

## INSTRUCTIONS FOR PAYMENTS BY AUTOMATIC DEBIT FROM THE BANK ACCOUNT

### Benefits:

All customers - Any electric service account is eligible for automatic debit. This method provides an alternative to make automatic payments for an electric service invoice without waiting in line or on the telephone or accessing the Internet.

Residential customers – A 10% credit on the basic residential rate for electric service in your monthly or bimestrial invoice. The basic rate refers to the *ACCOUNT SERVICE FIXED CHARGE* and *CONSUMPTION CHARGE*. The fuel adjustment clause is excluded for this credit.

The completed application and required documents can be submitted at any commercial or local offices or sent via fax at the Customer Service Center at 787-289-3123. For more information you can call a Representative at the Customer Service Center at 787-289-3434 / Toll Free at 1-800-981-2434 / Hearing Impaired at 787-289-3050, 24 hours / 7 days a week.

### Requirements:

1. The residential electric service account balance should be up to date to be eligible for the 10% discount and automatic direct payment. Accounts with payment plans are eligible if the account is up to date.
2. The owner of the bank or cooperative account must complete and sign the form *Application for Payment by Automatic Debit*. You can get this form in all PREPA commercial and local offices. You can also access and print it thru the Internet PREPA Web page at [www.aeepr.com](http://www.aeepr.com) or [www.prepa.com](http://www.prepa.com).
3. Present a valid ID for the owner of the bank or cooperative account. All documents can be submitted by a third person with the owner's written consent, and they can also be sent via fax.
4. If the account for electric service is registered under a corporate name, the representative will have to submit a corporative resolution authorizing him to sign the form *Application for Payment by Automatic Debit* (in official letter head paper, with signature and corporate seal) for PREPA to automatically debit the total of the invoice from the bank account. The document must contain the number(s) of the electric service account(s) to be registered for automatic debit.
5. If the account for electric service is registered under the name of a mercantile or special society or limited liability company, the representative will have to submit an official document authorizing him to sign the form *Application for Payment by Automatic Debit* (in official letter head paper) for PREPA to automatically debit the total of the invoice from the bank account. The document must contain the number(s) of the electric service account(s) to be registered for automatic debit.
6. If the account for electric service is registered under organizations with legal personality granted by special legislation (Associations, Organizations, Trusts, Advice of Holders, *Colegio de Ingenieros* and others) the representative will have to submit an official document or resolution from the Board of Directors or President of the organization authorizing PREPA to automatically debit the total of the invoice from the bank account. The document must contain the number(s) of the electric service account(s) to be registered for automatic debit.
7. If the direct debit is to be made from a checking account:
  - a. Submit a blank check from a Puerto Rico or United States bank or cooperative account with the word *VOID* written in capital letters. The account owner's name must be printed on the check.
9. If the direct debit is to be made from a savings account:
  - a. Submit a copy of the savings booklet or a document that shows the name of the owner of the bank savings account and the account number.
10. If the direct debit is to be made from a corporate checking account:
  - a. Submit a blank check from a Puerto Rico or United States bank or cooperative account with the word *VOID* written in capital letters. The company's name must be printed on the check.
  - b. Submit the applicable authorizations for items 4, 5 and 6.

### Terms and Conditions:

1. PREPA will instruct the bank or financial institution to collect the amount of the invoice the day after the due date. PREPA will grant a 10 percent discount of the basic rate if the account has a residential service rate only and does not reflect any past due charges at the time of billing. If the account has past due charges, PREPA will proceed with the automatic direct debit for the outstanding total amount, not granting the 10% discount.
2. If the customer does not agree with the billed current charges, he or she will have until the due date to object them according to Law 33 of June 27, 1985, as amended. This objection can be processed by a PREPA employee at any of the commercial or local offices or by calling the Customer Service Center at 787-289-3434 / Toll Free at 1-800-981-2434 / Hearing Impaired at 787-289-3050, 24 hours / 7 days a week.
3. The automatic debit will be in effect until it is revoked by PREPA, by customer's cancellation request, submitted in writing and delivered in person, by fax or sent with an authorized person or until the account is inactive due to disconnection of the service.
4. The automatic debit will be revoked by the following circumstances:
  - a. Upon cancellation of the privilege of paying with checks, according to the PREPA Checks Acceptance Regulations.
  - b. Closed or frozen bank account, according to the PREPA Checks Acceptance Regulations.
5. For each payment rejected by the bank for insufficient funds, funds not received, closed account, frozen account, stop payment or another similar concept, the client will pay the owed amount plus a handling charge. Each rejected automatic debit or electronic payment is considered a returned check. In the event of three returned checks the only accepted method of payment will be managers or certified checks for the term of one year.

COMMONWEALTH OF PUERTO RICO  
Puerto Rico Electric Power Authority

PO Box 364267  
San Juan, PR 00936-4267



Metro Area – 787-289-3434  
Toll Free 1-800-981-2434  
Hearing Impaired 787-289-3050

**Application for Payment by Automatic Debit**

Date: \_\_\_\_\_

Customer Name: \_\_\_\_\_  
(name which appears in the electric service bill)

Account number: \_\_\_\_\_

Physical Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone number: Office: \_\_\_\_\_, Home: \_\_\_\_\_, Cel: \_\_\_\_\_

**Financial Institution:**

Name: \_\_\_\_\_ Bank account type:  Check  Savings  
(name of the financial institution)

Routing Number: \_\_\_\_\_ Account Number: \_\_\_\_\_

Account Holder's Name: \_\_\_\_\_

I hereby request and authorize the Puerto Rico Electric Power Authority (PREPA) to automatically debit, on a monthly or bi-monthly basis, the total of the invoice from the bank account stated above. Such transaction will take place the next working day after the due date of the bill.

Should I disagree with the amount of the invoice, I have until the due date of the bill to object the charges, in accordance with Law 33 of June 27, 1985, as amended. Such objection can be made before a designated official at any of the Puerto Rico Electric Power Authority's Commercial Offices or by calling the Customer Service Center at the telephone numbers indicated above.

I agree that for any payment rejected by the financial institution due to insufficient funds, uncollected funds, closed or frozen account, stop payment or any other similar concept, I will pay the amount due plus a \$15 charge.

I agree that, upon losing the privilege to pay with checks, the automatic debit will be revoked. I understand that, as established by the Checks Acceptance Regulations of the Puerto Rico Electric Power Authority, the privilege of automatic debit is lost if the electric energy service account shows a returned check due to a closed or frozen bank account, three checks or electronic debits not honored by the bank because of insufficient funds, uncollected funds, stop payment or any other similar concept.

I agree that this authorization will be valid until revoked or until the Puerto Rico Electric Power Authority or financial institution receive a written request of cancellation. I understand that this request will take effect (30) thirty days after being received and processed.

I agree that under the protection of this authorization, the Puerto Rico Electric Power Authority and the financial institution may originate any electronic transactions necessary to amend any incorrect charges.

I agree that, upon changing bank accounts, I will need to fill out a new Application for Payment by Automatic Debit.

I agree that Puerto Rico Electric Power Authority will grant a 10 percent discount of the basic rate if the account indicated above is served under a residential service rate and does not reflect any past due charges.

**\*PLEASE INCLUDE WITH THIS REQUEST A COPY OF A VALID FORM OF ID AND A VOID CHECK OR BANK ACCOUNT STATEMENT\***

\_\_\_\_\_  
Signature of the owner of the bank account

\_\_\_\_\_  
Signature of the client / client representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
PREPA employee name / Office Code

\_\_\_\_\_  
PREPA employee signature

\_\_\_\_\_  
Date