

# Prepaid Disclosure Statement (PDS)

Brooklet Energy Distribution, LLC DBA Acacia Energy. All Power Bonus Plans, All TDSP Service Territories  
February 12, 2014

## 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.***

<b>Connection Balance:</b>  <b>How do I start prepaid service?</b>	To open your prepaid account, you must make a payment to establish a connection balance of \$75.											
	Utility fees may also apply. The fees will be: {check one} <input checked="" type="checkbox"/> paid in addition to the costs of enrolling in the service. <input type="checkbox"/> subtracted from your account balance.											
<b>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.</b>												
<table><tr><td>Connection Balance</td><td>\$</td><td><input type="text"/></td></tr><tr><td>+ Utility Fee</td><td>\$</td><td><input type="text"/></td></tr><tr><td><b>Total Due</b></td><td><b>\$</b></td><td><input type="text"/></td></tr></table>			Connection Balance	\$	<input type="text"/>	+ Utility Fee	\$	<input type="text"/>	<b>Total Due</b>	<b>\$</b>	<input type="text"/>	
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<b>Fees:</b>  <b>What other fees may I be charged?</b>	<table><tr><th><b>Fee Name (TDSP-→)</b></th><th><b>All TDSP Territories</b></th></tr><tr><td>Power Bonus Credit- Earn a \$5 account credit for any single payment of \$75.00 to \$149.99</td><td>\$5.00 Credit</td></tr><tr><td>Power Bonus Credit-Earn a \$10 account credit for any single payment of \$150.00 or more</td><td>\$10.00 Credit</td></tr><tr><td>Minimum Usage Fee (if usage is below 16 kwh for any daily TDU read)</td><td>\$0.50 per day</td></tr><tr><td>Insufficient Funds or Returned Payments</td><td>\$25.00</td></tr></table>		<b>Fee Name (TDSP-→)</b>	<b>All TDSP Territories</b>	Power Bonus Credit- Earn a \$5 account credit for any single payment of \$75.00 to \$149.99	\$5.00 Credit	Power Bonus Credit-Earn a \$10 account credit for any single payment of \$150.00 or more	\$10.00 Credit	Minimum Usage Fee (if usage is below 16 kwh for any daily TDU read)	\$0.50 per day	Insufficient Funds or Returned Payments	\$25.00
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	<p>A Premium Contact Fee may be charged for the following reasons:</p> <table> <tr> <td>-Process Payment via live agent (no fee for on line or automated system payments)</td><td style="text-align: right;">\$1.95</td></tr> <tr> <td>-Provide Account Protection (Courtesy Extension of Disconnect Date)</td><td style="text-align: right;">\$5.00</td></tr> <tr> <td>-Provide Account Review via Live Agent, Per Call (no fee for review via website or automated system)</td><td style="text-align: right;">\$0.75</td></tr> <tr> <td>-Service Order Change Request (that requires revising a TDU request sent)</td><td style="text-align: right;">\$1.95</td></tr> <tr> <td>Declined payment fee (payment rejected for any reason)</td><td style="text-align: right;">\$2.00</td></tr> <tr> <td>Refund Check Payment Charge (will be deducted from closeout balance prior to issuing a refund)</td><td style="text-align: right;">\$3.50</td></tr> <tr> <td>Early Termination Fee-Any Fixed Rate Plan with 3 Month Term</td><td style="text-align: right;">\$75.00</td></tr> <tr> <td>Early Termination Fee-Any Fixed Rate Plan with 6 Month Term</td><td style="text-align: right;">\$100.00</td></tr> <tr> <td>Early Termination Fee-Any Fixed Rate Plan with 9 Month Term</td><td style="text-align: right;">\$100.00</td></tr> <tr> <td>Early Termination Fee-Any Fixed Rate Plan with 12 Month Term</td><td style="text-align: right;">\$150.00</td></tr> <tr> <td>Early Termination Fee-Any Fixed Rate Plan with 24 Month Term</td><td style="text-align: right;">\$200.00</td></tr> <tr> <td>AVS mismatch processing fee (expedited resolution of pending charge)</td><td style="text-align: right;">\$5.00</td></tr> <tr> <td>Disconnect Recovery Fee (does not include TDU Charges)</td><td style="text-align: right;">\$15.00</td></tr> <tr> <td>Reconnect Recovery Fee (does not include TDU Charges)</td><td style="text-align: right;">\$5.00</td></tr> <tr> <td>Summary of Usage and Payment</td><td style="text-align: right;">\$4.95</td></tr> <tr> <td>Check Cancellation/Reissuance Fee</td><td style="text-align: right;">\$35.00</td></tr> </table> <p>Fees charged are subtracted from your account balance.</p>	-Process Payment via live agent (no fee for on line or automated system payments)	\$1.95	-Provide Account Protection (Courtesy Extension of Disconnect Date)	\$5.00	-Provide Account Review via Live Agent, Per Call (no fee for review via website or automated system)	\$0.75	-Service Order Change Request (that requires revising a TDU request sent)	\$1.95	Declined payment fee (payment rejected for any reason)	\$2.00	Refund Check Payment Charge (will be deducted from closeout balance prior to issuing a refund)	\$3.50	Early Termination Fee-Any Fixed Rate Plan with 3 Month Term	\$75.00	Early Termination Fee-Any Fixed Rate Plan with 6 Month Term	\$100.00	Early Termination Fee-Any Fixed Rate Plan with 9 Month Term	\$100.00	Early Termination Fee-Any Fixed Rate Plan with 12 Month Term	\$150.00	Early Termination Fee-Any Fixed Rate Plan with 24 Month Term	\$200.00	AVS mismatch processing fee (expedited resolution of pending charge)	\$5.00	Disconnect Recovery Fee (does not include TDU Charges)	\$15.00	Reconnect Recovery Fee (does not include TDU Charges)	\$5.00	Summary of Usage and Payment	\$4.95	Check Cancellation/Reissuance Fee	\$35.00
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<p><b>Making a Payment:</b></p> <p><b>How do I make a payment?</b></p>	<p>Acceptable forms of payment:</p> <p>Credit or Debit card payments with a MasterCard or Visa logo can be made via the website, using our automated payment processing line 866-484-7576 or by calling customer service. You may make in person payments via cash, check or credit card with a MasterCard or Visa logo at any ACE Cash Express or other authorized payment location. Locations can be found on our website locator. Specific hours vary by location. Independent payment locations may charge a fee for taking your payment.</p>																																



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	Do I have to verify payments? No
<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:</b> <b>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:</b> <b>How can I avoid having my electricity disconnected?</b>	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." You will be notified 3 days before your account balance is <i>expected</i> 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. If applicable, Acacia Energy may charge up to a \$50 disconnection recovery fee.
<b>Reconnection:</b> <b>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 up to \$75.00 (see schedule by month):  January-\$50.00, February \$50.00, March \$25.00, April \$25.00, May \$50.00, June \$50.00, July \$75.00, August \$75.00, September \$50.00, October \$25, November \$25.00, December \$50.00  If applicable, Acacia Energy may charge a \$5 reconnection recovery fee.  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.
<b>Deferred</b>	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</li></ul>



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<b>Payment Plans:</b>  <b>When is a deferred payment plan available?</b>	<p>weather event.</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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### Additional Information for Customers:

To receive rate discounts noted on your Electricity Facts Label (EFL), you must pay the connection and reconnection amounts shown on your EFL. The amounts may be different than the minimum amounts specified in the above table.



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