



NEW YORK Market Profile

March 2020

NEW YORK – A Brief Profile of Ambit Energy

Ambit Energy:

- Is an Energy Service Company (ESCO) - a company that buys electricity and natural gas from producers and sells that energy to the end-use consumer.
- Began serving New York Customers in 2007. Ambit expanded to Japan and Canada in 2017 and is currently operating in 17 states across the United States.
- Is led by a management team with experience in multiple state and international deregulated markets.
- Ambit Energy has been recognized by JD Power & Associates in 2011, 2013 and 2014.

NEW YORK – Ambit Benefits

- Guaranteed Savings Plans (GSP) Available.
- 100% Renewable Energy Plan Available
- Self-service options:
 - Online and mobile account management (MyAmbitAccount)
- Free Energy Program
- The opportunity to give back through Ambit Cares, a nonprofit organization dedicated to fighting hunger in America.

NEW YORK – What is Deregulation?

- Before deregulation, large power companies held monopolies in every market.
 - Customers had very few, if any, plans or companies in their region to choose from.
- After deregulation, multiple companies offer a variety of products.
 - Customers can choose the electric/natural gas provider they want.
 - Competition gives companies the incentive to create more innovative products, offer more responsive service, compete on commodity price and come up with other ways to attract consumers.

NEW YORK – What is a Distribution Company?

- The Distribution Company is the entity that operates the local natural gas and/or electricity distribution system.
- Regardless of which natural gas/electric supplier provides the energy service, the Distribution Company delivers it to the home or business.

Responsibilities of the Utility:

- Delivers electricity/gas.
 - Maintains poles, wires, gas pipelines and facilities.
 - Maintains the reliability of the system.
 - Maintains and reads all meters.
 - Provides 24x7 emergency service.
- Customers served by the following Distribution Companies are eligible to enroll with Ambit Energy:
 - ConEd
 - Central Hudson
 - Orange & Rockland
 - National Grid (Electric & Gas)
 - NYSEG
 - RGE

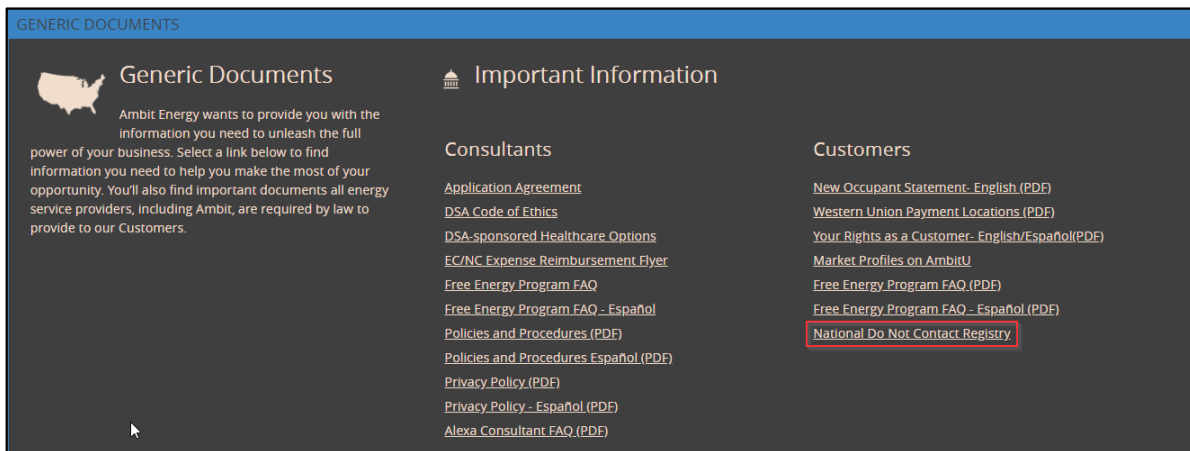
NEW YORK - Key Acronyms and Definitions

- PSC – Public Service Commission: the regulatory agency in New York
- Sales Agreement and Terms of Service (TOS): aka “Contract”
- DU – Distribution Utility
- ESCO – Energy Service Company
- Thm – Therm: unit for measuring gas consumption
- kWh – Kilowatt-Hours: unit for measuring electric consumption
- LIHEAP – Low Income Home Energy Assistance Program
- HEFPA – Home Energy Fair Practices Act

Rules for Marketing to and Enrolling Customers

NEW YORK – Regulatory

- **Who Can Enroll an Account?**
 - Only the authorized person on the account for a home or business can decide to switch electricity/natural gas providers and enter into a contract.
 - The authorized person on the account is:
 - 18 years of age or older
 - Financially responsible for bill payments
- **How Can Customers Enroll?**
 - Online at www.AmbitEnergy.com
 - Enroll through a Consultant’s prospecting site (www.webhandle.ambitenergy.com)
 - Over the phone with a Customer Care agent at (877) 282 6248
- **National Do Not Call Registry:**
 - Once a Customer asks to be placed on the “Do Not Call” list, their name is added to the Do Not Call Registry.
 - This list can be found in PowerZone under Tools > Generic Documents > National Do Not Contact Registry



GENERIC DOCUMENTS

Generic Documents

Ambit Energy wants to provide you with the information you need to unleash the full power of your business. Select a link below to find information you need to help you make the most of your opportunity. You'll also find important documents all energy service providers, including Ambit, are required by law to provide to our Customers.

