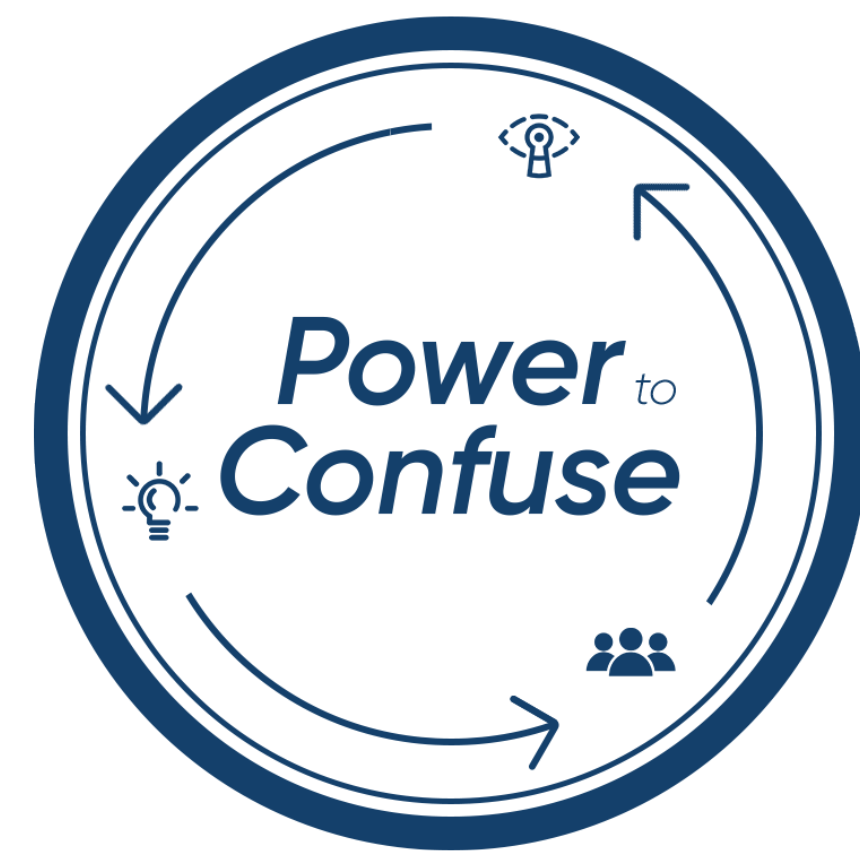


# What's Behind Electricity Bill Fees



## The Electricity Market In Texas Is Out-Of-This-World Complicated

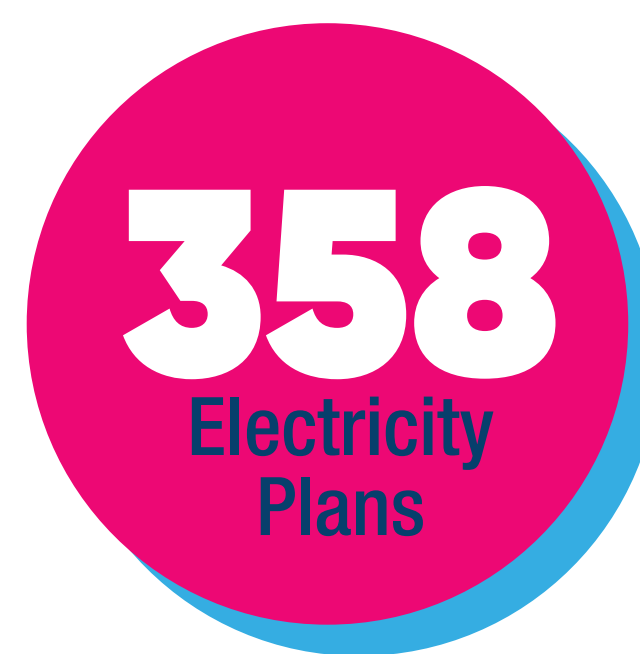
Texas is the most complicated consumer energy market in the world. Consumers have the most choices for energy plans but customer satisfaction has fallen short.



