

Prepaid Disclosure Statement (PDS)
Tara Energy, LLC d/b/a Smart Prepaid Electric (“SPE”)
September 12, 2013

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.

Connection Balance:

How do I start prepaid service?

To open your prepaid account, you must make a payment to establish a balance of **\$50.00** (the “Connection Balance”). The payment amount includes the charges listed below:

- Payment Processing Fee: **\$2.95**

After this fee is deducted, your initial account balance will have **\$47.05** available.

Utility fees may also apply. The fees will be paid in addition to the costs of enrolling in the service.

Please contact SPE at 713-881-8600 or 1-877-773-8099 for more information about utility fees. SPE can help you fill-in the worksheet below to determine the total amount due when enrolling in prepaid service.

Connection Balance	\$	
+ Utility Fee	\$	
Total Due	\$	

Fees:

What other fees may I be charged?

SPE has the following non-recurring fees.

- Payment Processing Fee: \$2.95 (Each time you make a payment)
- Summary of usage and payment (SUP) Mail Delivery Fee: \$2.95 (Applied upon request for mailed copy)
- Returned Payment Fee: \$25.00 (For returned payments)

Fees charged are subtracted from your account balance.

<p>Making a Payment:</p> <p>How do I make a payment?</p> <p>Do I have to verify payments?</p>	<p>Making Payments:</p> <p><u>Debit Card and Credit Card</u></p> <ul style="list-style-type: none"> • SPE customer service: 1-877-773-8099 (8am-7pm CST M-F; 9am – 2pm CST Saturday) • On the web at www.payspe.com. <p>You may also go to any Barri, Ace Cash Express or MoneyGram location to make a payment in person.</p> <p>No.</p>
<p>Electricity Payment Assistance:</p> <p>Will payment assistance be available to me?</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 is you need it. Please note that some assistance agencies may not provide bill payment assistance programs to customers that use prepaid service.</p>
<p>Communications:</p> <p>How will the company contact me for important notices?</p>	<p>We will contact you by text or email, using the contact information you have provided to us for important notifications such as current balance requests, payment confirmation codes, and disconnection warnings.</p>
<p>Disconnection:</p> <p>How can I avoid having my electricity disconnected?</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 1 to 7 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, your service may be disconnected in as little as one day after you receive the low balance notification.</p>
<p>Reconnection:</p> <p>How do I restart prepaid service if my electricity is disconnected?</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 discussed below.</p> <p>In order to restart prepaid electric service, you must make a payment to establish a balance of \$30.00. The payment amount includes the charges listed below:</p> <ul style="list-style-type: none"> • Payment Processing Fee: \$2.95 <p>After this fee is deducted, your account will have \$27.05 available.</p>

	<p>Utility fees may also apply. The fees will be paid in addition to the costs of reconnecting service.</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> <p>If your account reaches a negative balance of \$50 or more during an extreme weather event.</p> <p>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.</p> <p>If SPE has underbilled your account by \$50 or more for reasons other than theft of service.</p> <p>Please contact SPE for any additional deferred payment plan options. If you enter into a deferred payment plan, SPE may apply a switch-hold until your deferred payment plan is paid in full. A switch-hold means that 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 SPE.</p>
<p style="text-align: center;">Tara Energy, LLC d/b/a Smart Prepaid Electric 5251 Westheimer Rd, Suite 1000, Houston, Texas, 77056 Phone: 713-881-8600; Fax: 713-405-1116; Toll Free: 1-877-773-8099 PUCT Cert #10051</p>	