



# NEW RATES FOR ELECTRIC AND NATURAL GAS SERVICES EFFECTIVE MARCH 1, 2022

Monthly energy bills include a 3.85% increase in electric and gas base rate components. An increase to the fuel adjustment charge is also included to recover validated fuel costs for the 2021 winter storm, spread over 25 years. The discount applied to customers enrolled in the Affordability Discount Program (ADP) for electric and gas service is increased from \$12.30 to \$16.14 to help offset the rate increase for low-income customers.

The new rates were approved by the CPS Energy Board of Trustees and San Antonio City Council. The rate increase covers investments in the following areas:

- **INFRASTRUCTURE RESILIENCY** – power generation and distribution projects to support operations during extreme weather
- **TECHNOLOGY** – support replacement of our 20 year old technology platform
- **GROWTH** – support to keep up with the community's continued strong growth
- **PEOPLE** – funding for stabilizing our staffing levels

The rate increase and the affordability discount, if the customer is enrolled in ADP, are reflected on page 2 of the bill. In this example bill, the orange box shows electric rate components and the blue box shows gas rate components.

Questions about your bill? Want to pay your bill at a time that's convenient for you? Try our online services at [www.cpsenergy.com](http://www.cpsenergy.com) Comments? Talk to us at [feedback@cpsenergy.com](mailto:feedback@cpsenergy.com)

**Statement of Account**  
 CUSTOMER: 123 ANY ST, SAN ANTONIO TX 78200  
 Billing Date: 07/05/22  
 Customer Number: 000-0000-000

Balance Due On or Before Jul 21, 2022 Pay: \$287.57  
 After Jul 21, 2022 Pay: \$291.29

**BILLING SUMMARY**  
 (See reverse for details)  
 Previous Bill 06/04/2022: \$759.25  
 Payments/Adjustments Thank You: -\$759.25  
 Balance: -\$0.01  
 Current Electricity Charge: \$228.43  
 Current Natural Gas Charge: \$26.86  
 Total Current Energy Charge: \$255.09  
 City Services: \$30.00  
 State & Local Sales Taxes: \$2.49  
 Total Account Balance: \$287.57

**YOUR ELECTRICITY USE (kWh)**  
 Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul  
 1144 1144 1144 1144 1144 1144 1144 1144 1144 1144 1144 1144

**YOUR NATURAL GAS USE (ccf)**  
 Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul  
 34 34 34 34 34 34 34 34 34 34 34 34

**ACCOUNT COMPARISON SUMMARY**

	Current Month	Previous Month	Last Year
Days on Bill	34	30	30
kWh Used	1,968	1,329	1,962
Avg. kWh/Day	57.9	44.6	65.4
Cost per Day	\$6.72	\$5.62	\$7.24
Days on Bill	34	30	30
ccf Used	26	19	23
Cost per Day	0.8	0.8	0.8
Cost per Day	80.78	80.70	80.72

**Pay Online** [www.cpsenergy.com](http://www.cpsenergy.com)  
**Pay-By-Phone** 1-877-257-1172  
**Customer Service** (210) 353-2222  
**Gas or Electric Trouble** (210) 353-4357  
 "Se Habla Español"

CPS Energy will never call to demand payment or threaten to disconnect your service. We will not ask for your banking or credit card information or ask you to make a payment with a pre-paid card, gift card, or payment app. Hang up on scammers. Visit [cpsenergy.com/scammers](http://cpsenergy.com/scammers)  
 CPS Energy nunca le llamará para exigirle pago o para amenazar con desconectar su servicio. No le pediremos su información bancaria o su tarjeta de crédito ni le pediremos que realice un pago con una tarjeta prepagada, una tarjeta de regalo o una aplicación de pago. Cuelgue a los estafadores. Visite [cpsenergy.com/comunicacion](http://cpsenergy.com/comunicacion)

