



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>Fees: What other fees may I be charged?</p>	<p>Please see the Terms of Service document for a complete list of charges that may be assessed or passed through.</p>
<p>Making a Payment: How do I make a payment?</p>	<p>Credit Card 24 hours/day and 7 days/week:</p> <ul style="list-style-type: none"> • Online at www.PaylessPower.com • Self Service IVR at 1-888-963-9363 <p>Check or Money order by mail (please allow 5 business days for processing)</p> <ul style="list-style-type: none"> • PO Box 470457. Fort Worth, TX 76147 <p>Cash Payment Centers (additional fees may apply and may vary between payment centers)</p> <ul style="list-style-type: none"> • See https://paylesspower.com/payment-options/ for locations and hours. <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>Electricity Payment Assistance: Will payment assistance be available to me?</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>Communications: How will the company contact me for important notices?</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>Disconnection: How can I avoid having my electricity disconnected?</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>Reconnection:</p> <p>How do I restart prepaid service if my electricity is disconnected?</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"> <input type="checkbox"/> paid in addition to the costs of enrolling in the service. <input checked="" type="checkbox"/> subtracted from your account balance.
<p>Deferred Payment Plans:</p> <p>When is a deferred payment plan available?</p>	<p>Deferred payment plans are available upon request in the following situations:</p> <ul style="list-style-type: none"> • If your account reaches a negative balance of \$50 or more during an extreme weather event. • 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. • If Payless Power has underbilled your account by \$50 or more for reasons other than theft of service. <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 8:30AM-5:30PM CST PO BOX 470457. Fort Worth, TX 76147</p>	