# EXHIBIT G Sample of your billing format

## SAMPLE INVOICE NY - Full Index Product

#### ACTUAL INVOICE MAY APPEAR DIFFERENT

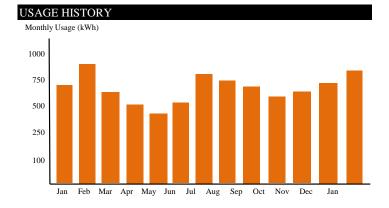


Invoice #
Account #
Invoice Date
Due Date

XXXXX XXXXX Month / Day / Year Month / Day / Year Page 1

CUSTOMER INFORMATION				
Company:	Customer Name			

Attn: Customer Contact
Billing Address: Customer Address



Previous Balance	\$0.00
Payment Received (Monty Day, Year)	\$0.00
Total Balance Forward	\$0.00
Adjustments	\$0.00
Late Payment Charge	\$0.00
Current Usage Charges	\$0.00
Taxes	\$0.00
Total Current Charges	\$0.00
Amount Due By (Date)	\$0.00

## PAYMENT OPTIONS

By Mail Remittance slip below
By web myaccount.directenergy.com
By phone 888.329.7906

## QUESTIONS?

62	Call Us	888.925.9115
	Fax Us	866.41.0257

Email Us CustomerRelations@directenergy.com

Visit Us myaccount.directenergy.com

Outages (800) 752-6633

## MESSAGE CENTER



1001 Liberty Avenue, Pittsburgh, PA 15222

Detach here and return this portion with check or money order. Do not staple or fold Invoice #

Account #

XXXXX XXXXX

Amount Due by (Date)
Amount Enclosed

\$0.00

Please write your account number on your check or money order made payable to Direct Energy Business.

Please remit to

Direct Energy Business P.O. Box 70220 Philadelphia, PA 19176-0220

Customer Name Customer Address

Customer Address

# SAMPLE INVOICE NY - Full Index Product

#### **ACTUAL INVOICE MAY APPEAR DIFFERENT**



Invoice #
Account #
Invoice Date
Due Date

XXXXXXX XXXXXXX Month / Day / Year Month / Day / Year Page 2

## **GENERAL INFORMATION**

For questions or concerns relating to this bill, please call Direct Energy Business's Customer Relations Department at:

8 AM - 6 PM EST, Monday through Friday CustomerRelations@directenergy.com Phone: 888.925.9115

Fax: 866.421.0257

If mailing correspondence, please forward to: **Direct Energy Business** 

Attn: Customer Relations Two Gateway Center Pittsburgh, PA 15222

Delivery problems such as power outages are typically due to problems with local distribution facilities. For service problems call the utility's 24-hour service center at: Consolidated Edison (800) 752-6633. According to the terms contained in your energy service agreement with Direct Energy, if you end your service prior to the end of your agreement term, you may be charged an early termination fee. Please refer to your energy service agreement for details.

In the event that the Term of your Agreement has expired, your account will be invoiced at a Market Variable Rate. This rate is subject to change monthly. Please refer to your agreement for additional information. have chosen.

RIGHT TO FILE A PUC COMPLAINT: If you believe this bill contains any unauthorized charges, please contact Direct Energy Business Customer Relations at the information above. If after contacting Customer Relations, you are not satisfied with the resolution, you have the right to file a complaint with New York Public Service Commission toll free at 1-800-342-3377 or by fax at 518-486-7686. Persons who are hearing or speech impaired can reach the hotlines through a TDD by calling toll free at 1-800-662-1220.

Consolidated Edison customers please note: Con Ed provides total kWh and ICAP totals. Current and previous meter read information may also be provided. If not provided, please refer to your ConEd bill for distribution Services for this information.

Installed Capacity Charges: A Generator or Load facility that complies with the requirements in the Reliability Rule and is capable of supplying and/or reducing the demand for Energy in the NYCA (New York Control Area) for the purpose of ensuring that sufficient Energy and Capacity are available to meet the Reliability Rule. The Installed Capacity requirement, established by the NYSRC (New York State Reliability Council), includes a margin of reserve in accordance with the Reliability Rules.

If Installed Capacity (ICAP) charges are reflected on your bill, these charges are based on your capacity obligation, which is designated by the New York Independent System Operator (NYISO). ICAP charges are prorated based on the number of calendar days in the month resulting in multiple ICAP line items. For more information regarding Installed Capacity, including a background, an explanation and sample cost calculations, please visit Direct Energy Business's website at www.DirectEnergy.com and select the state of New York.

