



## TXU Energy Prepaid Disclosure Statement

TXU Energy – CenterPoint Energy  
February 1, 2012

### 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.**

<p style="text-align: center;"><b>Connection Balance:</b> <i>How do I start prepaid service?</i></p>	<p>To open your prepaid account, you must make a payment to establish a connection balance of \$50.00.</p> <p>Utility fees may also apply. The fees will be:</p> <p style="margin-left: 20px;"> <input checked="" type="checkbox"/> paid in addition to the costs of enrolling in the service.  <input type="checkbox"/> subtracted from your account balance.         </p> <p><b>Please contact TXU Energy at 1-800-818-6132 for more information about utility fees. TXU Energy can help you fill in the worksheet below to determine the total amount due when enrolling in prepaid service:</b></p> <table style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tr> <td style="padding-right: 20px;"><b>Connection Balance</b></td> <td style="padding-right: 10px; text-align: center;">\$</td> <td style="border: 1px solid black; width: 60px; height: 25px;"></td> </tr> <tr> <td style="padding-right: 20px;"><b>+ Utility Fee</b></td> <td style="padding-right: 10px; text-align: center;">\$</td> <td style="border: 1px solid black; width: 60px; height: 25px;"></td> </tr> <tr> <td style="border-top: 1px solid black; padding-right: 20px;"><b>Total Due</b></td> <td style="border-top: 1px solid black; padding-right: 10px; text-align: center;">\$</td> <td style="border-top: 1px solid black; border: 1px solid black; width: 60px; height: 25px;"></td> </tr> </table>	<b>Connection Balance</b>	\$		<b>+ Utility Fee</b>	\$		<b>Total Due</b>	\$	
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<p style="text-align: center;"><b>Fees:</b> <i>What other fees may I be charged?</i></p>	<p>TXU Energy has the following fees:</p> <ul style="list-style-type: none"> <li>Insufficient Funds Fee - \$25.00 fee for each payment not processed</li> <li>Agent Assist Fee (prepaid account payment) - \$3.95 for each time an agent helps you make a payment</li> <li>Document Processing Fee - \$2.00 for each request</li> <li>Disconnect Recovery Charge - \$20.00 for reconnection of prepaid service after disconnection</li> </ul> <p>We may also pass through non-recurring charges from your TDU. See Terms of Service Agreement, Pricing and Fees Section, for a full description of these fees.</p> <p>Fees charged are subtracted from your account balance.</p>									
<p style="text-align: center;"><b>Making a Payment:</b> <i>How do I make a payment?</i></p>	<p>Making payments:</p> <ul style="list-style-type: none"> <li>By credit or debit card either online (www.txu.com) or through our automated system at 1-800-818-6132 (no fee will apply) - available 24 hours a day, 7 days a week.</li> <li>By credit or debit card or through call center at 1-800-818-6132 using agent assistance (\$3.95 fee will apply) - available 24 hours a day, 7 days a week.</li> <li>By cash or money order at an authorized payment center - hours and fees vary by location. See txu.com/paylocations for details.</li> <li>Checks/Bank Draft are not accepted to start or pay for this plan.</li> </ul> <hr style="border-top: 1px dashed black;"/> <p>Do I have to verify payments? No</p>									

<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 that you can qualify for energy assistance if you need it.</p> <hr/> <p>Energy or bill payment assistance may be available, please call TXU Energy for additional information.</p>
<p><b>Communications:</b></p> <p><b>How will the company contact me for important notices?</b></p>	<p>We will contact you by SMS text or email for important notifications including current balance requests, payment confirmation codes, and disconnection warnings.</p> <p>TXU Energy may communicate additional notifications through United States Postal Service.</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 \$0.00 or your service may be disconnected. This is called a “disconnection balance.”</p> <p>You will be notified 1-7 days before your account balance is <b>expected</b> to fall below \$0.00.</p> <p>If your account balance falls below \$0.00 more quickly than expected, service may be disconnected as little as one day after you receive the low balance notification.</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 \$50.00.</p> <p>The payment amount includes the charges listed below:</p> <ul style="list-style-type: none"> <li>· Disconnect Recovery Charge - \$20.00</li> </ul> <p>After these fees are deducted, your account will have \$30.00 available.</p> <hr/> <p>Utility fees may also apply. The fees will be:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> paid in addition to the costs of reconnecting service.</li> <li><input checked="" type="checkbox"/> subtracted from your account balance.</li> </ul>
<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 \$50.00 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 TXU Energy has underbilled your account by \$50.00 or more for reasons other than theft of service.</li> </ul> <hr/> <p>If you enter into a deferred payment plan, TXU 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 TXU Energy.</p>
<p>Contact Information: TXU Energy, 1-800-818-6132, REP #10004 Version Number 06142011a</p>	