Important Information

Consultants

- [Application Agreement](#)
- [DSA Code of Ethics](#)
- [DSA-sponsored Healthcare Options](#)
- [EC/NC Expense Reimbursement Flyer](#)
- [Free Energy Program FAQ](#)
- [Free Energy Program FAQ - Español](#)
- [Policies and Procedures \(PDF\)](#)
- [Policies and Procedures Español \(PDF\)](#)
- [Privacy Policy \(PDF\)](#)
- [Privacy Policy - Español \(PDF\)](#)
- [Alexa Consultant FAQ \(PDF\)](#)

Customers

- [New Occupant Statement- English \(PDF\)](#)
- [Western Union Payment Locations \(PDF\)](#)
- [Your Rights as a Customer- English/Español\(PDF\)](#)
- [Market Profiles on AmbitU](#)
- [Free Energy Program FAQ \(PDF\)](#)
- [Free Energy Program FAQ - Español \(PDF\)](#)
- [National Do Not Contact Registry](#)

NEW YORK – Slamming

- **Selling Electricity in this market:**
 - Slamming is defined as the “transfer by a supplier of a Customer’s account without the Customer’s permission.”
 - “Slamming” is prohibited and is a very serious offense.
 - Continued slamming may result in the Retailer’s banishment from the market.
 - Slamming a Customer may result in a fine.
 - Ambit Energy has a zero tolerance policy on slamming. Consultants will incur penalties up to and including termination as stated in the Policies and Procedures.
 - Understand the regulatory rules and strictly follow them so Ambit is not fined.

NEW YORK – Consultant Do's

At Ambit, one of our core principles is that we never sacrifice integrity for growth. That idea defines the do's and don'ts of marketing to and enrolling Customers.

- Do:
 - Get certified and stay current on Ambit products and policies as well as federal, state, and local regulations. (See Slide 15 for additional details.)
 - Present the facts.
 - Ambit's products and Customer Support.
 - Free Energy Program.
 - Renewable Energy.
 - Be comprehensive.
 - Make sure and inform the potential Customer to review all of the required documentation at the time they enroll.
 - Follow-up.
 - Make sure your Customer understands the digital verification and energizing processes.

NEW YORK – Consultant Don'ts

- Don't:
 - Mislead Customers.
 - Don't provide inaccurate price information, fake promotions or empty promises.
 - Falsely suggest, imply or otherwise lead someone to believe that a contract has benefits for a period of time longer than the initial contract term.
 - Make false statements about our competition or claim to represent other companies, such as the local utility.
 - Misrepresent the product offering by using terms like:
 - "register for savings"
 - "savings entitled to by law"
 - "discount on your electric bill"
 - "we're just sending you an information packet"

NEW YORK – Importance of following Ambit’s “Do’s and Don’ts”

- How you conduct your business directly affects Ambit’s ability to do business.
- Regulatory agencies take marketing violations seriously and penalties can be assessed at a rate per day, per violation.
- If an Ambit Independent Consultant repeatedly violates the rules, regulators may revoke Ambit’s certificate.
 - Which means Ambit can no longer conduct business in New York.

NEW YORK – GSP and Variable Products

- Guaranteed Savings Plan (GSP):
 - The contract term is 12 months.
 - This contract will renew on an annual basis unless either party notifies the other of its desire not to renew prior to the next meter read date.
 - The *price may change from month to month, however, the product guarantees a minimum of at least 1% savings over the Utility's total supply-related charges over 12 consecutive months of service.
- Variable rate product offered (Green Product):
 - The contract term is month-to-month and can be cancelled at anytime without penalty.
 - The *price may change month to month at the sole discretion of Ambit Energy.
- Whether on a Variable, or GSP product, Customers are responsible for all charges billed by their local Utility for electricity/gas distribution, as well as all non-supply services that their local Utility provides, including taxes associated with its services.

NEW YORK - GSP Product Plans

- **New York Guaranteed Savings Plan (GSP)** — this plan guarantees that if a Customer remains on Ambit’s Guaranteed Savings Plan for 12 consecutive months, the Customer will save at least 1% annually versus the price they would pay if they were a full-service Customer of the utility for the same period, beginning from the meter read date after they enroll in this plan.
 - In the event the Customer does not complete 12 consecutive months with Ambit, we guarantee that the Customer will pay no more than if they were a full service Customer of the Utility for the period in which we provided energy.
 - After 12 consecutive months on GSP, Ambit compares the amount the Customer would have paid to their Incumbent under the standard offer rate versus what they paid to Ambit and provides a Savings Letter indicating the total savings.
 - For any Customer who does not save the guaranteed 1%, Ambit will send them a Savings Letter with a refund check for the amount the Customer overpaid to Ambit PLUS 1%.
 - Separate Savings letters/checks (if applicable) are sent for electric and gas accounts.
 - The Savings letter will be provided approximately 90 days after the GSP term end date.

