



Secure Savings

Frequently Asked Questions



Q What is Ambit Secure Savings?

A Give Customers peace of mind during these uncertain times. The Ambit Secure Savings plan lets Customers enjoy a lower energy charge each month, applicable to all usage in that billing period when their usage meets or exceeds 1,000 kWh. The average Texas household uses about 1,200 kWh per billing period, so these savings are within reach. It gives Customers the security of a fixed rate over a long timeframe, protection from a rising wholesale energy prices and secure savings in the months when usage is 1,000 kWh or more.

Q How does Ambit Secure Savings work?

A The plan is a Fixed Term plan. The Energy Charge applied each billing period is determined by the Customer's total usage. Only one Energy Charge is applied to all the Customer's total monthly usage each billing period. Energy Charge A is applied to the Customer's total monthly usage if they use 999 kWh or less in a billing period. Energy Charge B is applied to all usage when they use 1,000 kWh or more in a billing period. It's not a high usage discount, savings are attainable for everyday users.

Q There are two Energy Charges on the Electricity Facts Label (EFL), which one will be used to calculate a bill?

A If a Customer uses less than 1,000 kWh in a billing period, Energy Charge A will be applied to their total usage. If they use 1,000 kWh or more in a billing period, Energy Charge B will automatically be applied to their total usage.

Q Is this a tiered plan?

A No. In a tiered plan, different Energy Charges are applied to various segments of a Customer's total usage. Secure Savings automatically reduces the Energy Charge if your usage is 1,000 kWh or more. The reduced Energy Charge will be applied to all usage in that billing period.

Q Who is the target Customer?

A This plan was designed for the average Texas household because they use about 1,200 kWh a month. It's probably best suited for single family homes. Apartments with higher usage consumption may also find value in this plan.

Q Is this plan available for my small commercial Customers?

A No. This plan is only available to residential Customers.

Q Is this plan available for Customers coming up for renewal?

A Great news! Your existing Customers coming up for renewal can also take advantage of the Secure Savings product structure and get the security of a fixed Energy

Charge that is guaranteed up to 24 months. This can be a great product for those already familiar with Ambit. In addition to the Ambit Customer benefits they have come to know and trust, Secure Savings provides them with the added benefit of predictable savings from an automatic price break each month they use at least 1,000 kWh.

Q Is there an early termination fee?

A Yes. 12 and 24-month products have an early termination fee of \$199.

Q Does Secure Savings qualify for the paperless billing and autopay discount?

A Yes. As with most Ambit plans, the 0.2¢ per kWh discount applies to billing periods in which a Customer is actively enrolled in both paperless billing and automatic payments at the time of billing. The discounted price point is found on the line that reads 'Average price per kWh with discount' near the top of the EFL.

Q What are the benefits for my Consultant team?

A Consultants benefit because long-term contracts mean:

- Competitive pricing.
- Increased Customer loyalty.
- A longer, more reliable commission stream.

Q What are some DOs and DON'Ts when offering this product?

A

- DO emphasize long-term price protection from the increases in wholesale energy pricing.
- DO emphasize the Energy Charge automatically goes down when usage reaches 1,000 kWh. No action needed on the Customer's part.
- DO reinforce that one Energy Charge is applied to all usage.
- DO emphasize that this fixed plan offers up to two years of certainty.
- DO emphasize this plan is designed for the average Texas homeowner – typical usage in Texas is ~1200 kWh in a billing period.
- DO review Customer's historical usage (if available) to make sure this is the right plan for them.
- DON'T call this a tiered plan – the lowered Energy Charge applies to the Customer's entire bill once the 1,000 kWh mark is reached.