

# Ambit Northeast, LLC

## District of Columbia Service Area

### Consumer Bill of Rights

**VERSION DATE: NOVEMBER 12, 2021**

This document is provided to District of Columbia customers in accordance with the rules set forth by the Public Service Commission of the District of Columbia. All programs and charges listed in this document are those in effect at the time of printing and are subject to change. This publication is also available in Spanish upon request by calling (877) 282-6248. Esta publicación está disponible también en español. Llame al teléfono (877) 282-6248.

#### CONTACT INFORMATION

For questions concerning your rate, service initiation or service cancellation, please contact Ambit Energy using the contact information below:

##### AMBIT ENERGY

[www.ambitenergy.com](http://www.ambitenergy.com)

P.O. Box 864589

Plano, TX 75086

Customer Service (877) 282-6248

Fax (877) 805-5606

Monday – Sunday 8:00 a.m. - 11:00 p.m. ET

In the event of a power outage or gas leak, please call your Local Distribution Company:

##### WASHINGTON GAS

Gas Leak (844) 927-4427

##### PEPCO

Power Outage (877) 737-2662

##### PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA

1333 H Street NW

Suite 200 - West Tower

Washington, DC 20005

(202) 626-5120

[www.dcpsc.org](http://www.dcpsc.org)

##### THE OFFICE OF THE PEOPLE'S COUNSEL (OPC)

1133 Fifteenth Street NW

Suite 500

Washington, DC 20005

(202) 727-3071

[www.opc-dc.gov](http://www.opc-dc.gov)

The OPC is an independent agency of the District of Columbia Government that is the advocate for ratepayers and consumers of natural gas, electric and local telephone services in the District. OPC staff can provide information, assistance, and legal representation in consumer complaints, public pay telephone complaints, and other matters before the Commission.

We're excited to have you as our customer and look forward to providing you with exceptional service and value for years to come. This document will provide you with critical information including contact information, your meter and meter reading, paying your bill, service initiation/termination and dispute resolution.

#### CUSTOMER SERVICES

##### CONTACTING US BY PHONE

Please call us toll-free at (877) 282-6248 Monday – Sunday from 8:00 a.m. - 11:00 p.m. ET. Non-English speaking customers can call this number to be connected to a Spanish speaking agent at any time.

##### CONTACTING US BY U.S. MAIL

Please address all correspondence – change of address, comments, compliments or questions to Ambit Energy, P.O. Box 864589, Plano, TX 75086. To ensure Ambit assists you in a timely manner, your letter should include:

- a daytime phone number, including area code, where you can be reached;
- a brief summary of the inquiry or problem;
- your account number and service address; and
- copies of bills if the question is about billing.

##### ACCESSING YOUR ONLINE ACCOUNT

Login to your online account at [www.ambitenergy.com](http://www.ambitenergy.com)

#### METERS AND METER READING

Meters measure how much electricity and/or natural gas you use. Your Local Distribution Company (LDC) will test and replace meters according to the requirements of the Public Service Commission of the District of Columbia. Your LDC owns and maintains the meter, wires and/or piping used to deliver your energy supply to your meter. It is your responsibility to ensure that your LDC has access to the meter and the area around it.

Your bills are based on monthly meter readings. The date of the next scheduled reading appears on your electricity and/or natural gas bill, along with your current meter reading dates.

##### READING YOUR OWN METER

Your LDC reads your meter at approximately the same time each month. For Pepco customers, if your LDC meter reader cannot obtain access to the meter, a meter-reading postcard may be left for you to complete. If you receive one of these cards, you may read your meter, record the reading on the card and provide the information in one of the following ways: Mail the card to your LDC the next day; or call your LDC with your reading. If you have a digital meter, simply record the numbers displayed. For Washington Gas customers, if they are unable to read the meter, an estimated reading may be done or a letter will be mailed to the customer to schedule a reading. Customers can also call in with their current usage and a note will be added to their account. As a District of Columbia customer, you have the right to have your meter tested, free of charge, by the utility once every 12 months, and in the case of a natural gas meter, you have the right to referee such a test in accordance with 15 DCMR § 2368.