New York – Certification Requirement

What is it?

- A program created by Ambit Energy to ensure our Consultants are aware of Ambit's policies and procedures as well as state regulatory requirements.
- Consultants must view a series of four presentations covering Ambit Energy products, policies and New York market regulations, then answer a series of questions following each presentation.
- Current Consultants must be New York certified within 45 days before additional enrollments in the market are blocked.
 - New Consultants are allowed to enroll themselves under their Customer enrollment website without being certified, however, any additional enrollment will be blocked until the New York certification is complete.

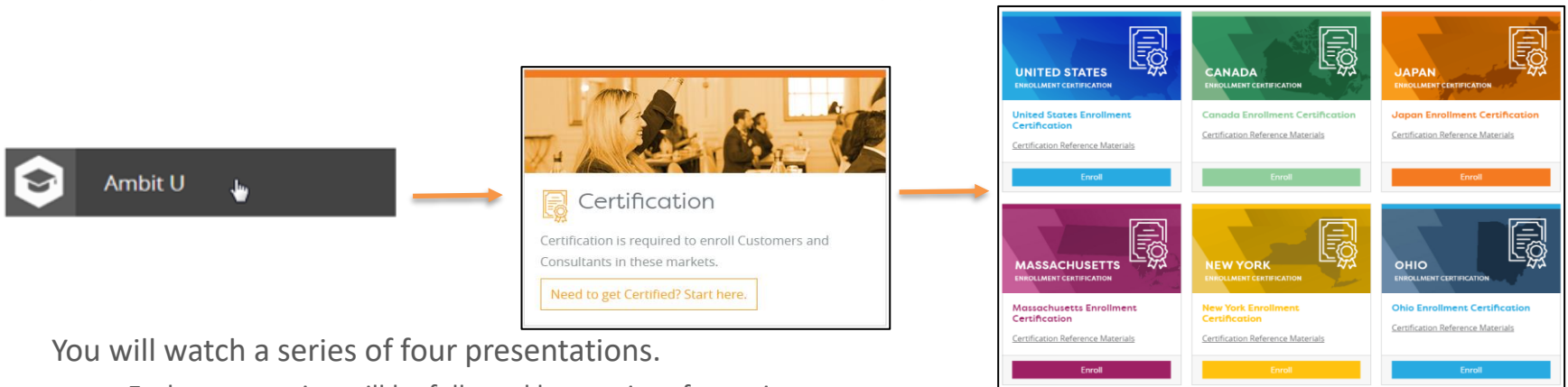
The error message below will display when attempting to enroll a new Customer through an uncertified Consultant's website:

Thanks for your interest! Unfortunately, your enrollment could not be completed because your Consultant is not yet certified in this market. Please contact your Consultant about getting certified.

NEW YORK – Certification Requirement

How do I get Certified?

- Log in to PowerZone and follow the links to the Certification page within AmbitU.



- You will watch a series of four presentations.
 - Each presentation will be followed by a series of questions.
 - You must answer all the questions correctly before you can watch the next presentation.
 - You may take the New York certification more than once.
 - After you have viewed all four presentations and answered all the questions correctly, you will receive your New York certification.
 - Upon being certified, you will be asked to e-sign a confirmation of your New York certification.
 - You will receive a certificate you may print out and you will be allowed to enroll Customers and Consultants in the state of New York.
- U.S. Consultants may enroll Customers in any market (Canada, United States and Japan) as long as they are certified in each country.
 - All certifications can be found in PowerZone > AmbitU > Get Certified

NEW YORK – Certification Requirement

Congratulations! You are Certified in New York!

Note

- *To do business in NY, OH, MA and IL Consultants are required to take a state specific certification.*
- *To do business in any other U.S. state, Consultants are required to take the U.S. certification.*
 - Consultants may prepare for this certification by reviewing the Market Profiles for each state.
- *In order to enroll any Customers in the state of IL, a confidential background check is required.*
 - Please see the IL Market Profile for additional details.
- *Japan and Canada certification does not replace mandatory state certifications.*