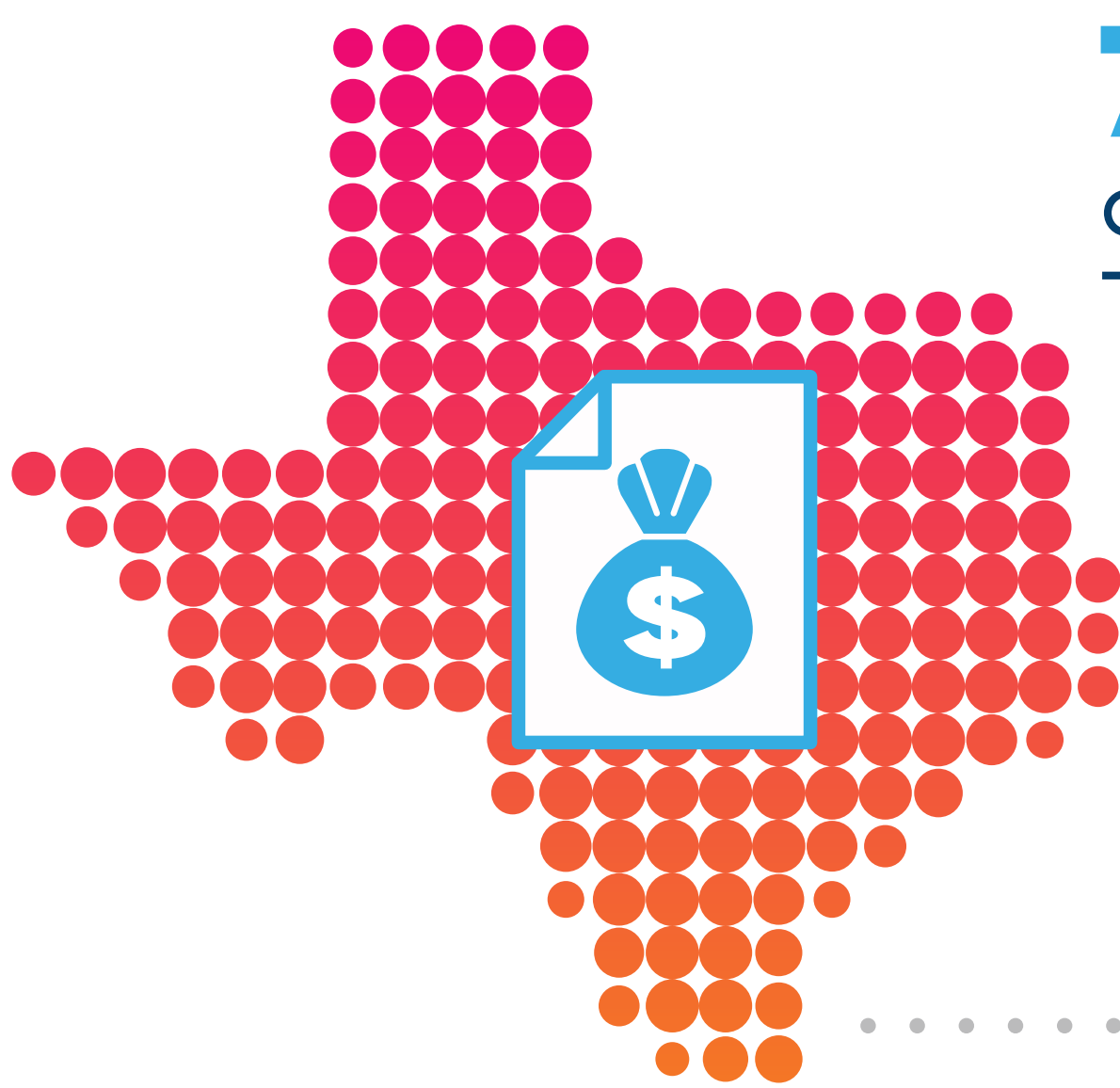
### In Houston Alone,



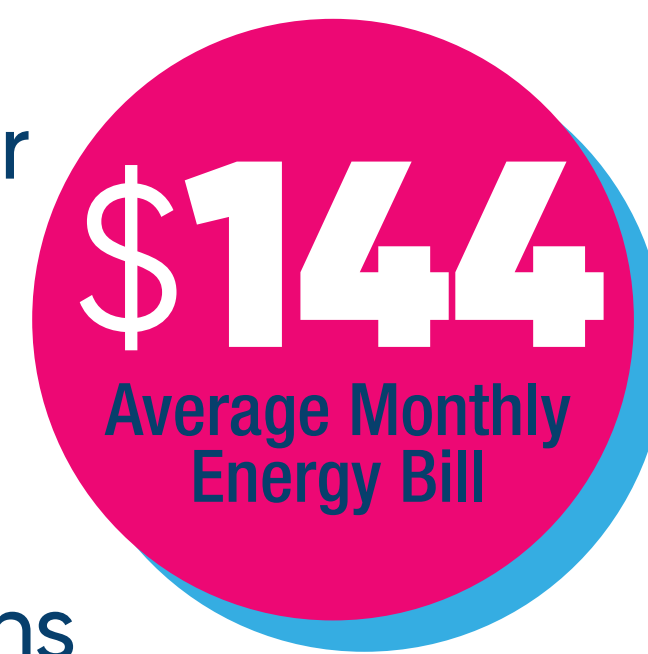
PROVIDE



Despite all this competition, Texans pay the fifth-highest energy bills in the country.



