



Prepaid Disclosure Statement (PDS)

Champion Energy Services, LLC d/b/a Hello Energy

Important Notice

Prepaid electric service means you will purchase electricity before it is used. **You will not receive a regular, monthly bill. The continuation of electric service depends on your 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>Connection Balance How do I start prepaid service?</p>	<p>To open your prepaid account, you must make a payment to establish a connection balance of up to \$75.00.</p> <p>TDU charges may apply. These fees will be:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> paid in addition to the costs of enrolling in service <input type="checkbox"/> subtracted from your account balance <p>Please contact Hello Energy at 844-856-9383 for more information on TDU charges. Hello Energy can help you fill in the following worksheet to determine the total amount due when enrolling in prepaid service:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Connection Balance</td> <td style="width: 10%; text-align: right;">\$</td> <td style="width: 10%;"></td> </tr> <tr> <td>+ TDU Charges</td> <td style="text-align: right;">\$</td> <td></td> </tr> <tr> <td>Total Due</td> <td style="text-align: right;">\$</td> <td></td> </tr> </table>	Connection Balance	\$		+ TDU Charges	\$		Total Due	\$										
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<p>Fees What other fees may I be charged?</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; color: #FFA500;">FEE NAME:</th> <th style="text-align: right; color: #FFA500;">FEE AMOUNT:</th> </tr> </thead> <tbody> <tr> <td>Disconnection Recovery Fee (plus TDU Charges)</td> <td style="text-align: right;">Up to \$30.00</td> </tr> <tr> <td>Reconnection Recovery Fee (plus TDU Charges)</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Minimal Payment Fee</td> <td style="text-align: right;">\$2.95</td> </tr> <tr> <td>Payment Processing Fee</td> <td style="text-align: right;">\$2.95</td> </tr> <tr> <td>Account Protection Fee</td> <td style="text-align: right;">\$5.00</td> </tr> <tr> <td>Revising a TDU Request Fee</td> <td style="text-align: right;">\$1.95</td> </tr> <tr> <td>Insufficient Funds</td> <td style="text-align: right;">\$25.00</td> </tr> <tr> <td>Summary of Usage and Payment, if sent via USPS or fax</td> <td style="text-align: right;">\$2.95</td> </tr> </tbody> </table>	FEE NAME:	FEE AMOUNT:	Disconnection Recovery Fee (plus TDU Charges)	Up to \$30.00	Reconnection Recovery Fee (plus TDU Charges)	\$0.00	Minimal Payment Fee	\$2.95	Payment Processing Fee	\$2.95	Account Protection Fee	\$5.00	Revising a TDU Request Fee	\$1.95	Insufficient Funds	\$25.00	Summary of Usage and Payment, if sent via USPS or fax	\$2.95
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Texas Residential Prepaid Service



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<p>Making Payments How do I make a payment?</p>	<p>Pay online with credit or debit card at: www.helloenergy.com</p> <p>Pay by phone with credit or debit card using our automated system 24 hours a day, 7 days a week by calling 844-856-9383. , Customer Care agents are available 8AM-5PM CST, Monday through Friday. A fee of \$2.95 may apply for payment processing by a live agent.</p> <p>Pay in person with cash, debit or credit card or money order at ACE Cash Express or MoneyGram. Hours vary by location.</p> <p>Payments do not need to be verified.</p>										
<p>Electricity Payment Assistance 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 think you will need 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>Communication How will Hello Energy contact me with important notices?</p>	<p>We will contact you either by SMS text messaging or e-mail for important notifications such as current balance requests, payment confirmation codes and disconnection warnings.</p>										
<p>Disconnection 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 at least 7 days before your account balance is expected to fall below \$10.00.</p>										

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	<p>If your balance falls below \$10.00 more quickly than expected, service may be disconnected as soon as one day after you receive your low balance notification.</p> <p>Hello Energy may charge up to \$30.00 for disconnection due to non-payment.</p>
<p>Reconnection How do I reconnect my electricity after it's been disconnected?</p>	<p>If your service is disconnected and your account has a negative balance, you must pay that negative balance 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 up to \$75.00.</p> <p>TDU charges may also apply. These fees will be:</p> <ul style="list-style-type: none"><input checked="" type="checkbox"/> paid in addition to the costs of reconnecting service<input type="checkbox"/> subtracted from your account balance
<p>Deferred Payment Plan When is a deferred payment plan available?</p>	<p>A deferred payment plan is 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 of Texas requires that a deferred payment plan be offered• If Hello Energy has under billed your account by \$50.00 or more for reasons other than theft of service• If you enter into a deferred payment plan, Hello Energy may apply a switch-hold to your account until your deferred payment plan is paid in full. A switch-hold means you will not be able to buy electricity from another retail electric provider while the switch-hold is on your account. <p>For more information on deferred payment plan options and switch-holds, please contact Hello Energy at 844-856-9383.</p>

Champion Energy Services, LLC d/b/a Hello Energy / 1500 Rankin Road, Suite 200 / Houston, TX 77073

Web: www.helloenergy.energy / Email: info@championenergyservices.com

Phone: 844-856-9383/ 24 hours a day - 7 days a week (closed federal holidays)

PUCT Certificate Number #10098

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