

# Prepaid Disclosure Statement (PDS)

Heritage Power, LLC - Prepaid Plans  
All TDSP Service Territories - May 12, 2020

## 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 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 up to \$75.00.						
	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>Contact Heritage Power at 888-551-0373 for more information about utility fees. Heritage Power can help you fill-in the worksheet below to determine the total amount due when enrolling in prepaid service.</b> <table border="1"><tr><td><b>Connection Balance</b></td><td>\$</td></tr><tr><td><b>+ Utility Fee</b></td><td>\$</td></tr><tr><td><b>Total Due</b></td><td>\$</td></tr></table>		<b>Connection Balance</b>	\$	<b>+ Utility Fee</b>	\$	<b>Total Due</b>
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<b>Total Due</b>	\$						
<b>Fees:</b>  <b>What other fees may I be charged?</b>	<b>Heritage Power has the following fee schedule. Fees charged are subtracted from your account balance.</b>						
	<b>Disconnect/Reconnect Recovery Fee</b> (Plus Applicable TDU Charges if any) (Fee charged up to \$1 per day until the account has a positive minimum balance)	Up to \$30.00					
	<b>Minimum Payment Fee for any payment under \$25.00</b>	\$1.99					
	<b>Disconnect Extension Date Fee</b>	\$5.00					
	<b>TDSP Service Order Change Request</b>	\$1.99					
	<b>Declined Payment Fee</b>	\$1.99					
	<b>Refund Processing Charge</b> (Deducted from closeout balance prior to refund) (This fee will be charged per check disbursed)	\$2.95					
	<b>Inactive Account Maintenance Fee</b> (Charged to any inactive account with a credit balance inactive for more than 3 days.)	\$9.95					
	<b>Agent Manual Payment Posting Fee</b> (Charged when customer pays at Pay Station and not Ace Cash Express.)	\$1.99					
	<b>Check cancellation/reissuance fee</b> (Void refunded check)	\$35.00					
<b>Making a Payment:</b>  <b>How do I make a payment?</b>	Acceptable forms of payment: Credit or Debit card payments with a Mastercard or Visa logo can be made via the website, using our automated payment processing line English 888-551-0306/Spanish 888-551-3507 or by calling customer service at 888-551-0373. You may make in person payments at any of our authorized payment locations. Specific hours vary by location. Independent payment locations may charge a fee for taking your payment. ***** Do I have to verify payments? No.						



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Hours: Mon - Fri: 8 a.m. - 8 p.m., Sat: 9 a.m. - 2 p.m.

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<p><b>Electricity Payment Assistance:</b></p> <p><b>Will payment assistance be available to me?</b></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 you can qualify for energy assistance if you need it.</p> <p>*****</p> <p>Energy or bill payment assistance may be available, please contact Heritage Power for additional information at 888-551-0373.</p>
<p><b>Communications:</b></p> <p><b>How will the company contact me for important notices?</b></p>	<p>Heritage Power will contact you by email and text message for important notifications including current balance requests, payment confirmations and disconnection warnings. Heritage Power may communicate additional notifications by U.S. Mail, person to person phone calls or automated phone calls.</p>
<p><b>Disconnection:</b></p> <p><b>How can I avoid having my electricity disconnected?</b></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 up to 3 days before your account balance is expected to fall below \$10.00.</p> <p>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, Heritage Power may charge up to a \$30.00 disconnection recovery fee. Fee may be charged at up to \$1.00 per day until the balance is in the positive.</p>
<p><b>Reconnection:</b></p> <p><b>How do I restart prepaid service if my electricity is disconnected?</b></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>In order to restart prepaid electric service, you must make a payment to establish a balance of up to \$75.00. If applicable, Heritage Power may charge up to a \$30.00 reconnection recovery fee. Fee may be charged at up to \$1.00 per day until the balance is in the positive.</p> <p>*****</p> <p>Utility fees may also apply.</p> <p>The fees will be: (check one)</p> <p><input checked="" type="checkbox"/> paid in addition to the costs of enrolling in the service.</p> <p><input type="checkbox"/> subtracted from your account balance.</p>
<p><b>Deferred Payment Plans:</b></p> <p><b>When is a deferred payment plan available?</b></p>	<p>Deferred payment plans are available upon request in the following situations:</p> <ul style="list-style-type: none"> <li>• If your account reaches a negative balance of \$50 or more during an extreme weather event.</li> <li>• If a state disaster has been declared in your area by the Governor of Texas and the Public Utility Commission of Texas requires that deferred payment plans be offered.</li> <li>• If Heritage Power has under billed your account by \$50 or more for reasons other than theft of service.</li> </ul> <p>Please contact Heritage Power for any additional deferred payment plan options.</p> <p>*****</p> <p>If you enter into a deferred payment plan, Heritage 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 Heritage Power at 888-551-0373.</p>



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