**70%** of Houstonians don't fully understand their Texas-sized energy bill.

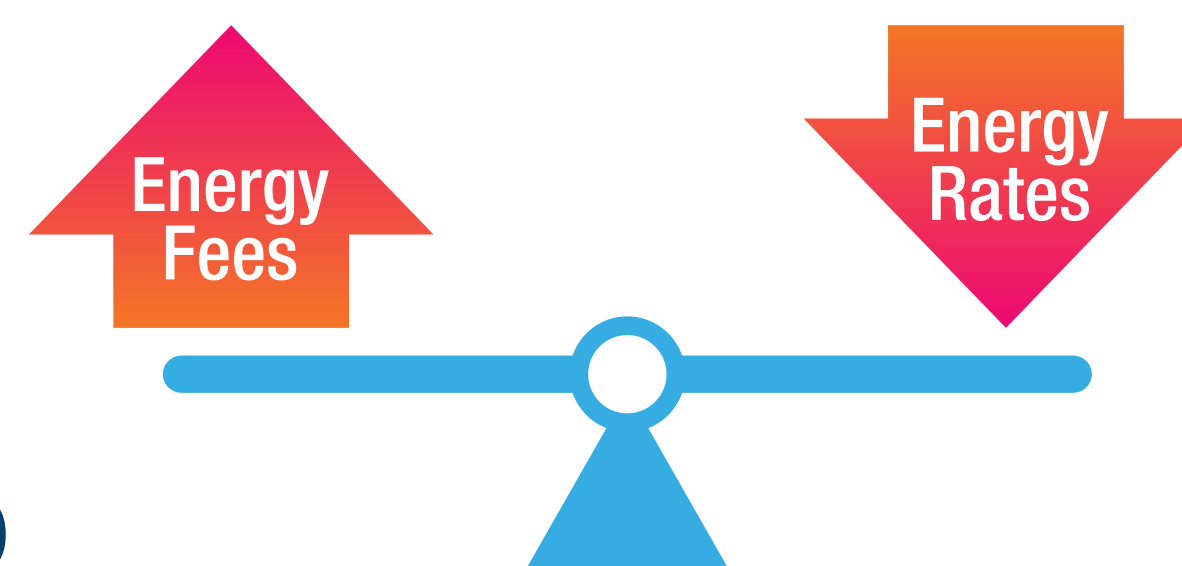


**50%** of Houstonians don't know their current electricity rate.

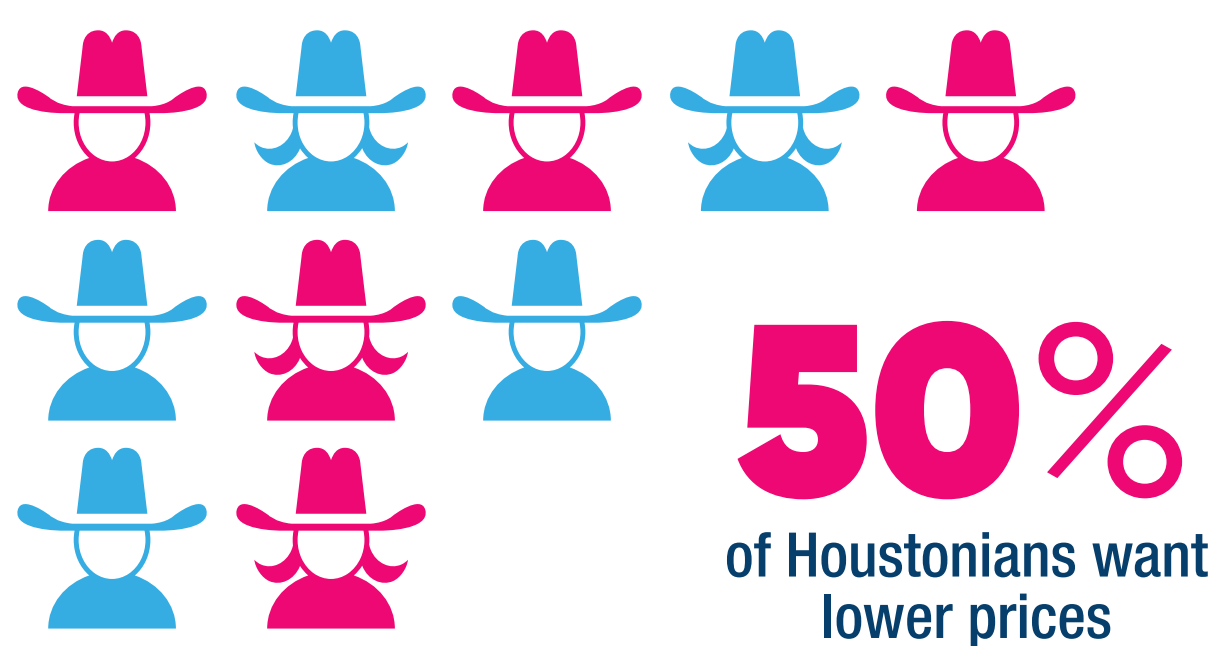
### Up To 22 Outrageous Hidden Fees!

