

Prepaid Disclosure Statement (PDS)

Pronto Power Prepay Product
CenterPoint, Oncor, AEP Central & North Service Territories
December 01, 2016

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.

Connection Balance:

To open your prepaid account, you must make a payment to establish a connection balance of \$19.99.

How do I start prepaid service?

Utility fees may also apply. The fees will be: Paid in addition to the costs of enrolling in the service.

Please contact Pronto Power at 1-888-234-1373 for more information about utility fees. Pronto Power can help you fill-in the worksheet below to determine the total amount due when enrolling in prepaid service.

Connection Balance	\$	<input type="text"/>
+ Utility Fee	\$	<input type="text"/>
Total Due	\$	<input type="text"/>



Summer Energy dba Pronto Power, Certificate # 10205

www.powermepronto.com

1-888-234-1373 Toll Free

8:00 AM to 6:00 PM CST M-F

<p>Fees:</p> <p>What other fees may I be charged?</p>	<ul style="list-style-type: none"> • Daily Base Charge: \$0.33 • Insufficient Funds or Returned Payments: \$30.00 • Premium Contact Fee via Telephone (1 free call per day): Up to \$5.00 • Refund Check Payment Charge (will be deducted from closeout balance prior to issuing a refund): Up to \$2.50 • Reconnect after tampering: \$350.00 (this may increase due to the utility companies total fees sent once all charges are calculated, these charges will be passed on at cost). • Disconnect/Reconnect fee: Pronto Power does not charge a fee; however, the utility company may assess a fee that will be passed on to the customer at cost. • Summary of usage and payment (SUP) Mail Delivery Fee: \$5.00 (Applied upon request for mailed copy) Pronto Power will email for free. • Check Cancellation/Reissuance Fee \$35
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<p>Making a Payment:</p> <p>How do I make a cash payment?</p>	<p>Making payments:</p> <p><u>Debit Card and Credit Card</u></p> <ul style="list-style-type: none"> • Pronto Power customer service: 1-888-234-1373 (8am-6pm CT M-F) • On the web at www.powermepronto.com <p>You may also go to any of our payment locations such as MoneyGram, Western Union, Ace Cash Express to make a payment in person. These locations are independent of Pronto Power and may assess a payment fee.</p>
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<p>Do I have to verify payments?</p>	<p>No.</p>
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<p>Electricity Payment Assistance:</p> <p>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 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>Energy or bill payment assistance may be available, please call Pronto Power for additional information.</p>
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<p>Communications:</p> <p>How will the company contact me for important notices?</p>	<p>We will contact you by text message or email for important notifications including current balance requests, payment confirmation, and disconnection warnings. Pronto Power may communicate additional time sensitive notifications through USPS.</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 \$0.01 or your service may be disconnected. This is called a “disconnection balance.”</p> <p>You will be notified 1 day before your account balance is expected to fall below \$0.01.</p> <p>If your account balance falls below \$0.01 more quickly than expected, service may be disconnected as little as one day after you receive the low balance notification.</p> <p>Disconnect/Reconnect fee: Pronto Power does not charge a fee; however, the utility company may assess a fee that will be passed on to the customer at cost.</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 the negative balance and add \$20. The \$20 is not a fee, it is simply to bring your account positive \$20. In order to restart prepaid electric service, you must make a payment to establish a positive balance of \$20.00.</p> <p>Disconnect/Reconnect fee: Pronto Power does not charge a fee; however, the utility company may assess a fee that will be passed on to the customer at cost</p>
<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 Pronto Power has underbilled your account by \$50 or more for reasons other than theft of service. <p>Please contact Pronto Power for any additional deferred payment plan options</p> <p>If you enter into a deferred payment plan, Pronto Power will place a switch hold on your account 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 Pronto Power</p>



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