##### ESTIMATED METER READINGS

Sometimes it is necessary for your LDC to estimate readings, especially if they cannot gain access to the meter or when the automated device is

# District of Columbia

## Consumer Bill of Rights

not transmitting. Bills are estimated based on historical usage, weather conditions and length of the billing period. The next time an actual meter reading is obtained, your bill will be adjusted for any difference between what you have been billed based on an estimate and the actual usage shown by the meter reading. You will know if your meter has not been read if you see “Estimate” after the words “Current Reading” on your bill. If you have a concern regarding the accuracy of your meter, please contact Washington Gas at (844) WASHGAS, Monday 8:00 a.m. to 8:00 p.m., Tuesday – Friday 8:00 a.m. to 6 p.m. and Saturday 8:00 a.m. to 12:00 p.m. ET or Pepco at (202) 833-7500, Monday – Friday 7:00 a.m. – 8:00 p.m.

### YOUR BILL

#### BILLING STATUS

Ambit Energy is your retail supplier providing energy services for your residence or business address enrolled under the Terms of Service Agreement. During each billing period, you will receive a single invoice from your LDC that includes Ambit Energy supply charges, as well as applicable delivery charges, surcharges, state and local taxes.

#### UNDERSTANDING YOUR CHARGES

The following items will be listed on your bill:

#### WASHINGTON GAS CUSTOMERS

- **CCF:** A unit of measurement for the amount of gas used. One CCF = 100 cubic feet.
- **DISTRIBUTION CHARGE:** Covers the monthly cost of transporting your gas through our pipes and storage tanks to your meter. The charge is based on the amount of gas used.
- **(PGC) PURCHASED GAS CHARGE:** The cost of the natural gas we buy, plus the cost of transporting it to our system.
- **SYSTEM CHARGE:** Covers certain other costs of providing your service, including depreciation of equipment, taxes, maintenance and repair of customer lines, and expenses such as meter reading and billing.
- **THERM (TH):** A measure of the energy in natural gas, equal to the amount of gas (in CCFs) times a heat content factor.
- **TAXES:** Imposed by your local government and are collected by Washington Gas and remitted to the appropriate taxing authorities

#### PEPCO CUSTOMERS

- **ENERGY CHARGE:** The cost of bringing electric service to your home or business.
- **DISTRIBUTION CHARGE:** The cost of delivering electricity through the system to your home.
- **CUSTOMER CHARGE:** Covers some costs of providing your service – depreciation, taxes, maintenance and repair of customer lines, and customer-related expenses such as meter reading and billing.
- **ENERGY ASSISTANCE TRUST FUND:** A surcharge set by law to fund certain residential low-income programs in the district.
- **SUSTAINABLE ENERGY TRUST FUND:** A surcharge set by law to fund certain conservation and energy-efficiency programs in the district.
- **PUBLIC SPACE OCCUPANCY SURCHARGE:** A surcharge paid by the District of Columbia government for the use of public space in providing electric service.
- **TAXES:** Imposed by your local government, are collected by Pepco and remitted to the appropriate taxing authorities.

### PAYING YOUR BILL

#### PAYMENT OPTIONS

For billing inquiries, customer service or obtaining variable price information on your next bill, please visit [www.ambitenergy.com](http://www.ambitenergy.com) or call Ambit Energy Customer Care at (877) 282-6248, Monday – Sunday from 8:00 a.m. – 11:00 p.m. ET.

Each billing period, you will receive a single invoice from your LDC that includes Ambit Energy supply charges, as well as applicable delivery charges, surcharges, state and local taxes. Payment should be provided to your LDC for your Ambit Energy supplier charges.

#### BY MAIL

Return the remittance slip from your bill with your payment, sending a check or money order, never cash. Write your account number on your check or money order to ensure proper credit for your payment. Do not include any correspondence with your payment or write on or make any requests on the stub. If you send your payment in an envelope other than the one provided, address it to:

Washington Gas, P.O. Box 37747, Philadelphia, PA 19101-5047

Pepco, P.O. Box 13608, Philadelphia, PA 19101-3608

Sending the payment to any other address will delay processing.

#### BY PHONE

**WASHINGTON GAS CUSTOMERS** – Pay your gas bill over the phone any time by check, credit or debit card on an automated Special Services line at 844-WASHGAS (927-4427). When paying by check, you'll need the bank's routing number and your checking account number, shown at the bottom of the check. The routing number consists of the first nine digits, and your checking account number is the second set of digits. Please do not use the last set of digits in the row—this is your check number.

**PEPCO CUSTOMERS** – You can pay your electric bill using your credit/debit card or an echeck over the phone by calling (202) 833-7500. Have your Pepco account number and your payment information handy. A convenience fee may apply.