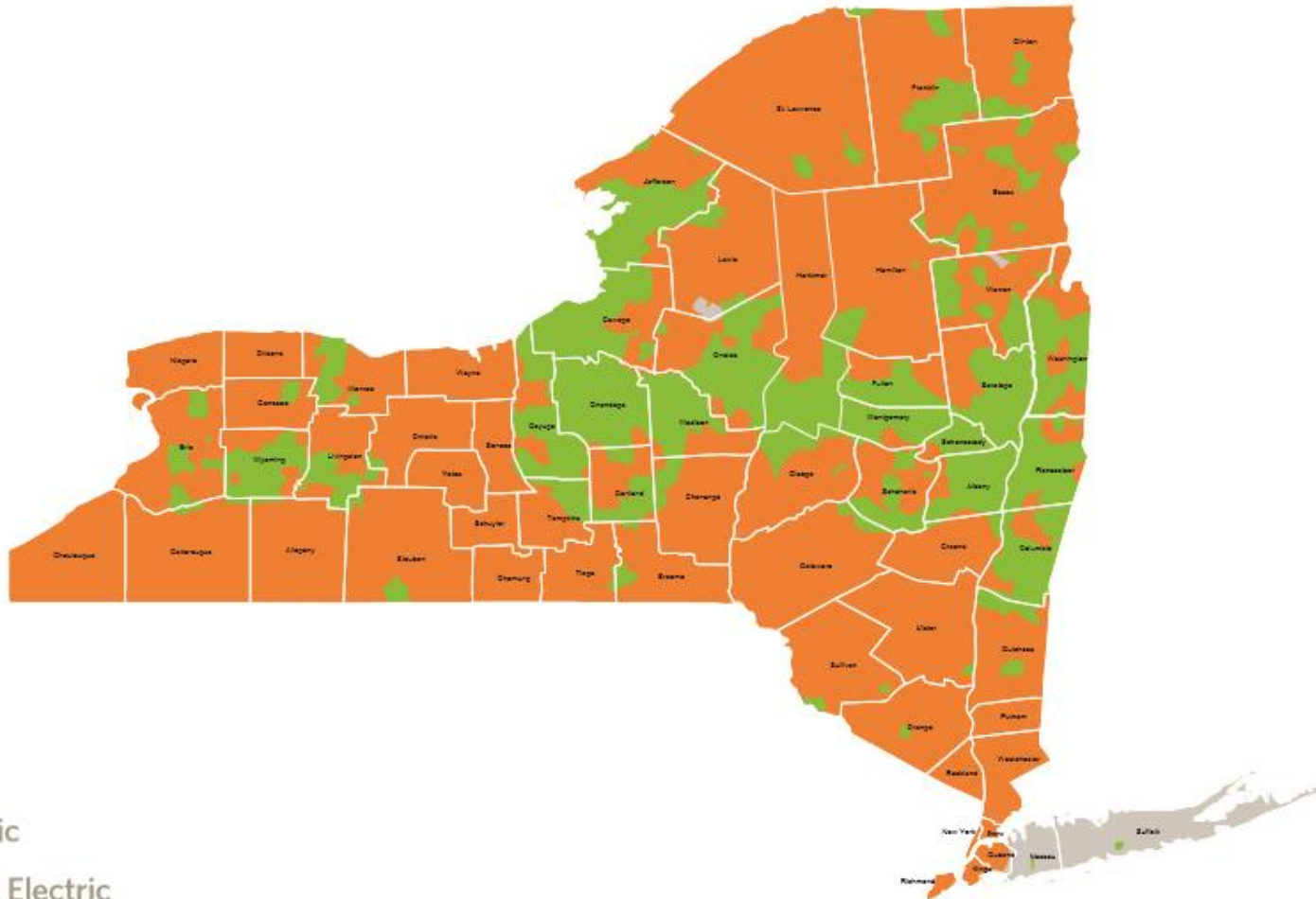
A certificate can be printed for the Consultant's records.



NEW YORK – Important Things to Know

- As in all markets, telemarketing and door-to-door campaigning are prohibited.
- When speaking to a potential Customer, identify yourself as an Ambit Energy Independent Consultant and clearly indicate that taking service from an ARES/AGS will not affect the Customer's distribution service and such service will continue to be provided by the Customer's distribution utility.
- If asked, Consultants should advise potential Customers that they are not affiliated with, endorsed by, or acting on behalf of, a utility or a utility program, a consumer group or its program, or any state governing body or its program, but are an independent Consultant with Ambit Energy.
- When speaking to potential Customers, Consultants may only use Ambit Energy approved marketing materials.
- Under no circumstances should a Consultant contact the Utility or State Regulatory agencies for Consultant or Customer needs. Please direct your questions to Consultant Support for resolution.
- Best advice... When in doubt, contact Consultant Support.