For more information on terms and definitions found within this invoice, please visit us online at https://business.directenergy.com/ or through MyAccount. If you would prefer to have a copy of invoice terms and definitions sent to you, please submit your request to CustomerRelations@DirectEnergy.com or via phone at 1-888-925-9115.

Change of Address?

Please contact the Direct Energy Business Customer Relations team at:

Direct Energy Business Attn: Customer Relations 1001 Liberty Avenue Pittsburgh, PA 15222

Fax: 1-866-421-0257 OR Phone 1-888-925-9115

## SAMPLE INVOICE NY - Full Index Product

## **ACTUAL INVOICE MAY APPEAR DIFFERENT**



Invoice #
Account #
Invoice Date
Due Date

XXXXXXX XXXXXXX Month / Day / Year Month / Day / Year Page 3

## YOUR SERVICE CHARGES

**Service Address, City State** 

EDC.#: XXXXXXXXXXXXXXX

**Store Number:** 

**Direct Energy Business** 

**Electric Service** 

Meter#

Service Period Month / Day / Year to Month / Day / Year Actual-Total

0 kW ICAP

Meter Multiplier of

Service Period Month / Day / Year to Month / Day / Year Actual-Total

0 kW

Meter Multiplier of

Service Period Month / Day / Year to Month / Day / Year Actual-Total

Meter Multiplier of

0 kWh

(Month / Day / Year) to (Month / Day / Year)

Day Ahead Energy - 0 kWh Total @ \$0.0/kWh

\$0.00

Direct Energy Fees - 0 kWh Total @ 0.0kWh

Loss Charges - 0 kWh Total @ \$0.0/kWh

Installed Capacity Charges - 0 kW ICAP Total @ \$0.0/kW ICAP

Ancillary Services - 0 kW ICAP Total @ \$0.0/kW ICAP

Clean Energy Standard - 0 kW ICAP Total @ 0.0kW ICAP

Gross Receipts Reimburse - 0% Exempt

\$0.00

Current Actual Charges

\$0.00

Total Charges for EDC. # XXXXXXXXXXXXXXX

\$0.00



## **BILLING ADDRESS**



### CONTACT US

Phone: 1-800-437-7265 Hours

Mon - Fri 8am - 5pm Fax: 1-866-239-5671

Email: QCSTeam@directenergy.com Web: www.business.directenergy.com

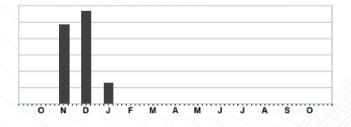
## MESSAGE CENTER

## INVOICE INFORMATION

**Invoice Number Invoice Date** 01/03/2014 01 / 28 / 2014 **Due Date Payment Terms** Net 25 Days **Payment Method** Check

Direct Energy Customer #

## **USAGE CHART**



## **BILLING SUMMARY**

**Prior Balance** \$4,383.83 **Payment Received** (\$4,383.83)**Current Charges** \$5,197.73

**Total Amount Due** \$5,197.73

Please tear at perforation and return with your payment



## PAYMENT SLIP

Please make checks payable to Direct Energy Business and reference invoice number with payment.

Direct Energy Customer #:

01 / 28 / 2014 Due Date: \$5,197.73

Total Amount Due:

Amount Enclosed:

Invoice Number:



For Direct Energy Business Use Only

#### CONTACT US

Phone: 1-800-437-7265 Hours

Fax: 1-866-239-5671 Mon - Fri 8am - 5pm

Email: QCSTeam@directenergy.com Web: www.business.directenergy.com

#### REMIT PAYMENT TO

DIRECT ENERGY BUSINESS P.O. BOX 905243 CHARLOTTE, NC 28290-5243

## COMMONLY ASKED QUESTIONS

#### Q: Who will read my meter and when will it be read?

**A:** The utility company is still responsible for reading your meter. The timing is based on the specific utility company's procedures.

# Q: Why is the usage amount on my bill different than the usage amount on the utility company bill?

- A: DEB bills on city gate volume. The utility bill is based on meter readings (burner tip) at your location. The difference, utility line loss, is set by and varies by utility. Line loss was previously included by the utility in your local pricing. Line loss is a regulated charge based on percentages determined by each utility to compensate for the utility's pipeline system loss.
- Q: Now that I have chosen DEB as my natural gas/electricity marketer how will my service change?
- A: The only difference you should see is in billing. DEB will charge you for the commodity, while the utility (LDC/EDC) will charge you for distribution/transportation. There should be no other changes in your gas/electric service. The utility will still read your meter and you should still call the utility in the event of an emergency.