#### IN PERSON

**WASHINGTON GAS** – Pay your bill in person at a payment location, 2300 Martin Luther King Jr Ave, SE, Washington DC (Monday – Friday 8:00 a.m. – 4:00 p.m.) or at a payment drop box at 1000 Maine Ave, SW, Washington DC. You may also pay your bill online anytime at [www.washingtongas.com](http://www.washingtongas.com) or you can pay with cash at participating 7-Eleven stores with no fee.

**PEPCO** – For your convenience, you can pay your Pepco bill at many authorized payment locations across our service territory. To find a location near you, use the following link: [secure.pepco.com/MyAccount/MyBillUsage/Pages/Payinperson.aspx](http://secure.pepco.com/MyAccount/MyBillUsage/Pages/Payinperson.aspx).

#### LATE PAYMENT CHARGES

Payments are due on or before the due date shown on your bill. If your LDC does not receive your payment by the due date, a late charge will be assessed on your next bill. Contact your LDC to find out how that late fee is calculated. Payments are applied first to any past due amounts.

#### PAYMENT PLANS

##### DEFERRED PAYMENT PLANS

If you need a deferred payment agreement (DPA) to pay a bill or deposit, contact your LDC regarding available options.

**WASHINGTON GAS CUSTOMERS** - The Budget Plan is designed as a 12-month program, and you are encouraged to stay on it year-round to realize the potential benefits.

# District of Columbia

## Consumer Bill of Rights

**PEPCO CUSTOMERS** - Budget Billing provides a consistent and predictable monthly payment throughout the year that eliminates monthly or seasonal variation. Budget Billing spreads costs evenly month-to-month by charging a pre-arranged amount with each bill.

### **SERVICE INITIATION AND TERMINATION**

#### **SECURITY DEPOSIT**

Ambit Energy does not require a security deposit. If your LDC requires a security deposit, you will need to contact your LDC for how that is calculated and when your deposit will be refunded. All deposits held earn simple interest at the rate prescribed by the Public Service Commission of the District of Columbia on an annual basis.

#### **MOVING**

- To initiate or discontinue service, please notify your LDC at least three business days prior to the time you request service.
- Access to your meter is necessary for a final meter reading. When calling to have your account closed, you must provide access to have your meter read so your energy service can be discontinued. Failure to contact your LDC will prevent the closing of your account, and you will be responsible for all subsequent charges until your account has been settled.

#### **DISCONNECTION**

If you have trouble paying a bill or a security deposit, please notify your LDC.

Before your LDC disconnects your service for a reason other than an emergency or meter tampering, they will provide you with written notice at least 15 days prior to the proposed date of service termination.

If your service has been disconnected, it can be restored within 24 hours after the violations are corrected and/or outstanding bills are paid. A reconnection fee is charged, and a deposit may be required prior to reconnection if your service has been turned off for non-payment. Payment can be made in one of the following ways to your LDC (see the Paying Your Bill section for locations and options).

Note: If you choose to pay by mail, the energy service is not turned on until the payment has been received and it has been posted to the account.

In compliance with the District of Columbia Consumer Bill of Rights, your LDC does not terminate service to the master meter of a master metered apartment building without the express consent of the Public Service Commission of the District of Columbia.

#### **DISCONNECTION DURING WINTER**

In accordance with the regulations of the Public Service Commission of the District of Columbia, termination of energy service is postponed if the temperature for the next 24 hours is expected to be 32 degrees Fahrenheit or lower.

Note: District of Columbia does not offer heat advisory for residential customers.

### **DISPUTE RESOLUTION PROCEDURE**

In the event of a billing dispute or a disagreement involving any essential element of the Agreement, the parties will use their best efforts to resolve the dispute. Customer should contact Ambit Energy in writing at P.O. Box 864589, Plano, TX 75086, or by telephone at (877) 282-6248. A dispute or complaint relating to a customer account may be submitted to the

Public Service Commission's Office of Consumer Services pursuant to its consumer complaint process. If after discussing your problem with Ambit Energy or with Washington Gas or Pepco and you remain dissatisfied, the Office of People's Counsel (OPC) may provide legal representation at no charge. The OPC may be reached by phoning (202) 727-3071 or by writing to the following address: The Office of the People's Counsel, 1133 Fifteenth Street NW Suite 500, Washington, DC 20005.