

Prepaid Disclosure Statement (PDS)

Octopus Energy LLC – All TDSP Service Territories

02/13/2023

Important Notice

Prepaid electric service means you purchase electricity before it is used. You will not receive a regular, monthly bill. Autopay required. 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:

How do I start prepaid service?

To open your prepaid account, you must make a payment to establish a connection balance of \$75.00.

Utility fees may also apply.

The fees will be:

- ☐ paid in addition to the costs of enrolling in the service.
☒ subtracted from your account balance.

Please contact Octopus Energy at (833) 628-6888 for more information about utility fees. Octopus Energy can help you fill-in the worksheet below to determine your account balance after utility fees are subtracted.

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| Initial Account Balance | \$ | |
| - Utility Fee | \$ | |
| Account Balance | \$ | |

Fees:

What other fees may I be charged?

Octopus Energy has the following fees:

- Monthly Octopus Energy Subscription Fee: \$10.00 per month
- Disconnect Fee: \$10.00 per disconnect
- Credit Card Process Fee (Mastercard, Visa, Discover and American Express): 2.9% + 30¢ per transaction
- Check by Phone/ACH Payment: Free
- Insufficient Funds & Returned Payments Fee: \$35.00
- Mail Additional Billing Summary (1 Free per Year): \$5.00
- Mail Closeout Balance Refund Check Print and Postal Fee: \$5.00
- Early Termination Fee: \$100.00

Fees charged are subtracted from your account balance.

Making payments:

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| <p><i>Making a Payment:</i></p> <p><i>How do I make a payment?</i></p> | <p>To make a credit card payment by phone, call: (833) 628-6888 9AM-5PM Monday, Tuesday, Wednesday, Friday and 9AM-4PM Thursday CT. Payments made with a credit card will be assessed a processing fee of 2.9% + 30¢ per transaction.</p> <p>Your account should be on auto-pay. To set up/amend an ACH or credit card recurring payments, use our Octopus Energy app on your mobile device. When your account balance reaches \$10.00, we will automatically charge your credit card or bank account on file the re-charge amount bringing your account balance back to \$75.00. We recommend you set your Recharge Amount to your typical monthly spend. Again, payments made with a credit card will be assessed a processing fee of 2.9% + 30¢ per transaction.</p> <p>We do not accept mailed checks or cash.</p> <p>Do I have to verify payments? Yes.</p> <p>Octopus Energy processes the payment of \$75 to start service.</p> |
| <p><i>Electricity Payment Assistance:</i></p> <p><i>Will payment assistance be available to me?</i></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 Octopus Energy for additional information.</p> <p>Should you need assistance paying for your electricity service, contact 1 (877) 399-8939 or go to https://tdhca.state.tx.us/overview.htm for a list of assistance agencies. At your request or the request of an assistance agency, Octopus Energy will provide you with your recent usage and payment history. Octopus Energy will work with assistance agencies as necessary, and if you qualify, to assist you in maintaining your electricity service. We may initiate disconnection of service if we have not received payment from the energy assistance agency within forty-five (45) calendar days of our receipt of the commitment, or if after applying the payment your Service Balance is less than \$10.00.</p> |
| <p><i>Communications:</i></p> <p><i>How will the company contact me for important notices?</i></p> | <p>We will contact you by text message or email for important notifications including current balance requests, payment confirmation codes, and disconnection warnings.</p> <p>We may also use other means of communications to keep you well informed including in-app push notifications and plain old telephone calls.</p> |
| <p><i>Disconnection:</i></p> <p><i>How can I avoid having my electricity disconnected?</i></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>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.</p> <p>Octopus Energy may charge a \$10.00 disconnection fee.</p> |
| <p><i>Reconnection:</i></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 \$75.00.</p> |

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| <p><i>How do I restart prepaid service if my electricity is disconnected?</i></p> | <p>The payment amount includes the charges listed below: Disconnect Fee of \$10.00 After these fees are deducted, your account will have \$65.00 available.</p> <hr/> <p>Utility fees may also apply. The fees will be: <input type="checkbox"/> paid in addition to the costs of reconnecting service. X subtracted from your account balance.</p> |
| <p><i>Deferred Payment Plans: When is a deferred payment plan available?</i></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 Octopus Energy has underbilled your account by \$50 or more for reasons other than theft of service. <hr/> <p>If you enter into a deferred payment plan, Octopus 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 Octopus Energy.</p> |
| <p align="center"> Octopus Energy LLC, REP #10262, PDS09.20.22 Octopusenergy.com 114 Main St. Ste. 500, Houston, Texas 77002 (833) 628-6888, 9 am – 5 pm CT, Monday, Tuesday, Wednesday, Friday and 9 am - 4 pm CT Thursday </p> | |