**CPS Energy** CUSTOMER NUMBER: 000-0000-000  
 Customer Service: (210) 353-2222  
 Help your neighbors in need of utility assistance.  
 Employee donation for: \$ \_\_\_\_\_  
 RESP to: \_\_\_\_\_  
 Check here if your address or phone number has changed. Make changes on the reverse side.  
 Total Amount Enclosed \$ \_\_\_\_\_  
 DO NOT WRITE BELOW THIS LINE  
 1 0000000000 4 000000000000 000000002129 0000000026757 01 4 0  
 CPS ENERGY PO BOX 2678 SAN ANTONIO TX 78289-0001  
 CUSTOMER 123 ANY ST SAN ANTONIO TX 78200-0000

**CPS Energy** PO Box 2678, San Antonio, TX 78289-0001  
 Customer Number: 000-0000-000  
 Previous Bill: 06/04/2022  
 Payments & Adjustments: Payment 02/19/22, Security Deposit Interest

**Electric Residential Electric**  
 Service Availability Charge: \$9.10  
 Energy Charge 1,968 kWh x \$0.07188: \$141.46  
 Peak Capacity Charge 1,368 kWh x \$0.0206: \$28.18  
 Fuel Adjustment 1,968 kWh x \$0.01882: \$37.04  
 Regulatory Adj 1,968 kWh x \$0.01236: \$24.32  
 Affordability Discount: -\$11.67  
**Total Electric Bill (Non-Taxable): \$228.43**

**Gas General Service**  
 Service Availability Charge: \$9.95  
 Energy Charge 26 ccf x \$0.51062: \$13.28  
 Fuel Adjustment 26 ccf x \$0.30377: \$7.90  
 Affordability Discount: -\$4.47  
**Total Natural Gas Bill (Non-Taxable): \$26.66**

**City Services** (For any questions, call the city at 210-207-4431)  
 Solid Waste Fee - Large Cart (1): \$26.76  
 Environmental Fee/Solid Waste: \$17.4  
 Environmental Fee/Parks: \$1.50  
 Total City Services (Taxable): \$35.66

**Meter Read Detail (Read-R) (Estimated)**  

Electric Meter	Previous	Current	Consumption
#0000000 (8-07/05/2022)	56812	70590	1,368
Gas Meter	Previous	Current	Consumption
#0000000 (8-07/05/2022)	0418	0444	26

 Your next scheduled meter read date is Aug 02, 2022 or Aug 03, 2022  
 Billing Period Jun 02, 2022 - Jul 05, 2022

**My New Mailing Address / Phone Number**  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Information about rates and bills is available on our website at [cpsenergy.com/billhelp](http://cpsenergy.com/billhelp), or by calling Customer Service at 210-353-2222 for residential customers and 210-353-3333 for commercial customers. The following sections on the webpage listed above also include helpful information:

- **How to Read Your Residential Bill** and **How to Read Your Commercial Bill** documents describe what is included in each line item on the bills.
- **Bill Estimator - Residential** and **Bill Estimator - Commercial** are tools that display the difference between the old price and the price as of March 1, 2022.

If you or someone you know needs bill assistance, we are here to help connect our customers to payment assistance resources. Visit [cpsenergy.com/assistance](http://cpsenergy.com/assistance) or call Customer Service, 210-353-2222, to learn about payment plans and programs, including ADP and American Rescue Plan Act (ARPA) funds.



# NUEVAS TARIFAS PARA LOS SERVICIOS DE ELECTRICIDAD Y GAS NATURAL A PARTIR DEL 1 DE MARZO DE 2022

Las facturas mensuales de energía incluyen un aumento del 3,85% en los componentes de la tarifa base de electricidad y gas. Un aumento del combustible también se incluye para recuperar los costos de combustible validados por la tormenta de invierno de 2021, distribuidos a lo largo de 25 años. El descuento aplicado a los clientes inscritos en el Programa de Descuento por Asequibilidad (ADP) para el servicio de electricidad y gas se aumentó de \$12.30 a \$16.14 para ayudar a compensar el aumento de la tarifa para los clientes con bajos ingresos.

