

# Prepaid Disclosure Statement (PDS)

Acacia Energy, All Smart Meter and Super Smart Saver Plans, All TDSP Service Territories,  
May 1, 2012

### 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.***

<p style="text-align: center;"><b>Connection Balance:</b></p> <p style="text-align: center;"><b>How do I start prepaid service?</b></p>	<p>To open your prepaid account, you must make a payment to establish a connection balance of \$25.</p> <hr style="border-top: 1px dashed black;"/> <p>Utility fees may also apply. The fees will be: {check one}</p> <p><input checked="" type="checkbox"/> paid in addition to the costs of enrolling in the service. <input type="checkbox"/> subtracted from your account balance.</p> <p><b><i>Please contact Acacia Energy at 1-877-997-2946 for more information about utility fees. Acacia Energy can help you fill-in the worksheet below to determine the total amount due when enrolling in prepaid service.</i></b></p> <table style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Connection Balance</td> <td style="padding: 5px;">\$</td> <td style="border: 1px solid black; width: 40px; height: 25px;"></td> </tr> <tr> <td style="padding: 5px;">+ Utility Fee</td> <td style="padding: 5px;">\$</td> <td style="border: 1px solid black; width: 40px; height: 25px;"></td> </tr> <tr> <td style="padding: 5px;"><b>Total Due</b></td> <td style="padding: 5px;"><b>\$</b></td> <td style="border: 1px solid black; width: 40px; height: 25px;"></td> </tr> </table>	Connection Balance	\$		+ Utility Fee	\$		<b>Total Due</b>	<b>\$</b>	
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<p style="text-align: center;"><b>Fees:</b></p> <p style="text-align: center;"><b>What other fees may I be charged?</b></p>	<p>Acacia Energy has the following fees:</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; border-bottom: 1px solid black;"><b>Fee Name (TDSP-----&gt;)</b></th> <th style="text-align: center; border-bottom: 1px solid black;"><b>CNP &amp; Oncor</b></th> <th style="text-align: center; border-bottom: 1px solid black;"><b>AEP Central &amp; AEP North</b></th> </tr> </thead> <tbody> <tr> <td>Disconnect</td> <td style="text-align: center;">\$25.00</td> <td style="text-align: center;">\$25.00</td> </tr> <tr> <td>Reconnect</td> <td style="text-align: center;">\$25.00</td> <td style="text-align: center;">\$25.00</td> </tr> <tr> <td>Reconnect after tampering</td> <td style="text-align: center;">\$350.00</td> <td style="text-align: center;">\$350.00</td> </tr> <tr> <td>Insufficient Funds and Returned</td> <td style="text-align: center;">\$25.00</td> <td style="text-align: center;">\$25.00</td> </tr> </tbody> </table>	<b>Fee Name (TDSP-----&gt;)</b>	<b>CNP &amp; Oncor</b>	<b>AEP Central &amp; AEP North</b>	Disconnect	\$25.00	\$25.00	Reconnect	\$25.00	\$25.00	Reconnect after tampering	\$350.00	\$350.00	Insufficient Funds and Returned	\$25.00	\$25.00
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	<p>Payments</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Contact Customer Service via Telephone (fee is per call)</td> <td style="text-align: right;">\$2.50</td> <td style="text-align: right;">\$2.50</td> </tr> <tr> <td>Contact Customer Service via other methods (website, website email, IVR)</td> <td style="text-align: right;">Free</td> <td style="text-align: right;">Free</td> </tr> <tr> <td>Summary of Usage and Payment</td> <td style="text-align: right;">\$4.95</td> <td style="text-align: right;">\$4.95</td> </tr> <tr> <td>Credit Card Processing Fee-Call Center</td> <td style="text-align: right;">\$4.95</td> <td style="text-align: right;">\$4.95</td> </tr> <tr> <td>Credit Card Processing Fee-Via website or IVR</td> <td style="text-align: right;">\$1.50</td> <td style="text-align: right;">\$1.50</td> </tr> <tr> <td>Payment Process Fee-Via nay bank online bill pay</td> <td style="text-align: right;">\$0</td> <td style="text-align: right;">\$0</td> </tr> <tr> <td>Additional Billing Summaries (1 Free per Year)</td> <td style="text-align: right;">\$4.95</td> <td style="text-align: right;">\$4.95</td> </tr> <tr> <td>Early Termination Fee (Super Smart Saver Plans only)</td> <td style="text-align: right;">\$75</td> <td style="text-align: right;">\$75</td> </tr> <tr> <td>Minimum Usage Fee (if usage &lt;475 kwh)</td> <td style="text-align: right;">\$9.95</td> <td style="text-align: right;">\$9.95</td> </tr> <tr> <td>Refund Check Payment Charge</td> <td style="text-align: right;">\$2.50</td> <td style="text-align: right;">\$2.50</td> </tr> <tr> <td>Payment Load Fee ( to credit payments to your account) – no charge for first payment each month</td> <td style="text-align: right;">\$.95</td> <td style="text-align: right;">\$.95</td> </tr> </table> <p>Fees charged are subtracted from your account balance.</p>	Contact Customer Service via Telephone (fee is per call)	\$2.50	\$2.50	Contact Customer Service via other methods (website, website email, IVR)	Free	Free	Summary of Usage and Payment	\$4.95	\$4.95	Credit Card Processing Fee-Call Center	\$4.95	\$4.95	Credit Card Processing Fee-Via website or IVR	\$1.50	\$1.50	Payment Process Fee-Via nay bank online bill pay	\$0	\$0	Additional Billing Summaries (1 Free per Year)	\$4.95	\$4.95	Early Termination Fee (Super Smart Saver Plans only)	\$75	\$75	Minimum Usage Fee (if usage <475 kwh)	\$9.95	\$9.95	Refund Check Payment Charge	\$2.50	\$2.50	Payment Load Fee ( to credit payments to your account) – no charge for first payment each month	\$.95	\$.95
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<p><b>Making a Payment:</b> <b>How do I make a payment?</b></p>	<p>Acceptable forms of payment: You may make payments with no fees by using your bank’s online bill payment option. You may also make in person payments via cash, check or credit card at any ACE Cash Express location. Specific hours vary by location. ACE Cash Express may charge a fee for taking your payment. If you make more than one payment a month, the Payment Load Fee indicated above will also apply. Payments can also be made over the telephone, or via the website, directly to Acacia Energy for the fees listed above.</p> <hr style="border-top: 1px dashed black;"/> <p>Do I have to verify payments? Yes</p> <p>When you make payments at any ACE Cash Express location you must verify that payment if you need to establish a connection balance or a balance above your</p>																																	



