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## Spending Snapshot

See how your usage determines your energy cost at a glance. This section includes the service address, usage in kilowatt hours, the date of your meter read and how many days were in your last billing cycle.

The ESI ID is the unique identifier created for your service address by your Transmission Distribution and Service Provider.

If you have multiple service addresses under the same account, you will see the usage for each address here.

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## Energy Insight

The simple graph helps you compare usage from your current billing cycle to your previous two billing cycles, and to last year's corresponding billing cycles (if available).

You can also see information on the plan you are currently enrolled on, including the contract expiration date. The ESI ID is the unique identifier created for your service address by your Transmission Distribution and Service Provider. **Pick up tips to save money on your bill on our blog at [mystream.com/blog](http://mystream.com/blog).**

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## Charges

Under Charges, you'll find a summary of your last meter read and a breakdown of charges:

- ✓ If any additional Stream charges are applied, they will be listed here with the total energy from your usage.
- ✓ **TDU Delivery Charges** may include fees associated with building, maintaining and operating power lines that deliver electricity to your home, and reading your meter and ensuring it works properly.
- ✓ TDU Charges, and the **PUC Assessment tax**, are set by the Public Utility Commission of Texas and are charged to every customer, regardless of provider.

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## Contact Us

Have questions about your bill? Our Customer Support team would love to help! We also included the contact numbers for your local utility in case of an outage or other emergency.

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## Payment Options

Pay your balance online, by mail or over the phone – or sign up for AutoPay with your **My Stream Account** and never miss a payment again!

### Page 2 (When Applicable)

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## Spending Snapshot

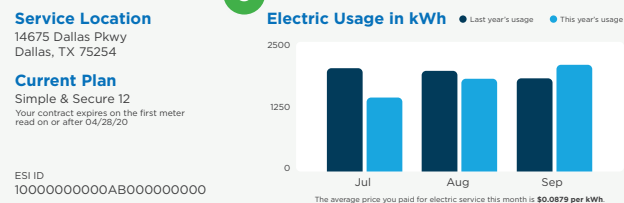
Service Address	ESI ID	Usage	Billing Days	Current Meter Reading	Current Balance
14675 Dallas Pkwy	1000000000AB00000000	1305 kWh	29	09/25/2019	\$165.51
14675 Dallas Pkwy #2	1000000000AB000000001	273 kWh	25	08/29/2019	\$60.73
<b>Total Amount Due</b>					<b>\$226.24</b>

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### Page 2 or 3

## Energy Insight

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## Charges

Meter	Previous Meter Read	Current Meter Read	Begin Read	End Read	Multiplier	Total Usage
00000000	09/01/2019	09/25/2019	11433	12738	1	1305 kWh
<b>Stream Energy</b>						
Base Charge						\$0.00
Energy Charge (1305 kWh Total @ 8.79 cents/kWh)						\$114.71
Promotional Incentives						(\$0.00)
<b>Total Stream Energy Charges</b>						<b>\$114.71</b>
<b>TDU Delivery Charges</b>						
TDU Delivery Charges						\$44.49
<b>Total TDU Delivery Charges</b>						<b>\$44.49</b>
<b>Taxes</b>						
PUC Assessment						\$0.26
Sales Tax						\$6.05
<b>Total Taxes</b>						<b>\$6.31</b>
<b>Total Current Charges</b>						<b>\$165.51</b>

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**CONTACT US**  
Stream SPE, Ltd.  
PUCT License Number: 10104  
[mystream.com](http://mystream.com)

**Support**  
Email: [customerservice@mystream.com](mailto:customerservice@mystream.com)  
Phone: 888-685-POWER (888-685-7693)  
Monday-Friday: 7 a.m. - 10 p.m. CST  
Saturday-Sunday: 8 a.m. - 5 p.m. CST

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**PAYMENT OPTIONS**  
Online  
[mystream.com/pay](http://mystream.com/pay)

**By Mail**  
Please use the tear-off section on the first page of this bill and the included return envelope.

**By Phone**  
888-685-POWER (888-685-7693)

**LOCAL WIRES COMPANY**  
To report an outage to Oncor:  
**1-888-313-4747**

**BILL ASSISTANCE**  
To assist those in need with their electric bills, you may send your donation to:  
Bill Payment Assistance Program  
P.O. Box 192746  
Dallas, TX 75219

### IMPORTANT MESSAGE FROM THE PUBLIC UTILITY COMMISSION

If you believe that this invoice includes unauthorized charges, please contact Stream at 1-888-685-7693 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.

# How to Read Your Stream Gas Bill

We want you to be as informed as possible about your energy. This handy guide explains your energy bill to help you understand your charges.

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## Account Information

This section includes basic information about your service, including your premise type, invoice date and invoice number. The invoice number is the unique number assigned to each specific bill.

### Power Tip

You'll also need your account number to create a **My Stream Account** – if you haven't already, head over to [mystream.com/account](http://mystream.com/account) to manage your account, view payment history and invoices, enroll in **AutoPay** and **Paperless Billing**, and more.

