

## Deferred Payment Plan

A Deferred Payment Plan (“DPP”) for a customer taking prepaid service is an agreement between the REP (“Griddy”) and a customer that requires a customer to pay a negative current balance over time. A DPP may be established in person, by telephone, or online, but all DPPs shall be confirmed in writing by Griddy to the customer.

Griddy shall place a residential customer on a DPP, at the customer’s request:

- When the customer’s current balance reflects a negative balance of \$50 or more during an extreme weather emergency, as defined in §25.483(j)(1) of this title, if the customer makes the request within one business day after the weather emergency has ended.
- During a state of disaster declared by the governor pursuant to Texas Government Code §418.014 if the customer is in an area covered by the declaration and the commission directs that deferred payment plans be offered.

Griddy will offer a DPP to a residential customer who has been underbilled by \$50 or more for reasons other than theft of service. Griddy may also offer a DPP to a customer who has expressed an inability to pay.

### Payments

The DPP shall include both the negative current balance and the connection balance to get your account in good standing. Griddy requires you to pay your total balance due, plus any additional charges applied to your account, in 5 equal monthly installments. The installments to repay the deferred balance shall be applied to the customer’s account on a specified day of each month.

The customer has the right to satisfy all amounts due under the DPP before the prescribed time.

### **No Interest Charge and No Fee**

There are no interest charges for entering into the DPP. Griddy will not charge you a fee for placing you on a deferred payment plan.

### **Merchant Payment Processing Fee**

Griddy will pass through the merchant service (payment processing) fee that applies to each credit or debit card transaction. It is 2.5% + 25¢ per payment.

### **Application of Switch-Hold**

By entering into the DPP, you agree that Griddy will put a switch-hold on your account. A switch-hold means that you will not be able to buy electricity from other companies until you pay this past due amount. The switch-hold will be removed after your final payment on this past due amount is processed. While a switch-hold applies, if you are disconnected for not paying, you will need to pay Griddy, to get your electricity turned back on.

### **Disconnection**

Your electric service may be disconnected if you do not fulfill the terms of the DPP, or if your current balance falls below the disconnection balance, excluding the remaining deferred amount.

### **Miscellaneous**

You are bound by the terms of both the DPP and the Terms of Service Agreement.

### **Questions**

**If you have any questions regarding the terms of the DPP, or if the agreement was made by telephone and you believe this does not reflect your understanding of the agreement, please contact Griddy toll free at 800-993-6207.**