Acacia Energy, LLC; Certificate No.: 10137

[www.acaciaenergy.com](http://www.acaciaenergy.com)

1 (877) 997-2946

(8am-4pm M-F, 9am-1pm Sat CPT)

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support@acaciaenergy.com

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	disconnection balance. You may verify payment by contacting Acacia Energy and providing your receipt number.
<b>Electricity Payment Assistance:</b>	If you qualify for low-income status or 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.
<b>Will payment assistance be available to me?</b>	Energy or bill payment assistance may be available, please call Acacia Energy for additional information.
<b>Communications: How will the company contact me for important notices?</b>	We will contact you by text message or email for important notifications including current balance requests, payment confirmation codes, and disconnection warnings. Acacia Energy may communicate additional notifications through United States Postal Service.
<b>Disconnection: How can I avoid having my electricity disconnected?</b>	It is important to maintain an account balance at or above \$10 or your service may be disconnected. This is called a “disconnection balance.” You will be notified 3 days before your account balance is <i>expected</i> to fall below \$10. If your account balance falls below \$10 more quickly than expected, service may be disconnected as little as one day after you receive the low balance notification. If applicable, Acacia Energy may charge a \$25 disconnection fee.
<b>Reconnection: How do I restart prepaid service if my electricity is disconnected?</b>	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. In order to restart prepaid electric service, you must make a payment to establish a balance of \$60. The payment amount includes the charges listed below: Reconnect Fee: \$25 After these fees are deducted, your account will have \$35 available. <hr/> Utility fees may also apply. The fees will be: {check one} <input checked="" type="checkbox"/> paid in addition to the costs of reconnecting service. <input type="checkbox"/> subtracted from your account balance.
	Deferred payment plans are available upon request in the following situations: <ul style="list-style-type: none"> <li>• If your account reaches a negative balance of \$50 or more during an extreme weather event.</li> </ul>



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<p><b>Deferred Payment Plans:</b></p> <p><b>When is a deferred payment plan available?</b></p>	<ul style="list-style-type: none"><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 Acacia Energy has underbilled your account by \$50 or more for reasons other than theft of service.</li></ul> <p>Please contact Acacia Energy for any additional deferred payment plan options.</p> <p>If you enter into a deferred payment plan, Acacia Energy 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.</p> <p>For more information regarding switch-holds, contact Acacia Energy.</p>
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