NEW YORK - Market Summary



- Electric
- Gas & Electric
- No Service

NEW YORK - Market Summary

Market	Phone #	Account #	Elec/Gas	Resi/Comm	Switch Timeframe	How is free energy Paid?	Enrollment Requirements
Orange & Rockland	1-877-434-4100	10 Digit #	E	Both	1 - 2 Billing Cycles	Check	Account number
Central Hudson	1-800-527-2714	10 Digit#	E	Both	1 - 2 Billing Cycles	Credit	Account number
Con-Edison	1-800-752-6633	15 Digit#	E	Both	1 - 2 Billing Cycles	Check	Account number
National Grid	1-800-892-2345	10 Digit#	G & E	Both	1 - 2 Billing Cycles	Check	Account number & Load Zone
NYSEG	1-800-572-1111	15 Digit POD ID#	E	Both	1 - 2 Billing Cycles	Credit	15 Digit POD ID# and Zone
RG&E	1-800-743-2110	15 Digit POD ID#	E	Both	1 - 2 Billing Cycles	Credit	15 Digit POD ID#

NEW YORK - Market Summary

Con-Edison:

- If the event of an emergency (such as power outages, meter issues, downed power lines, etc.) or for Customer service inquiries, Customers should contact Con-Edison at (800) 752-6633.
- For information online, go to www.coned.com/Customercentral

National Grid:

- If the event of an emergency (such as power outages, meter issues, downed power lines, gas leaks, etc.) or for Customer service inquiries, Customers should contact National Grid at (800) 892-2345.
- For information online, go to <http://www.nationalgrid.com/us>

NYSEG:

- If the event of an emergency (such as power outages, meter issues, downed power lines, etc.) or for Customer service inquiries, Customers should contact NYSEG at (800) 572-1111.
- For information online, go to <http://www.nyseg.com>

****NOTE**** For any inquiries regarding the supply portion of their invoice, please have the Customer contact Ambit Energy at (877) 282-6248.

NEW YORK - Market Summary

RG&E:

- If the event of an emergency (such as power outages, meter issues, downed power lines, etc.) or for Customer service inquiries, Customers should contact RG&E at (800) 743-2110.
- For information online, go to <http://www.rge.com>

Orange & Rockland:

- If the event of an emergency (such as power outages, meter issues, downed power lines, etc.) or for Customer service inquiries, Customers should contact Orange & Rockland at 1-877-434-4100
- For information via web, go to <http://www.oru.com>

Central Hudson:

- If the event of an emergency (such as power outages, meter issues, downed power lines, etc.) or for Customer service inquiries, Customers should contact Central Hudson at 1-800-527-2714
- For information via web, go to <http://www.cenhud.com>

****NOTE**** For any inquiries regarding the supply portion of their invoice, please have the Customer contact Ambit Energy at (877) 282-6248.

NEW YORK - Policies

Please review the policies in PowerZone that explain certain state requirements that you must adhere to when operating your Ambit Energy business in New York:

- Badge Guidelines for New York Consultants
- New York In-person Sales Requirements
- ESCO Consumers Bill of Rights
- New York HEFPA Fact Sheet
- New York – Things You Must Know

PowerZone > Tools > New York



New York

The Empire State has long been a hub of economic growth for America, and today it's a place where Ambit Consultants pursue individual opportunities. These important documents contain vital information on how you can build your New York business.



Regulatory Documents

[New York – In Person Sales Requirements](#)

[New York – Badge/Business Card Guidelines](#)

[New York – Business Card Guideline](#)

[New York - Consultant ID Badge](#)

[NewYork - HEFPA Fact Sheet](#)

[New York - Things You Must Know](#)

[NY ESCO Consumer Bill of Rights - Arabic](#)

[NY ESCO Consumer Bill of Rights - Chinese](#)

[NY ESCO Consumer Bill of Rights - English](#)

[NY ESCO Consumer Bill of Rights - Russian](#)

[NY ESCO Consumer Bill of Rights - Español](#)

NEW YORK - Market Summary

Ambit Energy is known as:

- Energy Service Company (ESCO)

Invoicing:

- Ambit Energy does not generate the invoice.
- The Customer will continue to receive their invoice from their delivery provider.
- There will be no changes to the Customer's regular billing cycle.
- Upon enrollment Ambit Energy will be responsible for electric and/or gas supply service.
- The invoice will be divided into two parts:
 - Supply Charge (Ambit Energy)
 - Delivery Charge (Incumbent)

No Credit Checks = No Deposits

Enrollment Timeframe:

A switch takes approximately 1 – 2 billing cycles.

- We do not expedite move ins.
- If a Customer needs service turned on immediately they should contact their Incumbent, as they are able to discuss what options are available to have service turned on the same day.

NEW YORK - Market Summary

Budget Billing (BB) = Customer is billed the same amount each month for 12 consecutive months

- All residential Customers under NYSEG and RG&E are eligible to enroll on BB for their supply charges directly through Ambit Energy.
- For residential Customers under any other Incumbent in NY, BB (for supply and delivery charges) must be set up directly through the Incumbent.
 - For BB on the delivery charges, Customers must contact their Incumbent.
 - **All Commercial** Customers in NY must contact the Incumbent to request BB for their delivery and supply charges.

