment, please contact us at 1-866-322-5563.

If you believe that you have received this notice in error, please contact us immediately at 1-866-322-5563. We encourage you to take this opportunity to pay your bill and avoid the inconvenience of service disconnection and the added expense of reconnecting your service. We want to thank you for your continued business, and look forward to the opportunity to continue serving you and your family for many years to come.

Sincerely,

The Collections Department,
CPL Retail Energy

If you are not satisfied with our response to your inquiry or complaint, you may file a complaint by calling or writing the Public Utility Commission of Texas (PUCT), P.O. Box 13326, Austin, TX 78711-3326; Telephone (512) 936-7120 or toll-free in Texas at (888) 782-8477. Hearing and speech impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136. Complaints may also be filed electronically at <http://www.puc.state.tx.us/ocp/complaints/complain.cfm>. (PUCT Certificate Number 10023). © 2008-2016 CPL Retail Energy. All rights reserved.

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5409-01-00-0000904-0001-0001314



A Direct Energy® Company

PO Box 180

Tulsa, OK 74101-0180

NOTIFICACIÓN DE DESCONEXIÓN

¿Necesita ayuda para pagar su facturas? Puede ser que califique para recibir asistencia para el pago de facturas a través de su agencia local de apoyo. Por favor póngase en contacto con nosotros hoy mismo al 1-866-322-5563 o visite: www.cplretailenergy.com/wecare para localizar una agencia de apoyo cercana de usted.

Cuidados Críticos: ¿Alguien en su hogar padece de algún problema de salud serio que requiera el uso de un dispositivo médico eléctrico? Puede ser que usted califique para recibir protección para cuidados críticos o padecimientos crónicos a través de su compañía de servicios públicos. Por favor póngase en contacto con nosotros hoy mismo al 1-866-322-5563 para mayor información.

Enero 8, 2018

Estimado(a) BLOOMINGTON IND SCH:

Número de cuenta: 4176632

Nuestros registros indican que su cuenta tiene un atraso en sus pagos por un monto de \$514.86. Si esta cuenta sigue sin ser pagada para el Enero 29, 2018, entonces el servicio eléctrico de cada inmueble en su cuenta puede ser desconectado. Por favor póngase inmediatamente en contacto con nosotros al 1-866-322-5563.

En estos momentos requerimos el pago por el monto indicado arriba. Un pago insuficiente o un pago que sea menor al monto vencido se considerará igual que la falta de pago y se continuará con el proceso de desconexión conforme se haya programado sin nuevo aviso. Todos los cheques y transacciones que sean devueltos por un banco debido a fondos insuficientes o no disponibles también serán considerados como falta de pago. CPL Retail Energy no es responsable de enviar ninguna notificación referente a cheques devueltos o pagos electrónicos devueltos.

Le cobraremos una Cuota por Recuperación de Cobranza de \$30.00 cada vez que demos inicio a actividades de cobranza o que le enviemos una notificación de desconexión por escrito. La Cuota por Recuperación de Cobranza será impuesta independientemente de que se desconecte el servicio eléctrico. Otros Cargos pueden incluir los cargos de desconexión o de reconexión de su compañía local de servicios públicos. Por favor refiérase al documento "Términos del Servicio" para revisar todos los detalles. Antes de emitir una orden de desconexión y de que el servicio se restablezca, usted debe de pagar el monto atrasado aplicable que se indica arriba; pagar cualquier cargo incurrido previo a la desconexión y reestablecer su crédito con CPL Retail Energy, lo cual puede incluir el pago de cualquier depósito aplicable. Si el servicio se desconecta por falta de pago podemos además usar los servicios de una agencia de cobranza externa para cobrar cualquier saldo no pagado, además de reportar cualquier impago al buró de crédito.

Si usted no se pone en contacto con nosotros para hacerse cargo de su factura, entonces, una vez que el servicio eléctrico sea desconectado, CPL Retail Energy tomará las siguientes medidas: Primero, aplicaremos cualquier depósito de garantía a su factura final; a continuación, después de que su depósito sea aplicado a su cuenta, se le enviará cualquier saldo restante de su depósito a través de un cheque a la dirección que aparezca en nuestros archivos, o con su consentimiento y el consentimiento de CPL Retail Energy y el de su nuevo Proveedor Minorista de Electricidad, el saldo restante de su depósito de garantía le será remitido a su nuevo Proveedor Minorista de Electricidad. Si necesita ayuda para pagar su factura en la fecha que se indica arriba, existe la posibilidad de que califique para un plan de extensión de pago o un plan de pago diferido. Para averiguar si usted califica para alguna de estas opciones de pago o para realizar el pago total, por favor póngase en contacto con nosotros al 1-866-322-5563.

Si usted cree que ha recibido esta notificación por error, por favor póngase inmediatamente en contacto con nosotros al 1-866-322-5563. Le sugerimos aprovechar esta oportunidad para pagar su factura y evitar los inconvenientes de la desconexión del servicio así como el gasto adicional de la reconexión del mismo. Queremos agradecerle su preferencia y esperamos tener la oportunidad de seguir atendiéndole a usted y a su familia por muchos años más.

Sinceramente,

Departamento de Cobranzas,
CPL Retail Energy

Si usted no está satisfecho con nuestra respuesta a su consulta o queja, puede presentar una queja llamando o escribiendo a la Comisión de Servicios Públicos de Texas (PUCT), P.O. Box 13326, Austin, TX 78711-3326; Teléfono (512) 936-7120 o llamar sin costo en Texas al (888) 782-8477. Las personas con incapacidad auditiva o del habla con teléfonos de texto (TTY) pueden ponerse en contacto con la comisión al (512) 936-7136. También se pueden presentar las quejas electrónicamente en <http://www.puc.state.tx.us/ocp/complaints/complain.cfm>. (Certificado PUCT Número 10023). © 2008-2016 CPL Retail Energy. Todos los Derechos Reservados.

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