- Customer Care Call About \$5
- Minimum Usage Fee? About \$10
- Zero Usage Fee? About \$5
- Non-Autopay Fee? About \$5
- Early Termination Fee About \$150

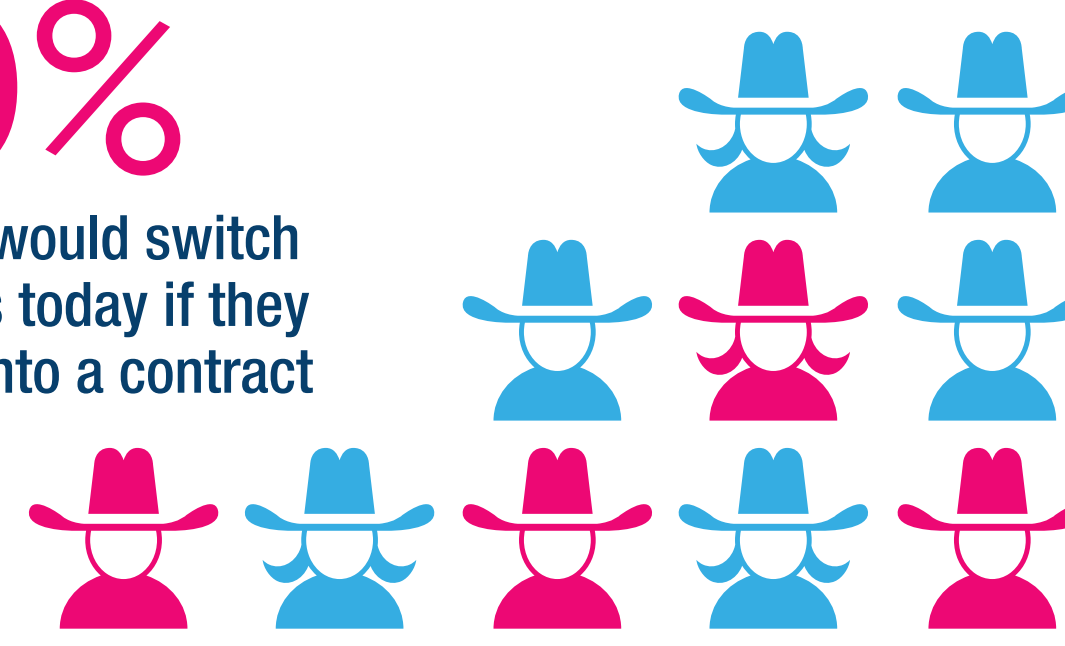
As energy prices fall, they raise fees elsewhere.



### Houstonians Want A Better Option.



**40%** of Houstonians would switch energy suppliers today if they weren't locked into a contract

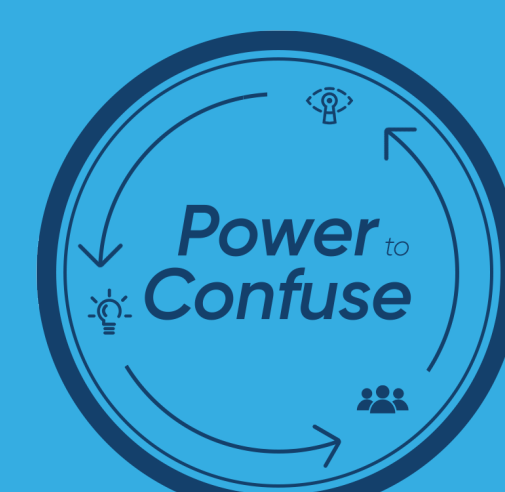


**42%** of Houstonians want more transparency and timeliness from their Retail Energy Providers



### Knowledge is Power.

visit: [PowerToConfuse.org](http://PowerToConfuse.org) for more answers to your energy bill questions



Griddy partnered with Lab42 to survey 500 Houstonians about their energy plans