How Ambit's New York BB works:

- BB is determined by taking the average monthly usage at the location for the previous 12 months multiplied by the Average GSP/Variable rate for the previous **365 days** in that market.
- The BB amount is recalculated every 12 months. At the end of the BB term, any settlement (balance) or true up (credit) owed will appear on their next invoice and a new BB term will start at a \$0.00 balance.
- Reviews are done monthly to ensure that the Customer does not accrue a large balance or credit on their account.
- For those accounts that do, a recalculation may occur prior to the end of the 12 month BB term.
 - Ambit does not send notifications if we recalculate in the middle of the 12 month term or when their 12 month term expires.
- If the Customer removes themselves from Budget Billing or requests to drop back to the Incumbent, any true-up or settlement will be applied to their next invoice.
- Free Energy will not be recalculated at the end of the BB term to reduce a settlement amount.
- The Guaranteed Savings analysis will be calculated annually based on the Customer's actual usage and rate during the GSP period.

****NOTE**** Customers enrolled in a Utility bill assistance program will need to contact their Incumbent to confirm whether or not they can switch to Ambit Energy and still receive the benefits associated with that assistance program.

NEW YORK - Residential Products

New York	Con-Edison, National Grid, NYSEG, RG&E, Orange & Rockland, Central Hudson	
Electric Product Plan(s)	Rate	ETF
New York Guaranteed Savings Plan 1%*	Variable	No
Ambit Green Northeast - Variable	Variable	No

New York	National Grid	
Gas Product Plan(s)	Rate	ETF
New York Guaranteed Savings Plan 1%*	Variable	No

*For New York GSP Customers, notification is mailed out 45 days prior to the GSP term end date. No action is required by the Customer if they want to remain on the GSP; the Customer’s product will auto-renew on an annual basis. Customers may view other available options by logging in to their account at ambitenergy.com or by calling Customer Care at (877) 282-6248.

- **1% GSP Residential Customer Flyers are available in PowerZone:**
 Located in the Tools Tab > Advertising Tools > Fill in the required fields under “Rates and Plan Flyers”

NEW YORK - Commercial Products

New York	Con-Edison, National Grid, NYSEG, RG&E, Orange & Rockland, Central Hudson	
Electric Product Plan(s)	Rate	ETF
New York Guaranteed Savings Small Commercial Plan 1%*	Variable	No
Ambit Green Northeast - Commercial Variable	Variable	No

New York	National Grid	
Gas Product Plan(s)	Rate	ETF
New York Guaranteed Savings Small Commercial Plan 1%*	Variable	No

*For New York GSP Customers, notification is mailed out 45 days prior to the GSP term end date. No action is required by the Customer if they want to remain on the GSP; the Customer’s product will auto-renew on an annual basis. Customers may view other available options by logging in to their account at ambitenergy.com or by calling Customer Care at (877) 282-6248.

- **1% GSP Residential Customer Flyers are available in PowerZone:**
 Located in the Tools Tab > Advertising Tools > Fill in the required fields under “Rates and Plan Flyers”

NEW YORK - Assistance Programs

Delivery Providers	LIHEAP or HEAP	Power Partners	POP	DSS
Consolidated Edison (ConEd)	✓	NO	NO	N/A
National Grid	NO	NO	NO	N/A
NYSEG	✓	✓	NO	N/A
Rochester Gas & Electric (RG&E)	✓	✓	NO	N/A
Orange & Rockland (O&R)	NO	NO	NO	N/A
Central Hudson	NO	NO	NO	N/A

✓ = Ambit Approved, NO = Not Approved

****NOTE**** Customers enrolled in an assistance program should be advised to contact their Incumbent to confirm whether or not they can switch to Ambit Energy and continue to receive the benefits associated with that discount program.

NEW YORK - Assistance Programs

Assistance Programs:

- **The Powerful Opportunity Program (POP):** Temporary payment assistance program designed to help eligible Customers pay off their past due balance up to any amount and stay current with future monthly budget bills.
- **DSS Group:** Is for Customers who are at least 62 years old, blind or disabled that receive a lower monthly gas rate, debt forgiveness, emergency heating equipment repair/replacement or conservation measures.
- **Low Income Home Energy Assistance Program (LIHEAP) or Home Energy Assistance Program (HEAP):** Federally funded program that issues heating benefits to supplement a household's annual energy cost.
 - If a Customer chooses to become an Ambit Customer, he/she will lose their HEAP benefits.
- **Power Partners Program:** Is an income assistance program which lowers a household's monthly service charge (delivery) and provides assistance on paying off past-due balances.
 - Customers will remain on the Power Partners Program when they switch to Ambit. No action is required of the Customer to continue receiving assistance.

****NOTE**** Customers should contact their utility prior to switching their service to Ambit to verify that they can switch to an ESCO and continue to receive the benefits associated with their assistance program.

NEW YORK - Enrollments

When a NY Customer in the following Distribution Utility enrolls, an “Account Number” is required.

