



## Prepaid Disclosure Statement (PDS)

March 4, 2022

### Important Notice

*Prepaid electric service means you purchase electricity before it is used. You will not receive a regular, monthly bill. The continuation of electric service depends on you prepaying for service on a timely basis and if your current balance falls below the disconnection balance, your service may be disconnected with little notice.*

***Prepaid service is not available to customers who are officially designated as a Critical Care Residential Customer or Chronic Condition Residential Customer.***

***Some assistance agencies may not provide bill payment assistance programs to customers that use prepaid service. Additional information is provided below. (<http://bit.ly/2vGX3fb>)***

**Connection Balance:**

***How do I start prepaid service?***

To open your prepaid account, you must make a payment to establish a connection balance of up to \$75.

The payment amount includes the charges listed below:

TDU Service Area	Move In/Standard Switch/Self-Selected Switch
AEP Texas Central	\$0.00 / \$0.00 / \$0.00
AEP Texas North	\$0.00 / \$0.00 / \$0.00
Centerpoint	\$0.00 / \$0.00 / \$0.00
Oncor	\$0.00 / \$0.00 / \$0.00
Texas New Mexico Power	\$0.00 / \$0.00 / \$0.00

After these fees are deducted, your initial account balance will have up to \$75 available.

Utility fees may also apply.

The fees will be:

- paid in addition to the costs of enrolling in the service.
- subtracted from your account balance.

***“Please contact Payless Power at 1-888-963-9363 for more information about utility fees. Payless Power can help you fill-in the worksheet below to determine your account balance after utility fees are subtracted.***

Initial Account Balance	\$	75
- Utility Fee	\$	0.00
Account Balance	\$	75

<p><b>Fees:</b> <b>What other fees may I be charged?</b></p>	<p>Please see the Terms of Service document for a complete list of charges that may be assessed or passed through.</p>
<p><b>Making a Payment:</b> <b>How do I make a payment?</b></p>	<p>Credit Card 24 hours/day and 7 days/week:</p> <ul style="list-style-type: none"> <li>• Online at <a href="http://www.PaylessPower.com">www.PaylessPower.com</a></li> <li>• Self Service IVR at 1-888-963-9363</li> </ul> <p>Check or Money order by mail (please allow 5 business days for processing)</p> <ul style="list-style-type: none"> <li>• PO Box 470457. Fort Worth, TX 76147</li> </ul> <p>Cash Payment Centers (additional fees may apply and may vary between payment centers)</p> <ul style="list-style-type: none"> <li>• See <a href="https://paylesspower.com/payment-options/">https://paylesspower.com/payment-options/</a> for locations and hours.</li> </ul> <p>All payments do not need to be verified, and a text or email shall be sent as confirmation of receipt of payment.</p>
<p><b>Electricity Payment Assistance:</b> <b>Will payment assistance be available to me?</b></p>	<p>If you qualify for low-income status or low-income assistance, have received energy assistance in the past, or you think you will need energy assistance in the future; you should contact the billing assistance program to confirm that you can qualify for energy assistance if you need it.</p> <p>Energy or bill payment assistance may be available, please call Payless Power toll-free at 888-963-9363 for additional information.</p>
<p><b>Communications:</b> <b>How will the company contact me for important notices?</b></p>	<p>We will contact you by text message, email, web application, or by a downloadable smart phone application with push notifications as required by §25.498(c)(5)(A)} for important notifications including current balance requests, payment confirmation codes, and disconnection warnings.</p>
<p><b>Disconnection:</b> <b>How can I avoid having my electricity disconnected?</b></p>	<p>It is important to maintain an account balance at or above \$0 or your service may be disconnected. This is called a “disconnection balance.”</p> <p>You will be notified 2 days before your account balance is <i>expected</i> to fall below \$0.</p> <p>If your account balance falls below \$0 more quickly than expected, service may be disconnected as little as one day after you receive the low balance notification.</p>

<p><b>Reconnection:</b></p> <p><b>How do I restart prepaid service if my electricity is disconnected?</b></p>	<p>If your service is disconnected, and your account has a negative balance, you must pay off that amount in addition to the amounts disclosed below.</p> <p>To restart prepaid electric service, you must make a payment to establish a positive balance of up to \$75.</p> <p>Utility fees may also apply. The fees will be:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> paid in addition to the costs of enrolling in the service.</li> <li><input checked="" type="checkbox"/> subtracted from your account balance.</li> </ul>
<p><b>Deferred Payment Plans:</b></p> <p><b>When is a deferred payment plan available?</b></p>	<p>Deferred payment plans are available upon request in the following situations:</p> <ul style="list-style-type: none"> <li>• If your account reaches a negative balance of \$50 or more during an extreme weather event.</li> <li>• If a state of disaster has been declared in your area by the Governor of Texas and the Public Utility Commission requires that deferred payment plans be offered.</li> <li>• If Payless Power has underbilled your account by \$50 or more for reasons other than theft of service.</li> </ul> <hr/> <p>If you enter into a deferred payment plan, Payless Power may apply a switch-hold until your deferred payment plan is paid in full. A switch-hold means you will not be able to buy electricity from another company while the switch-hold is in place. For more information regarding switch-holds, contact Payless Power.</p>
<p style="text-align: center;">Payless Power, REP# 10110, Version No. 3 Customer Service: Toll Free 1-888-963-9363 Monday-Friday 9:00am-5:00pm CST PO BOX 470457. Fort Worth, TX 76147</p>	