

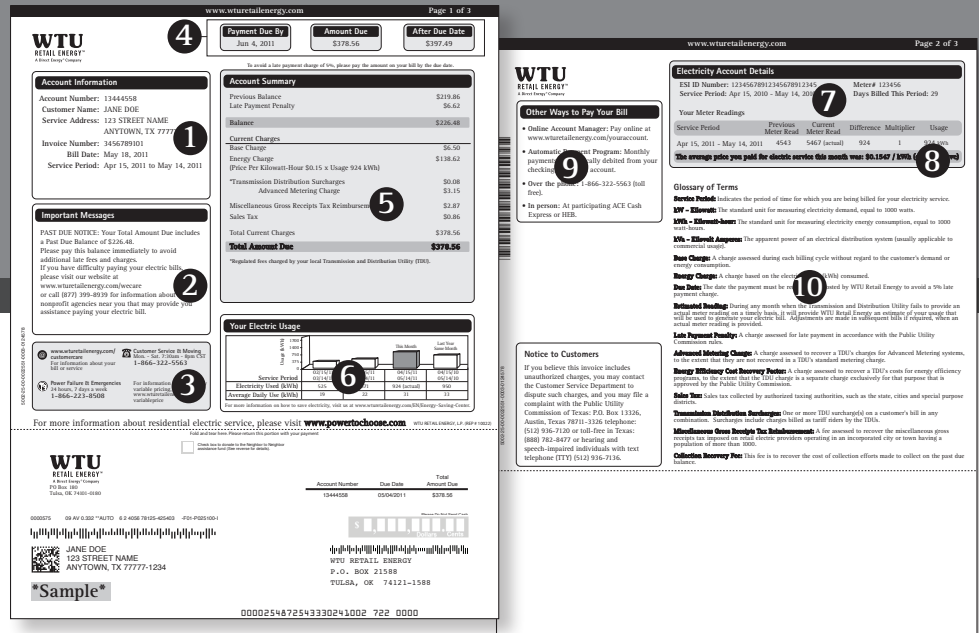
# Your WTU Retail Energy Electricity Service Bill.

What are all these numbers?  
We'll tell you.

There's a lot of important information on your electric bill. That's why we've created this simple guide to walk you through the details.

## Legend

- 1 **Account Information:** Includes basic account information, such as Account Number, Customer Name, Service Address, Invoice Number, Bill Date, and Service Period. This is the section you will reference should you have any questions regarding your account.
- 2 **Important Messages:** Special messages from WTU Retail Energy, which may include important information about your rate plan, special offers and other promotions.
- 3 **Contact Information:** Lists WTU Retail Energy's website, Emergency contact information, and Customer Service numbers for information about your bill or service.
- 4 **Payment & Due Date Information:** Shows the due date and the amount due (The total of Current Charges plus any Balance) that payment must be received by WTU Retail Energy in order to avoid late payment penalties. Your account will be "past due" if payment has not been received and processed by the due date. When mailing payments, please mail 5 days prior to the due date.
- 5 **Account Summary:** Itemization of your WTU Retail Energy Account. Consists of the Balance and the Current Charges for electric service as disclosed in the customers' electricity facts label, including applicable taxes and fees.
  - **Previous Balance:** The balance from your previous statement(s).
  - **Base Charge:** A charge assessed during each billing cycle without regard to the customer's demand or energy consumption.
  - **Energy Charge:** A charge based on the electric energy (kWh) consumed.
  - **Transmission Distribution Surcharges (TDU Surcharges):** One or more TDU surcharge(s) on a customer's bill in any combination. Surcharges include charges billed as tariff riders by the TDU.
  - **Miscellaneous Gross Receipt 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.
  - **Sales Tax:** Sales tax collected by authorized taxing authorities, such as the state, cities and special purpose districts.
- 6 **Your Electric Usage:** Shows your electricity usage and average daily use in kilowatt-hours for the current service period. It may also reflect usage information from the two latest service periods and the same service period from one year ago (if applicable). Note that depending on your tenure with WTU Retail Energy this section may reflect usage information of one, or up to four service periods.
- 7 **Electricity Account Details:** Shows your meter number as well as actual or estimated meter readings. The difference between the previous and current meter readings is used to determine your usage and consumption charges under "Current Charges".
- 8 **Average Price You Paid:** The total of all fixed and variable recurring charges, excluding state and local sales taxes, reimbursement for the state miscellaneous gross receipts tax, and any nonrecurring charges or credits, divided by the kilowatt-hour consumption.
- 9 **Other Ways to Pay Your Bill:** Lists the various payment options WTU Retail Energy offers to pay your electricity bill.
- 10 **Glossary of Terms:** Definition of terms you'll find in your bill.



## Bill Payment Options

When using one of our many payment options, please take into consideration the varying lengths of time it takes for payments to be applied to your account to avoid late payment charges.



**Online:** Conveniently make your bill payments through our Online Account Manager. This great resource also allows you to track energy usage and review past account history at the touch of a button. To check it out, visit our website at [www.wturetailenergy.com/youraccount](http://www.wturetailenergy.com/youraccount).



**By Phone:** Phone payments can be made with a major credit card (VISA, MasterCard, AMEX and Discover) or through any checking or savings bank account by calling **1-866-322-5563**.



**Payment Options at Your Bank:** WTU Retail Energy accepts payments through most banks either through the Internet or the telephone. Please contact your bank for more information on these different types of payment options. Please allow 7 to 10 business days for payment to be reflected on your account.



**ACE Cash Express:** You can pay your bill in person at a local ACE Cash Express location. To find a location near you, visit [www.acecashexpress.com/store\\_locator.php](http://www.acecashexpress.com/store_locator.php).

A small convenience fee may apply to use this service.



**By Mail:** Payments by check or money order must be sent with the remittance stub in the envelope provided. Payments sent through the mail could take from 7 to 10 business days to be reflected on your account. Payments are to be sent to the following address:

WTU Retail Energy  
P.O. Box 21588  
Tulsa, OK 74121-1588



**E-Bill:** Now you can efficiently manage your bills and do your part to help the environment. With our paperless E-Bill Program, you can opt out of paper mail and start receiving and paying your bill online. Visit [www.wturetailenergy.com/youraccount](http://www.wturetailenergy.com/youraccount) to enroll today!

## Convenient Bill Pay Methods

### Online Account Manager

Did you know WTU Retail Energy's Online Account Manager lets you make online payments, sign up for paperless E-Bill statements, view account information and update your email address? Visit us online today at [www.wturetailenergy.com/youraccount](http://www.wturetailenergy.com/youraccount)

### Automatic Payment - Bank Debit

Simplify the process of paying the electricity bill. Arrange to have payments debited from your bank account to WTU Retail Energy each month and the monthly statement will be marked paid. Please visit [www.wturetailenergy.com/ABD](http://www.wturetailenergy.com/ABD) and sign up today.