- Orange & Rockland: 10 Digit Number
- Con-Edison: 15 Digit Number
- Central Hudson: 10 Digit Number
- National Grid Gas: 10 Digit Number

Electric Service Details

Please enter your Account Number for **Orange & Rockland Electric**:

Account Number*

[Where is this?](#)

Please Note:
You must include your 10-digit Account Number found on page 1 of your Orange & Rockland bill. For a sample bill, see the “Where is this?” option.

NEW YORK - Enrollments

For **RG&E** enrollments, Customer's will need:

- Electric POD ID#: R01+12 Digit Number = 15 Digit Account Number

Please enter your POD ID for **RGE Electric**:

POD ID* [Where is this?](#)

Please Note:
You must include your 15-digit POD ID beginning with 'R01', found on page 1 of your RG&E bill. For a sample bill, see the "Where is this?" option.

NEW YORK - Enrollments

NYSEG Customers will need:

- Electric POD ID: N01+12 Digit Number = 15 Digit Account Number along with NYISO Zone

Please enter your POD ID for **NYSEG Electric**:

POD ID* Where is this?

Please Note:
You must include your 15-digit POD ID beginning with 'N01', found on page 1 of your NYSEG bill. For a sample bill, see the "Where is this?" option.

Residential Zones:

- A: West/Frontier
- B: Genesee
- C: Central/Syracuse
- D: North/Adirondack
- E: Mohawk Valley/ Utica
- F: East/Capital
- G: Hudson Valley
- H: Millwood
- I: Dunwood

Please select your utility provider:

NYSEG Electric Where is this?

NYSEG territory is divided into NYISO Zones. Ambit Energy's product offerings and pricing are based on your designated NYISO Zone. As noted in your Terms of Service, if your NYISO Zone is entered incorrectly, Ambit Energy will update your NYISO Zone and product information and send you the new details.

You are currently viewing **Residential Electric** Service Plans for zip **10512** serviced by **NYSEG Electric**.

NEW YORK - Enrollments

National Grid:

- National Grid also requires Load Zones along with the 10 Digit account number during the enrollment.
- This will typically auto populate after the Customer enters their zip code.
- The Load Zone is located on the left side of the 2nd page of the Customers invoice.
 - EX:
“Load Zone: West”

National Grid Load Zones:

- A: West (Frontier)
- B: Genessee (Genessee)
- C: Central (Syracuse)
- D: North (Adirondack)
- E: V Mohawk (Utica)
- F: East (Capital)

Please select your utility provider:

✓ National Grid Electric **F - East / C** Where is this?

National Grid territory is divided into "Loadzones". Ambit Energy's product offerings and pricing are based on your designated Loadzone. As noted in your Terms of Service, if your Loadzone is entered incorrectly, Ambit Energy will update your Loadzone and product information and send you the new details.

NEW YORK - Enrollments

Communication Preference Center:

- Residential Customers registered for MAA can opt-in to receiving notifications from Ambit Energy via email in addition to standard postal mail.
- Customers can change their notification preferences through MAA once their account is created.
 - Once on MAA > click on My Profile > click on Launch the Customer Preference Center.

My Profile

Primary Account Holder
 Primary Account Holder
 Customer Account #

Contact Preferences
 Visit the Customer Preference Center to add or change your email, phone and SMS preferences.

[Launch the Customer Preference Center](#)

Ambit Communication Preference Center

What kind of Ambit Energy updates would you like to receive? Make your selections below for account notices, the latest Ambit news and more.

Manage Subscriptions @ Email

Account Notices	
Contract Renewal Reminders ?	<input checked="" type="checkbox"/>
General Account Updates ?	<input checked="" type="checkbox"/>
Energy Usage & Updates	
Energy Conservation Alerts ?	<input checked="" type="checkbox"/>
Ambit Energy News & Services	
Ambit Energy News & Services ?	<input checked="" type="checkbox"/>

