



## Prepaid Disclosure Statement (PDS)

Frontier Utilities, LLC • REPCert. #10169 • May 3, 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 a 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: How do I start prepaid service?</b>	To open your prepaid account, you may be required to establish a minimum account balance of \$20. Any utility fees must be paid separately. You may always open your account with a larger payment to prepay for more days of usage.
<b>Fees: What other fees may I be charged?</b>	Frontier Utilities may charge the following fees: \$35 - returned payments due to lack of funds or inaccurate account information Up to \$30 disconnection charge Up to \$30 reconnection charge Up to \$5 for customer care calls Up to \$5 for payment processing of card payments via a live agent Up to \$20 for mailing any additional paper copies of documents Any non-recurring fees passed through from TDSP; including, but not limited to: move-in, holiday connection, off-cycle switch, etc.  Fees charged are subtracted from your account balance or collected on next payment.
<b>Making a Payment: How do I make a payment?</b>	Acceptable forms of payment: You may go online to <a href="https://portal.frontierutilities.com/MyAccount">https://portal.frontierutilities.com/MyAccount</a> or call 1-866-926-8192 to make a payment, 24 hours per day, 7 days per week. You may make in-person payments with cash, check or credit card at any of the Frontier Utilities approved locations found here, <a href="https://www.frontierutilities.com/Payment-Options">https://www.frontierutilities.com/Payment-Options</a> . Specific hours vary by location. Payment locations may charge a processing fee for transmitting your payment.  Do I have to verify payments? Yes When you make payments at an approved location, you must verify that payment if you need to establish a connection balance or a balance above your disconnection balance. You may verify payment by contacting Frontier Utilities and providing your receipt number.
<b>Electricity Payment Assistance: Will payment assistance be available to me?</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. Please contact Frontier Utilities for additional information regarding Bill Payment Assistance.



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<b>Communications: How will the company contact me for important notices?</b>	We will contact you by text message, email and/or phone as required by §25.498(c)(5)(A) for important notifications including current balance requests, payment confirmation codes, and disconnection warnings. Access to contract documents will also be provided via this method as hyperlinks in the text of the communication. Frontier Utilities 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 (approximately 70 kWhs) or your service may be disconnected. You will be notified 3 days before your account balance is expected 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 3 day low balance notification.
<b>Reconnection: How do I restart prepaid service if my electricity is disconnected?</b>	If your service is disconnected, you must first pay off any negative balance in addition to any fees outlined above. In order to reconnect prepaid electric service, you may be required to establish a positive balance of \$10 (approximately 70 kWhs).
<b>Deferred Payment Plans:  When is a deferred payment plan available?</b>	<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 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 Frontier Utilities has under-billed your account by \$50 or more for reasons other than theft of service.</li> </ul> <p>Please contact Frontier Utilities for any additional deferred payment plan options. If you enter into a deferred payment plan, Frontier Utilities 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>
<b>Contact Info:</b>	<p><b>Internet Address:</b> <a href="http://www.frontierutilities.com">www.frontierutilities.com</a>  <b>Customer Care Email Address:</b> <a href="mailto:care@frontierutilities.com">care@frontierutilities.com</a>  <b>Customer Care Phone:</b> 1-866-926-8192  <b>Mailing Address:</b> 5161 San Felipe, Suite 320, Houston, TX 77056  <b>Customer Service Hours:</b> Monday - Friday 8 AM - 5 PM CPT  <b>Payment Center Hours:</b> Monday - Friday 8 AM - 5 PM CPT, Saturday 8AM - 2PM CPT  <b>PDS version:</b> PDS_FRONTU_20160503_EN</p>