

BILL ACCOUNT NUMBER

0000012345

Understanding Your Bill

Your Bill Account Number - A unique number assigned to your account. Customers with multiple locations may have multiple account numbers.

Due Date - The date your payment is due to arrive at ENGIE Resources in order to avoid late charges.

Energy Charge - Charges for electricity used during this period.

Utility Charges - Charges for services rendered by your local Transmission and Distribution Service Provider. These charges are set by the service provider.

Taxes - Taxes imposed on energy and utility charges and remitted to taxing entities.

Late Payment Charges - Typically 1.5% monthly charge on funds received after the due date.

KW (Kilowatt) - (1) A measure of demand for power during a preset time -- minutes, hours, days, months; (2) 1,000 watts --- Ten 100-watt light bulbs use one KW of electric power.

kWh (Kilowatt-hour) - The basic unit of electric energy for which most customers are charged in cents per kilowatt-hour.

Prevent Disconnect - Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. Neglecting to pay all charges may result in disconnection.

Right to Dispute Bill - If you believe your bill is inaccurate or you wish to dispute all or part of any bill, please contact the following:

For questions related to energy charges, please contact ENGIE Resources at 1-866-693-6443 (1-866-MYEngie). Please refer to your contract for payment requirements on non-disputed amounts.

For questions related to delivery service charges, please call your utility: ComEd at 1-800-Edison-1 (1-800-334-7661), or Ameren at 1-800-232-2477.

Other Useful Information: Hearing/Speech Impaired in ComEd dial 1-800-572-5789 (TDD), in Ameren use Illinois Relay 711. Website: www.comed.com, www.ameren.com.

If you are not satisfied with the decision, you have the right to appeal to the Illinois Commerce Commission Consumer Services division at 1-800-524-0795 or Hearing.

13

This page has additional information regarding your bill. It gives you information about electricity, due dates, and late payment fees. It also tells you what you need to do if you need to dispute your bill.

Corporate Headquarters: ENGIE Resources, 1360 Post Oak Blvd, Suite 400, Houston TX 77056,

Internet: www.ENGIEResources.com.

* **Make electronic payments to:** Bank of America Merrill Lynch, Dallas, ACH Routing: 111000012, Wire ABA: 026009593, Account Number: 4451335207.

* **Mail payments to:** ENGIE Resources LLC, P.O. Box 841680 Dallas, TX 75284-1680.

* **Mail overnight payments to:** Bank of America Lockbox Services, Lockbox 841680, 1950 N Stemmons Freeway, Suite 5010 Dallas, TX 75207.

* **Mail notes and letters in a separate envelope to:** ENGIE Resources, 1360 Post Oak Blvd, Suite 400, Houston TX 77056.

* Fed. I.D. 37-1796578.

14 This section gives you various payment options if you don't have the time to get a check in the mail. We offer ACH, EFT, and an overnight address.



ENGIE Bill Account Number

SERVICE ADDRESS: 16 Service Address
ABC COMPANY
1234 ANY STREET
ANY CITY, ST, ZIP
Utility Account Number 17 Utility Account Number
0123456789
BILL ACCOUNT NUMBER: 0000012345
STATEMENT ID: 1234567

BILLING PERIOD 18 Service Period
May 18, 2022 to Jun 19, 2022

Pay This Amount
AMOUNT DUE \$192.14
DUE DATE Jul 18, 2022

Questions about Your Bill? Phone 866-MYEngie 866-693-6443 Online Billing accounts.engieresources.com Email Us care@engieresources.com 19 Contact Methods

For power outages and other electrical emergencies, call your electric distribution company: Ameren 1-800-755-5000 Utility Account Number 0123456789

20 This area gives you information about how to contact your utility in case of a power outage.

Charges for Billing Period for May 18, 2022 to Jun 19, 2022

Table with 2 columns: Description and Amount. Rows include Energy (3059.52kWh @ \$0.09909), Retail Adder Charge (2851kWh @ \$0.01345), Subtotal Supplier Charges (\$341.52), Ancillary Services Charge (\$10.41), Transmission Charge (9.04kW @ \$0.16527 for 32 days, \$47.84), Unforced Capacity Charge (4.2kW @ \$0.14255 for 32 days, \$19.17), Subtotal Settlement Charges (\$77.42), Current Energy Charges (\$418.94), and Total Charges for this Billing Period (\$418.94).

GENERAL INFORMATION

Thank you for being an ENGIE Resources customer, we value your business. The average price you paid for electric service this month: 14.694¢ per kWh.

Your contract rate is valid through the meter date on or following 01/2025. If by that time you have not signed a new contract for service, then you will begin paying a post-term rate for month-to-month service. For more details on renewal options or post-term service, please refer to your contract terms and conditions.

ENGIE Resources reports status of accounts and payment history to credit bureaus.

22 Contract End Date

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Summary of Usage by Meter

Reading Dates Previous/Current	Meter Number	Meter Constant	Meter Reading		Usage Type	Usage
			Previous	Current		
May 18 / Jun 19	12345678	0	27806	30657	kWh	2,851

UNDERSTANDING YOUR METER INFORMATION

Meter Constant - A fixed value which is used when converting meter readings to actual energy use.

Power Factor - A measurement used by some electrical distribution companies to determine the ratio of real power flowing to the load of apparent power.

OffPk (Off-Peak) - Those periods of time at which energy is generally being delivered far below the utility's maximum demand.

OnPk (On-Peak) - Those periods of time at which energy is generally being delivered near or at the utility's maximum demand.

kW (kilowatt) - A unit of power equal to 1000 watts.

kWh (Kilowatt-hour) - The standard unit for measuring electricity energy consumption, equal to 1,000 watt-hours.

kVa (Kilovolt-ampere) - The amount of apparent power in an electrical circuit, equal to the product of voltage and current.

kVAR (Kilo-Volt-Amperes Reactive) - The product of the voltage and the amperage required to excite inductive circuits.

kVARH (Kilo-Volt Amp Reactive Hours) - A measure of energy supplied but not converted into work.

kV (kilovolt) - A unit of electromotive force, equal to 1,000 volts.

23

This page provides you with information specific to your meter(s).

It also provides some basic information regarding how to understand your meter information.