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## Bill Summary

**Previous Balance** – the amount due from your previous bill

**Payments Received** – the most recent payment we've received

**Adjustment** – this line will list any adjustments to your bill total, including discounts

**Balance Forward** – the difference between Previous Balance and Payments received plus any Adjustments. *This balance is due right away (not when your current bill is due). If you paid this amount after the invoice was generated, it will still appear on your invoice.*

**Current Charges** – your total charges for this billing cycle

**Under the Total Amount Due, you'll find the date that you must pay your bill to avoid a late penalty.**

Page 1



Amount Due  
**\$83.16**

Due Date  
**02/16/2021**

AutoPay scheduled for 02/06/2021

1

### Account Information

Account Number  
**000073895285**  
Premise Type  
**Residential**  
Invoice Date  
**01/31/2021**  
Invoice Number  
**008006909207**  
Customer Name  
**John Smith**  
Mailing Address  
**5555 Sandstone Court  
Cumming, GA 30040**

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### Important Message

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### Did you know?

One small choice can make a big impact! Sign up for Paperless Billing. Enroll at [mystream.com/paperless](http://mystream.com/paperless)

### AutoPay

No more missed payments. Automatically pay your bill every month, on time, without lifting a finger. Enroll at [mystream.com/autopay](http://mystream.com/autopay)

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### Bill Summary

Previous Balance	\$0.00
Payments Received	\$0.00
Adjustment	\$0.00
Balance Forward	\$0.00
Current Charges	\$0.00

**Total Amount Due \$83.16**

Pay by 02/16/21 to avoid late penalty of 5%. Receipt of this current bill does not extend the due date of your previous balance.

Please detach and include this portion with your payment. Make checks payable to Stream.

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P.O. Box 650117  
Dallas, TX 75265-0117

Account Number **000073895285**  
**\$83.16** is due on **02/16/2021**  
AutoPay scheduled for 02/06/2021  
Payment Amount  
\$

JOHN SMITH  
5555 SANDSTONE COURT  
CUMMING, GA 30040

0020076695285

058600007389528525000000108890000001143320

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## Important Message

Check here for important information, reminders and tips to help you learn about your bill and other Stream energy services.

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## Payment Slip

If you are planning to mail in your payment or pay at a pay center, tear off this portion of your bill. The grey area contains your account number, total amount due and due date.

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### Page 2 (When Applicable)

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## Spending Snapshot

Service Address					
5555 Sandstone Court					
	AGL Number	Usage	Billing Days	Current Meter Reading	Current Balance
Gas Service	0030400275727	75 therms	18	01/31/2021	<b>\$83.16</b>

Service Address					
207 Griesbach Rd					
	AGL Number	Usage	Billing Days	Current Meter Reading	Current Balance
Gas Service	0030401503410	82 therms	29	01/31/2021	<b>\$93.39</b>

<b>Total Amount Due</b>	<b>\$83.16</b>
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### Page 2 or 3

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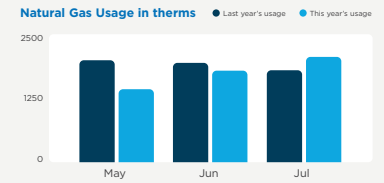
6

## Energy Insight

**Service Location**  
5555 Sandstone Court  
Cumming, GA 30040

**Current Plan**  
12 Month Fixed

**AGL Account Number**  
100890102380CM05060943



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## Charges

Service Period: 01/01/2021 - 01/18/2021 (18 Days)

### Summary of Meter Usage

Meter Number	Previous Meter Read	Current Meter Read	Begin Read	End Read	CCF Used	BTU Factor	Therms Used
050609043	01/18/2021	01/18/2021	553	628	75	1.031	77.325

### Stream Energy

Energy Service (77.325 Therms @ 34.9¢/Therm)	<b>\$30.59</b>
Monthly Charge (18 days @ 19.5¢/day)	\$26.99
LO/Sp/ED	\$3.51
State Sales Tax	\$0.91
<b>Total Stream Charges</b>	<b>\$32.63</b>

### Atlanta Gas Light

AGL Base Charges	<b>\$47.22</b>
LO/Sp/Ed	\$47.22
Local Franchise Agreement	\$1.42
State Sales Tax	\$0.00
<b>Total AGL Charges</b>	<b>\$1.89</b>

### Other Charges

Other Charges and Adjustments	<b>\$0.00</b>
AGLC Supplied Meter Reading	\$0.00
<b>Total Other Charges</b>	<b>\$0.00</b>

**Total Current Charges**

**\$83.16**

8

### CONTACT US

**Stream Georgia Gas SPE LLC**  
#GM-38  
[mystream.com](https://mystream.com)

### Support

Email: [customerservice@mystream.com](mailto:customerservice@mystream.com)  
Phone: 866-447-8732  
Monday - Friday: 8 a.m. - 9 p.m. EST  
Saturday - Sunday: 9 a.m. - 6 p.m. EST

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### PAYMENT OPTIONS

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**By Phone**  
866-447-8732

### By Pay Center

Find a location near you at [mystream.com/pay](https://mystream.com/pay)