


# HOW TO READ YOUR INVOICE



PO Box 840683  
Dallas, TX 75284-0683

**Questions or Comments**  
Customer Service: 855-485-4258  
Mon-Fri 8:30 AM-5:30 PM CST  
Email: [care@americanlp.com](mailto:care@americanlp.com)  
Web: [www.americanlp.com](http://www.americanlp.com)  
Online Access: Simply visit [www.americanlp.com](http://www.americanlp.com)  
click on My Account and follow the prompts.

**7 News and Promotions**  
American Light and Power is excited to introduce to our customers our simplified invoice template. Please email us at [care@americanlp.com](mailto:care@americanlp.com) with any questions you may have regarding this invoice.

American Light & Power will be closed on Friday, March 25, 2016 in observance of the Good Friday Holiday.

Customer: JANE DOE  
Account Number: 123456789  
Invoice Number: 123456  
Invoice Date: Mar 7, 2016  
Page 1 of 2

**2 Account Summary**

<b>3</b> Previous Balance	\$138.19
Payments Received	-\$138.19
Balance Forward	\$0.00
Adjustments	\$0.00
<b>4</b> Current Charges	\$115.60
<b>5</b> Total Amount Due Mar 23, 2016	\$115.60
Amount Due After Mar 23, 2016	\$121.38


The average price you pay this month for electric services is \$0.121 per kWh; this price includes your Energy Charges, Monthly Customer Charge, and Advanced Metering Surcharge. The amount billed may include price changes allowed by law or regulatory actions.

Variable rate customers may obtain information on the price of their next invoice by calling 855-485-4258 or email us at [care@americanlp.com](mailto:care@americanlp.com).

American Light & Power REP # 10147

**For more information about residential electric services, please visit [www.powertochoose.com](http://www.powertochoose.com).**

---




PO Box 840683  
Dallas, TX 75284-0683

JANE DOE  
123 ANYWHERE ST  
CITY TX 77000

**6** Account Number: 123456789  
Invoice Date: Mar 7, 2016  
Due Date: Mar 23, 2016  
Invoice Total: \$115.60  
Due After Mar 23, 2016: \$121.38

Donate to a payment assistance program \$ \_\_\_\_\_

**8** Amount Enclosed: \$

  
American Light & Power  
PO Box 840683  
Dallas, TX 75284-0683

001000760662016030700000115601

- 1 Invoice Number:** Your invoice number for this billing period listed below.
- 2 Account Summary:** Information pertaining to your invoice.
- 3 Previous Charges:** A summary of charges, payments and credits for the prior month.
- 4 Current Charges:** A summary of the current month's activity billed on this invoice.
- 5 Total Amount Due:** Current changes plus any past due charges for the current billing period.
- 6 Invoice Due Date:** Your invoice payment must be posted to your account on or before the due date to avoid a late fee charge.
- 7 American Light & Power News and Promotions:** Look here for any new promotions and important messages from American Light & Power.
- 8 Amount Enclosed:** Please indicate the payment amount included with your remittance



Customer: JANE DOE  
Account Number: 123456789  
Invoice Number: 123456  
Invoice Date: Mar 7, 2016  
Page 2 of 2

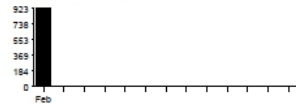
ESI ID: 10089010169000000

Power Outages & Emergencies  
AEP Texas North Company: (800) 223-8508

9 **Service Address:**  
123 ANYWHERE ST  
CITY TX 77000

Contract Expiration Date: month-to-month 10

Monthly Usage History  
Meter#: 110053741



11 **Public Service Notices**

**Notice to customers concerning Critical Care Residential Customer and Chronic Condition Residential Customer Status**

If you are a residential customer and have a person permanently residing in your home who has:

- Been diagnosed by a physician as having a serious medical condition that requires an electric-powered medical device or electric heating or cooling to prevent the impairment of a major life function through a significant deterioration or exacerbation of the person's medical condition;
- Been diagnosed by a physician as being dependent upon an electric-powered medical device to sustain life.

You can apply for certain protections by contacting American Light & Power for an application.

Meter#	Service Period	Est	Previous Meter Read	Current Meter Read	Mult	Usage
123456789	02/03/16 - 03/02/16	N	66435	67358	1.0000	923

Energy Charges	
Actual Usage Charges for Electric Service :: Service Period 02/03/2016 - 03/02/2016 (923.00 x \$0.110000)	\$101.53
Base Charge	
Base Charge	\$9.95
Taxes	
CITY SALES TAX	\$1.70
GROSS RECEIPTS REIMB	\$2.23
TX PUC ASSESSMENT	\$0.19
Total Summary	<b>\$115.60</b>

### How can I pay my bill?

**Online**

Visit [www.americanlp.com](http://www.americanlp.com) and follow the prompts to register your account and start paying online.

**Auto Draft**

A one-time call will allow us to setup a convenient auto draft using your Visa, Mastercard, Discover, or Bank Draft

**By Phone**

Call 855-485-4258 business hours Mon-Fri. Visa, American Express (Amex), MasterCard and Discover for payments

**Mail Delivery**

Post the payment slip with your check made payable in the envelope provided to: American L&P, Co., American Light & Power, PO BOX 840683, Dallas, TX 75284-0683

**In Person**

You can present this account for payment at any ACE Cash Express Outlet

If you believe the bill includes unauthorized charges, you should contact American L&P, Co. to dispute such charges and, if not satisfied with our review may file a complaint with the Public Utility Commission of Texas, P.O. Box 13326, Austin, Texas 78711-3326, (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

- 9 **Service Address:** Service address associated with the energy charges billed.
- 10 **Contract Expiration:** Displays the contract expiration date for your account.
- 11 **Notifications (example: Weather moratorium, Lite-up notifications):** Look here for public service notices from the Public Utility Commission of Texas.