

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 customer that use prepaid service. Additional information is provided below.

<p>Connection Balance:</p> <p>How do I start my service?</p>	<p>To open your prepaid account, you may be required to make a payment up to \$75 to establish a connection balance.</p> <hr/> <p>Utility fees may also apply. The fees will be: {check one}</p> <p><input type="checkbox"/> Paid in addition to the costs of enrolling the service.</p> <p><input checked="" type="checkbox"/> Subtracted from your account balance.</p> <p><i>Please contact Penstar Power at 1-800-427-4663 for more information about utility fees. Penstar Power can help you fill in the worksheet below to determine the total amount due when enrolling in prepaid service:</i></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="padding: 5px;">Connection Balance</td> <td style="padding: 5px;">\$</td> <td style="width: 60px; height: 30px;"></td> </tr> <tr> <td style="padding: 5px;">+ Utility Fee</td> <td style="padding: 5px;">\$</td> <td style="width: 60px; height: 30px;"></td> </tr> <tr> <td style="padding: 5px;">Total Due</td> <td style="padding: 5px;">\$</td> <td style="width: 60px; height: 30px;"></td> </tr> </table>	Connection Balance	\$		+ Utility Fee	\$		Total Due	\$	
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<p>Fees:</p> <p>What other fees may apply?</p>	<p>Penstar Power has the following fees:</p> <ul style="list-style-type: none"> • Insufficient Funds Fee: \$25 • Summary of Usage (if summary provided by mail): \$2.95 • Credit Card Processing Fee: Not to exceed \$5 • Close Out Balance Refund Check Fee: \$3.95 • Disconnect Recovery Fee – Up to \$25 for reconnection of prepaid service after disconnection. • Agent Assist Fee \$5 • Daily Usage Fee: not to exceed 50¢ <p>We may also pass through non-recurring charges from your TDU. See Terms of Service Agreement, Pricing and Fees Section for a full description of these fees. Fees and charges are subtracted from your account balance.</p>									
<p>Payments:</p> <p>How do I make a payment?</p>	<p>Penstar Power accepts the following payment methods:</p> <ul style="list-style-type: none"> • Cash payments may be made at ACE Cash Express and Money Gram locations. • Credit or Debit Card payments can be made online (www.penstarpower.com) or through our automated system at 1-800-427-4663: available 24 hours a day, 7 days a week. • Money Order payments can be mailed to 3000 Altamesa Blvd Ste 300 Fort Worth, TX 76133. • Payments made via check or at an unauthorized payment location will not be accepted. 									

<p>Electricity Payment Assistance:</p> <p>Will payment assistance be available to me?</p>	<p>Assistance agencies may be available to help you pay your energy bill. Please call 211 or visit http://www.tdhca.state.tx.us/texans.htm for a list of agencies which may be able to assist. You may go to the Public Utility Commission website at:</p> <p style="text-align: center;">http://www.puc.state.tx.us./consumer/lowincome/Assistance.aspx.</p> <p>If you qualify for low-income assistance, have received energy assistance in the past, or you think you will be in need of 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>Communications:</p> <p>How will the company contact me for important notices?</p>	<p>Penstar Power will contact you via email, SMS text, and/or voice message for important notifications including current balance requests, payment confirmations, and disconnection warnings. Penstar Power may communicate additional notifications through United States Postal Service.</p>
<p>Disconnection:</p> <p>How can I avoid having my electricity disconnected?</p>	<p>It is important to maintain an account balance at or above \$10.00 or your service may be disconnected. This is called a “disconnection balance.”</p> <p>You will be notified 1-7 days before your account balance is expected to fall below \$10.00. If your account balance falls below \$10.00 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 fallen below \$10 (disconnection balance), you must pay an amount to restore your balance above \$10, in addition to the amounts disclosed below.</p> <p>The payment amount includes the charges listed below:</p> <p style="padding-left: 40px;">Disconnect Recovery Fee - \$25</p> <p>In order to restart prepaid electric service, you must make a payment to establish a balance of at least \$10 or more.</p> <hr/> <p>Utility fees may also apply. The fees will be: {check one}</p> <p><input type="checkbox"/> Paid in addition to the costs of reconnecting service.</p> <p><input checked="" type="checkbox"/> Subtracted from your account balance.</p>
<p>Deferred Payment Plans:</p> <p>When is a deferred payment plan available?</p>	<p>Penstar Power provides you the option for a deferred payment 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 of Texas requires that deferred plans be offered. • If Penstar Power has under billed your account by \$50 or more for reasons other than theft of service. • If you express and inability to pay, Penstar Power may offer a deferred payment plan.



Penstar Power

Penstar Power Prepaid Disclosure Statement
Penstar Power – Rep No. 10087

If you enter into a deferred payment plan, Penstar 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.

Penstar Power
1-800-427-4663
www.penstarpower.com

Version 7.0 20191101