



JOHN Q. HAMMONS HOTELS  
C/O ENGE INSIGHT - MS 5126  
SPOKANE, WA 99210-2440

Account Number: 1147  
Invoice Number: 220330048099323  
Billing Date: February 2, 2022

Questions about your bill?  
Need a copy of your Terms  
of Service Document?  
Contact Direct Energy  
Business  
Customer Relations at  
CustomerRelations@  
DirectEnergy.com,  
or call us at 1-888-925-9115.

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.

### ACCOUNT SUMMARY INFORMATION

|                              |                    |
|------------------------------|--------------------|
| Previous Balance             | \$39,584.87        |
| Payment Received - Thank You | -\$39,584.87       |
| Adjustments                  | \$0.00             |
| Total Balance Forward        | \$0.00             |
| Current Usage Charges        | \$19,058.57        |
| Tax Charges                  | \$1,981.18         |
| <b>Total Current Charges</b> | <b>\$21,039.75</b> |
| <b>Total Amount Due</b>      | <b>\$21,039.75</b> |

We are pleased to offer free online and over the phone bill payment options. Visit our Customer Service Center at [www.DirectEnergyBusiness.com](http://www.DirectEnergyBusiness.com) to pay your bill online or 1-888-329-7906 to pay by phone. Enroll in paperless billing today and help reduce your carbon footprint at [business.directenergy.com/paperless](http://business.directenergy.com/paperless).

### YOUR SERVICE CHARGES

900 E LOOKOUT DR, RICHARDSON TX  
EDC.# 10443720006408886

#### Direct Energy Business : Current Charges

|  |                   |             |
|--|-------------------|-------------|
| Meter# 118432760LG                                 |                   |             |
| Current meter read Actual-Total                    | January 31, 2022  | 0.338       |
| Previous read                                      | December 30, 2021 | 0           |
| Current period consists of 32 days                 | Difference        | 0.338       |
| Meter Multiplier of 1500 x Difference of 0.338 =   |                   | 507 kW      |
| PowerFactor=0                                      |                   |             |
| Current meter read Actual-Total                    | January 31, 2022  | 22,804.062  |
| Previous read                                      | December 30, 2021 | 22,620.85   |
| Current period consists of 32 days                 | Difference        | 183.212     |
| Meter Multiplier of 1500 x Difference of 183.212 = |                   | 274,818 kWh |
| PowerFactor=0                                      |                   |             |
| <i>December 30, 2021 to January 31, 2022</i>       |                   |             |
| Fixed Price - 274,818 kWh Total @ \$0.04564/kWh    |                   | \$12,542.69 |
| Total Current Charges                              |                   | \$12,542.69 |

#### ONCOR : Current Charges

|  |                   |             |
|--|-------------------|-------------|
| Meter# 118432760LG                                 |                   |             |
| Current meter read Actual-Total                    | January 31, 2022  | 0.338       |
| Previous read                                      | December 30, 2021 | 0           |
| Current period consists of 32 days                 | Difference        | 0.338       |
| Meter Multiplier of 1500 x Difference of 0.338 =   |                   | 507 kW      |
| PowerFactor=0                                      |                   |             |
| Current meter read Actual-Total                    | January 31, 2022  | 22,804.062  |
| Previous read                                      | December 30, 2021 | 22,620.85   |
| Current period consists of 32 days                 | Difference        | 183.212     |
| Meter Multiplier of 1500 x Difference of 183.212 = |                   | 274,818 kWh |
| PowerFactor=0                                      |                   |             |

#### *December 30, 2021 to January 31, 2022*

|                                   |            |
|-----------------------------------|------------|
| CUSTOMER CHARGE                   | \$9.25     |
| TRANSMISSION COST RECOVERY FACTOR | \$3,471.82 |
| METERING CHARGE                   | \$30.82    |
| NUCLEAR DECOMMISSIONING CHARGE    | \$30.21    |
| DISTRIBUTION SYSTEM CHARGE        | \$2,563.48 |
| ENERGY EFFICIENCY COST RECOVERY   | \$130.54   |
| DISTRIBUTION COST RECOVERY FACTOR | \$279.76   |
| Total Current Charges             | \$6,515.88 |

#### Tax Charges

|                      |            |
|----------------------|------------|
| City Sales Tax       | \$388.16   |
| Gross Receipts Tax   | \$380.00   |
| State/Provincial Tax | \$1,213.02 |
| Current Tax Charges  | \$1,981.18 |

**TOTAL CHARGES FOR EDC.# 10443720006408886**

**\$21,039.75**

### GENERAL INFORMATION

This bill is for electric generation and transmission services supplied by Direct Energy Business. For questions or concerns relating to this bill, please call Direct Energy Business's Customer Relations Department at: 1-888-925-9115 or email us at [CustomerRelations@DirectEnergy.com](mailto:CustomerRelations@DirectEnergy.com).

**8 AM - 6 PM EST, Monday through Friday**  
**CustomerRelations@DirectEnergy.com**  
**Phone: 1-888-925-9115**  
**Fax: 1-866-421-0257**

If mailing correspondence, please forward to  
**Direct Energy Business**  
**Attn: Customer Relations**  
**1001 Liberty Avenue**  
**Pittsburgh, PA 15222**

In the event that the Term of  
your Agreement has expired,  
your account will be  
invoiced at a Market Based  
Rate or MCP Rate. Please  
refer to your agreement for  
additional information.

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: Oncor 1.888.313.4747.

**TERMS AND DEFINITIONS**

Late Payment Penalty - A charge assessed for late payment in accordance with Public Utility Commission rules.

Demand Charge - A charge based on the rate at which electric energy is delivered to or by a system at a given instant, or averaged over a designated period, during the billing cycle.

Energy Charge - A charge based on the electric energy (kWh) consumed.

PUC Assessment - A fee assessed to recover the statutory fee for administering the Public Utility Regulatory Act.

Sales Tax - Sales tax collected by authorized taxing authorities, such as the state, cities and special purpose districts.

Transition Charge - A charge assessed to recover a TDU's charges for securitized costs associated with the transition to competition.

Current Meter Read - The meter reading at the end of the period for which the customer is being billed.

Previous Meter Read: The meter reading at the beginning the period for which the customer is being billed.

kW: Kilowatt, the standard unit for measuring electricity demand, equal to 1,000 watts.

kWh: Kilowatt-hour, the standard unit for measuring electricity energy consumption, equal to 1,000 watt-hours.

**Unauthorized Charges:**

If you believe this bill includes any unauthorized charges, please contact Direct Energy Business's Customer Relations Department. You may also file a complaint with the Public Commission of Texas, P.O.Box 13326, Austin, TX 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 1-866-787-9819.

**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

**Local Distribution Company:**  
**ONCOR**  
**P.O. BOX 660476**  
**DALLAS, TX 75266**

**Direct  
Energy**

**Business**  
**JOHN Q. HAMMONS HOTELS**  
**C/O ENGIE INSIGHT - MS 5126**  
**SPOKANE, WA 99210-2440**

| Account Number | 1147              |
|----------------|-------------------|
| Due Date       | February 22, 2022 |
| Total Due      | \$21,039.75       |