



octopus
energy

PREPAID DISCLOSURE STATEMENT (PDS)

IMPORTANT NOTICE: If your Transmission Distribution Service Provider "TDSP" (Examples: CNP, Oncor AEP or TNMP) charges one or more service activation fees, your account will be debited for these fees. Like all Local Utility charges, these fees are passed through at no additional cost.

CRITICAL CARE CUSTOMERS: 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

Your account must be funded with a Connection Balance of \$75.00. If your Transmission Distribution Service Provider "TDSP" (Examples: CNP, Oncor AEP or TNMP) charges one or more service activation fees, your account will be debited for these fees. Like all Local Utility charges, these fees are passed through at no additional cost. Please contact Octopus Energy at (844) EVO-LVE2 9AM-5PM M-F CT for more information. For current TDSP Rates/Tariffs : <http://www.puc.texas.gov/industry/electric/rates/tdr.aspx>

FEES

SCHEDULE OF FEES	AMOUNT
Monthly Octopus Energy Subscription Fee	\$10.00
Disconnect Fee	\$10.00
Credit Card Processing Fee (Mastercard, Visa, Discover & 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

MAKING A PAYMENT

Making Payments:
Octopus Energy accepts all major credit cards and ACH "Check by Phone" payments. We accept Mastercard, Visa, Discover and American Express.

Accepted Payment Methods:
 - By phone at (844)-386-5832 9AM-5PM M-F
 - Through the Octopus Energy App you can download on your mobile device
 - You may set your account on auto-pay and 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.

We do not accept mailed checks or cash.

ELECTRICITY PAYMENT ASSISTANCE

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.

COMMUNICATIONS

We may contact you with important information about your electric services including payment confirmation, impending recharges, payment failures and potential and imminent disconnection. We may utilize the most effective communications available to keep our customers well informed including email, in-app push notifications, mobile SMS and plain old telephone calls.

<p>DISCONNECTION</p>	<p>"It is important to maintain an Account Balance at or above the Disconnection Balance of \$10.00 or your service may be disconnected. Octopus Energy will notify you 1-7 days before your Account Balance is expected to fall below the Disconnection Balance.</p> <p>Depending on the amount of electricity consumed, an Account Balance may fall below \$10.00 more quickly than expected, resulting in disconnection in as little as 1 day after you receive the disconnection notification.</p> <p>Before your Account Balance falls below \$10.00, we have provisions in place to notify you immediately to recharge your account or if your auto-pay fails.</p>
<p>RECONNECTION</p>	<p>To reconnect your service after disconnection, we simply require that you pay any amount owed and re-establish the Connection Balance of \$75.00</p> <p>If your Local Utility charges one or more reconnection fees, they will be deducted from your account. Like all Local Utility charges, we pass these through to you at no additional cost.</p>
<p>DEFERRED PAYMENT PLANS</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 \$50.00 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 your account reaches negative \$50.00 due to Octopus Energy under charging you. <p>If you enter into a deferred payment plan, Octopus Energy reserves the right to 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 REP while you are still in a payment plan with us.</p>
<p>Octopus Energy // REP# 10262 // Octopusenergy.com 2700 Post Oak Blvd., Floor 21 // Houston, TX 77056-5797 (844) 386-5832 9AM-5PM CT</p>	
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