#### Q: Do I have to sign an agreement?

A: Yes. DEB will not sell natural gas/electricity to anyone without a signed agreement. This is to protect you as well as us. Customers should not purchase any commodity from a marketer without an agreement because they will be at risk for penalties should the supplier fail to live up to obligations.

### Q: When and how often will I be billed?

A: Initially, there may be up to a two month delay from the time you enroll or start to receive service to the time you receive your first bill. This is due to timing with the utility company enrollment requirements. You can expect a monthly invoice thereafter.

## Q: Can I be changed to another marketer without my consent?

**A:** No. Deregulation laws contain strong consumer protection features that prohibit "slamming". There are severe penalties for marketers who engage in this practice. Slamming is the involuntary switching of a customer from one supplier to another.

#### Q: What are GSA charges/credits?

A: Gas Settlement Adjustment (GSA) either credits or debits your account for the value of natural gas usage that differs from your contracted quantity.

#### **DEFINITIONS**

**Board of Public Utilities** State agency responsible for regulating local utility companies (may also be called Public Service Commission).

**Burner Tip** Point where natural gas is ultimately used by the customer (the meter).

CCF 100 cubic feet of gas. This is a measure of gas usage.

**City Gate** Physical connection of an interstate pipeline and the pipeline of the local natural gas utility.

**Commodity Charge** The cost of natural gas/electricity provided to you during the billing period.

**Distribution Utility (LDC/EDC)** A retail natural gas/electricity distribution company that delivers natural gas/electricity to end-users.

**Kilowatt (kW)** One thousand (1,000) watts. A unit of measure of the amount of electricity needed to operate given equipment.

**Kilowatt-hour (kWh)** The most commonly used unit measure telling the amount of electricity consumed over time. It means one kilowatt of electricity supplied for one hour.

Line Loss The difference between the amount of commodity (natural gas) brought to the city gate, versus the amount of commodity usage reported at the meter (burner tip). Line loss was previously included by the utility in your total pricing. Line loss is a regulated charge based on percentages determined by each utility to compensate for the utility's pipeline system loss.

**Local Distribution Company (LDC/EDC) charges** The fee assessed by the local utility for delivery of natural gas/electricity to the customer's home or business through utility's distribution lines. In most cases this charge is billed separately by the utility.

**Meter** A device for measuring levels and volumes of a customer's natural gas and electricity usage. The local utility retains responsibility for reading and maintaining these meters.

**MMBTU** Million British thermal units, which is a heating equivalent measure for natural gas and is an alternative measure of natural gas reserves.

No Utility Data Available If this appears on your bill, we were unable to obtain usage data for your meter from the local utility company. Your next bill will show usage data for this unread period and the next reading period.

**Therm** One hundred thousand (100,000) British thermal units (1 Therm = 100,00 Btu).

## IF YOU SUSPECT A NATURAL GAS LEAK OR SMELL GAS DIAL 911 OR CONTACT YOUR LOCAL UTILITY DISTRIBUTION COMPANY

**Business.directenergy.com** has a multitude of features and tools for you, making account management easier than ever before. The online Customer Center never closes, giving you the chance to manage your account and obtain energy information and insight at your own convenience. Listed below are a few of the benefits customers are currently receiving online:

- User-friendly access to your account 24/7
- Personalized dashboards containing an overview of your account
- · Manage multiple accounts under one separate profiles
- View current invoices before you receive them in the mail or retrieve historic invoices
- Compare your usage over time
- Direct access to your account balance
- Exclusive access to Direct Energy Business' expert traders and product specialists' take on the market
- · And more.



## CONTACT US

Phone: 1-800-437-7265

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Email: QCSTeam@directenergy.com Web: www.business.directenergy.com

## **BILLING DETAIL**

## Service Period from 12/04/2013 to 01/03/2014 222222

**Utility Name:** Consolidated Edison Delivery Zone: Con Edison Zone H Utility Acct #: 5000000000000000

Service To: 123 Main Street

ShipTo:

New York, NY 10101-0000

USAGE UNITS **UNIT PRICE** AMOUNT Energy 76,800 KWh \$0.062400 \$4,792.32 SubTotal \$4,792.32 NY Gross Receipts Tax \$48.41 \$193.63 NY State Sales Tax NY County Sales Tax \$145.22 \$18.15 NY County Local Sales Tax Total \$5,197.73

Total for Service Period: \$5,197.73

Hours