



AN ERM POWER COMPANY



**JOHN THORNTON**  
**602 PRAIRIE DELL ST**  
**LEWISVILLE, TX 75067**

## DISCONNECT NOTICE

### Payment Due Immediately

Service Information and Address  
Billing Account #: **42384351-538**  
ESI ID: **10400511142380001**  
**602 PRAIRIE DELL ST**  
**LEWISVILLE, TX 75067**

Reason for Disconnect: **Non-Payment**  
Notice Date: **4/28/17**

Amount Due: **\$63.76**  
Disconnect Date: **5/08/17**

### **SERVICE WILL BE DISCONNECTED IF BALANCE IS NOT PAID IN FULL BY 5/08/17.**

Source Power & Gas LLC values you as a customer and wants to continue as your electricity provider. However, our records indicate you have a balance due of **\$63.76**. If our records are incorrect, please contact us immediately at **281-690-4300** or outside of Houston toll-free **888-557-0065**, and provide us with documentation that enables us to make corrections. We do not want to disconnect your electric service, but if full payment is not received by **5/08/17** your service will be disconnected.

**To avoid a service interruption:** Source Power & Gas LLC credit department will be glad to accept payment at the above numbers between 8:00 a.m. and 7:00 p.m. Monday thru Friday.

**Payment assistance:** If you need assistance paying the bill by the due date, or are ill or disabled and unable to pay the bill, call Source Power & Gas LLC at 281-690-4300 or 888-557-0065 immediately. Source Power & Gas LLC can establish a deferred payment plan for qualified individuals or may be able to help you secure payment assistance funds. Source Power & Gas LLC also has information available about state, federal or local energy assistance programs which can help low-income individuals and victims of family violence obtain discounts.

If payment is not received by **5/08/17**, and your service is disconnected, there will be a one-time Disconnect/Reconnect Fee of \$25.00 which will be billed to your account and appear on your next invoice along with any related charges from the Transmission Distribution Service Provider for your area. It may take up to 48 hours to have your service reconnected.

If you are disconnected and do not reconnect with Source Power & Gas LLC, any deposits you have given us will be applied against the final bill and the balance of the deposit, if any, will either be returned to you or transferred to your REP, at your designation, and with the consent of the other REP.

Source Power & Gas LLC will use consumer reporting agencies, debt collection agencies, small claims court, and other remedies allowed by law if acceptable payment arrangements are not concluded.

If you are not satisfied with our response to your inquiry or complaint, you may file a complaint by calling or writing the Public Utility Commission of Texas, P.O. Box 13326, Austin, Texas, 78711-3326; Telephone: (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. Complaints may also be filed electronically at [www.puc.state.tx.us/ocp/complaints/complain.cfm](http://www.puc.state.tx.us/ocp/complaints/complain.cfm).

Thank you,

Source Power & Gas LLC