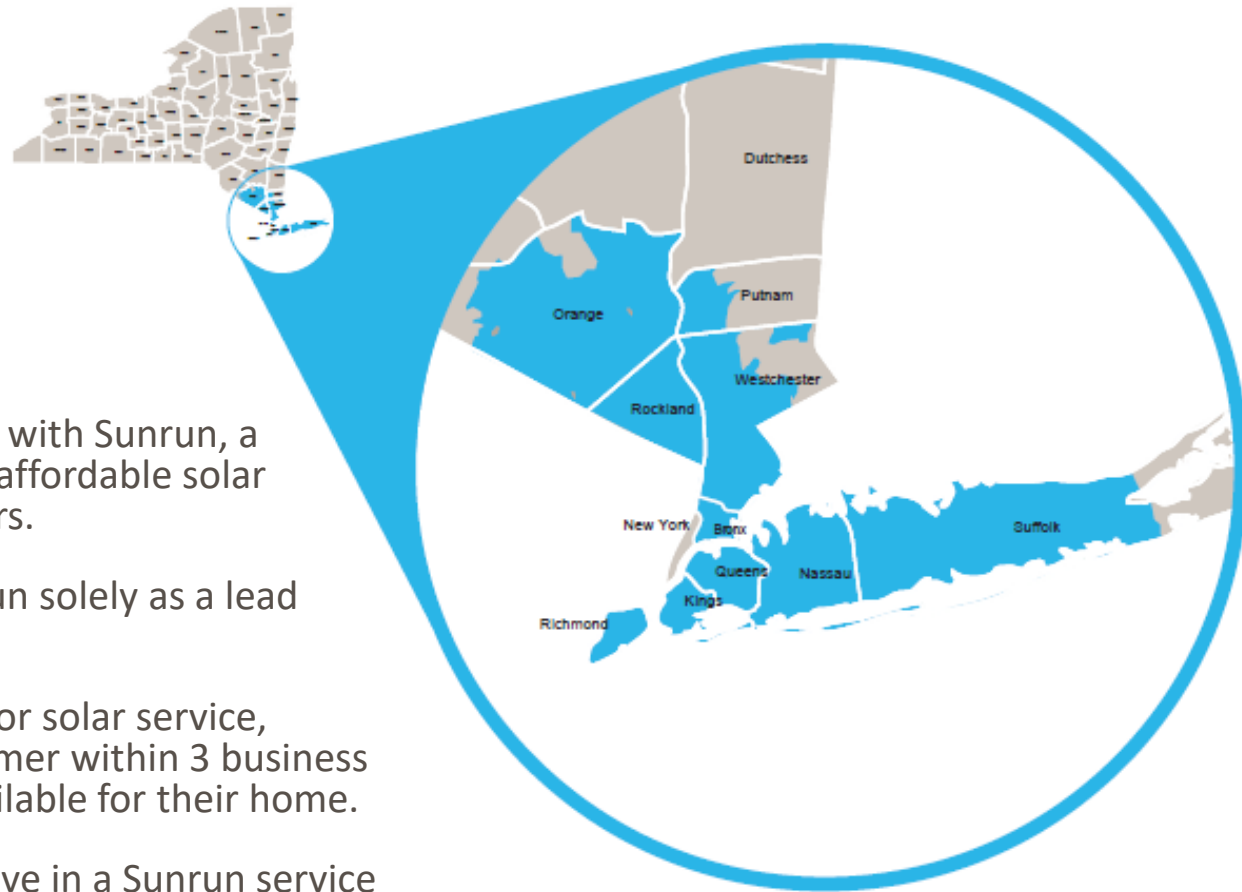
Contact Methods

Click the edit button to update your contact information.

[Edit](#)

NEW YORK – Sunrun Solar

- Solar
- Non Service Area



- Ambit Energy has joined forces with Sunrun, a leading solar provider, to offer affordable solar options to residential Customers.
- Ambit Energy works with Sunrun solely as a lead generator or lead qualifier.
- Once a Customer is signed up for solar service, Sunrun will contact your Customer within 3 business days to discuss the options available for their home.
- New York Customers may not live in a Sunrun service area. Please refer to the map to see if solar is an option for the Customer.

NEW YORK – Digital Verification (DV)

Digital Verification:

New York Customers are required to successfully complete Digital Verification before an Ambit account will be created. On the final screen of the enrollment process the Customer will be asked to check a box accepting the Digital Verification Process.

The proceeding Digital Verification Process will ask a series of questions unique to the Customer information you have provided. These questions must be successfully answered in order to validate and confirm your identity and authority to complete the enrollment process. By selecting this check box you, the user, are affirming that the information provide above is accurate, complete, and that you are able to answer the Digital Verification questions based on that information.

My info is correct

- ❖ Only the authorized account holder may complete Digital Verification.
 - A Consultant may never act on behalf of, or in place of, the authorized account holder.

Rescission:

Customers have the right to cancel their agreement without penalty within three (3) business days upon receipt of the Terms of Service. If a Customer cancels service with Ambit Energy without choosing a new provider, the supply portion of the bill will revert back to the Utility.

NEW YORK - Free Energy

Our popular Free Energy Program can help Customers & Consultants reduce their energy bill.

- **Customers** – must maintain at least 15 energized referral Customers (per commodity) with Ambit who have received at least one invoice and are not in treatment*. Each Customer receives their own enrollment site where people they have referred can sign up with Ambit- [A#.joinambit.com](#).
- **Consultants** – must maintain at least 15 energized referral Customers (per commodity) with Ambit, not including their own Ambit account, who have received at least one invoice and are not in treatment*. These Customers cannot be referrals of another account.
- Free Energy calculations are based on the average daily energy cost of each referral Customer.
- Referral Customers will not contribute toward Free Energy if they have a past due balance on their account.
- For more information, please review the Free Energy FAQs:
PowerZone > Tools > Generic Documents > Free Energy Program FAQ.

*Treatment indicates that the Customer has a past due balance.

**Thank you for your help in building
the New York Market!**