Las nuevas tarifas fueron aprobadas por el Junta Directiva de CPS Energy y el Concilio de la Ciudad de San Antonio. El aumento de las tarifas cubre las inversiones en las siguientes áreas:

- **RESILIENCIA DE LA INFRAESTRUCTURA** - completar los proyectos para apoyar las operaciones durante condiciones meteorológicas extremas
- **TECNOLOGÍA** - diseñar nuestra futura plataforma tecnológica para que siga siendo moderna y segura
- **CRECIMIENTO** - seguir el ritmo del continuo y fuerte crecimiento de nuestra comunidad
- **PERSONAS** - financiación para estabilizar los niveles de personal

El aumento de la tarifa y el descuento por asequibilidad, y si el cliente está inscrito en ADP, se reflejan en la página 2 de la factura. En este ejemplo de factura, el cuadro naranja muestra los componentes de la tarifa eléctrica y el cuadro azul muestra los componentes de la tarifa de gas.

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 34 34 34 34 34 34 34 34 34 34 34 34

**ACCOUNT COMPARISON SUMMARY**

	Current Month	Previous Month	Last Year
Days on Bill	34	30	30
kWh Used	1,968	1,339	1,952
Avg. kWh/Day	57.9	44.6	65.1
Cost per Day	\$6.72	\$5.62	\$7.24
Days on Bill	34	30	30
ccf Used	26	19	23
Cost per Day	0.9	0.8	0.8
Cost per Day	60.78	60.70	60.72

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 Employee donation by: \$ \_\_\_\_\_  
 Check here if your address or phone number has changed. Make changes on the reverse side.

**Total Amount Enclosed** \$ \_\_\_\_\_

1 0000000000 4 00000000000 000000002129 0000000026757 01 4 0

CPS ENERGY  
 PO BOX 2678  
 SAN ANTONIO TX 78289-0001

CUSTOMER  
 123 ANY ST  
 SAN ANTONIO TX 78200-0000

**CPS Energy**  
 PO Box 2678, San Antonio, TX 78289-0001  
 Customer Number: 000-0000-0000  
 Previous Bill: 06/04/2022  
 Payments & Adjustments: Payment 02/19/22, Security Deposit Interest

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 Service Availability Charge: \$9.10  
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 Solid Waste Fee - Large Cart (1): \$26.76  
 Environmental Fee-Solid Waste: \$1.74  
 Environmental Fee-Parks: \$1.50  
 Total City Services (Taxable): \$30.00

**Meter Read Detail (Read-R) (Estimated)**

Meter	Previous	Current	Consumption
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Gas Meter #0000000 (R-07/05/2022)	0418	0444	26

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**My New Mailing Address / Phone Number**  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

La información sobre las tarifas y las facturas está disponible en nuestra página web [cpsenergy.com/sufactura](http://cpsenergy.com/sufactura), o llamando al Servicio de Atención al Cliente al 210-353-2222 para clientes residenciales y al 210-353-3333 para clientes comerciales. Las siguientes secciones de la página web mencionada anteriormente también incluyen información útil:

- Los documentos **Cómo leer su factura residencial** y **Cómo leer su factura comercial** describen lo que se incluye en cada partida de las facturas.
- El **Estimador de facturas - Residencial** y el **Estimador de facturas - Comercial** son herramientas que muestran la diferencia entre el precio anterior y el precio a partir del 1 de marzo de 2022.

Si usted o alguien que conoce necesita ayuda con las facturas, estamos aquí para ayudar a conectar a nuestros clientes con los recursos de asistencia de pago. Visite [cpsenergy.com/asistencia](http://cpsenergy.com/asistencia) o llame al Servicio de Atención al Cliente, 210-353-2222, para informarse sobre los planes de pago y programas, incluyendo los programas ADP y los fondos de la Ley del Plan de Rescate Americano (ARPA).