

# Free Energy Program

## Frequently Asked Questions

Did you know it's easy to earn Free Energy? Just refer 15 or more people who choose Ambit Energy as their energy provider, and you'll get a monthly credit up to the amount of your Ambit Energy supply charges (not including taxes and other fees).

### Q Who is eligible to earn Free Energy?

**A** The Ambit Free Energy program is open to any and all Ambit Energy Customers (including Ambit Energy Independent Consultants who are also Ambit Customers) who refer and activate 15 or more qualified Customers for Ambit Energy service. As a Customer, your Customers must be referred through your Customer gathering website: [www.\(your account number\).joinambit.com](http://www.(your account number).joinambit.com). If you are an Independent Consultant who is also a Customer, you must refer Customers through your Customer-gathering website: [www.your web handle\).joinambit.com](http://www.your web handle).joinambit.com). There's no time limit to gather your Customers, but the sooner you do, the sooner you'll be earning Free Energy!

### Q How do I add my Ambit Electric/Gas account number in PowerZone to receive Free Energy?

**A** Go to "Personal Profile" on PowerZone at [powerzone.ambitenergy.com/#PersonalProfile](http://powerzone.ambitenergy.com/#PersonalProfile). You'll find your account number in the "Free Energy Gas Countdown" and "Free Energy Electricity Countdown." You can also find the widgets on the Dashboard on [powerzone.ambitenergy.com/#Dashboard](http://powerzone.ambitenergy.com/#Dashboard).

### Q What's a qualified Customer?

**A** For a referred Customer to qualify towards your Free Energy credit, they must have at least one energized metered service location and have completed at least

one billing cycle. For Texas, there are a few additional qualifications – they must be classified as a residential Customer, not have a past due balance and not be involved in a payment arrangement or deferred payment plan. Additionally, in Illinois NICOR markets, they cannot have a past due balance.

### Q How is my Free Energy credit calculated?

**A** Your Free Energy credit is based on the average daily energy billing of your referred Customers, calculated from invoices received over the last 70 days. Their average daily energy cost is then multiplied by the number of days in your current billing cycle. This amount is your Free Energy credit. If you have at least 15 qualified Customers when we calculate your bill you qualify. And as long as you maintain a minimum of 15 qualified Customers, we'll keep giving you a Free Energy credit.

### Q What is an "energy cost?"

**A** Energy cost is a simple calculation – the energy you use, multiplied by your rate. So when we calculate an average daily energy cost for all your referred Customers, we take the sum of all their energy costs and divide by the number of days in their collective billing cycles. Of course, these are Ambit Energy supply costs only – not any additional taxes or fees. For Texas Customers, the monthly Customer charge, if applicable, is included in the average daily energy cost and will also be included in the calculations for your Free Energy credit. Here's another situation unique to Texas: Ambit Home Services fees do not count

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towards your energy cost, nor are they covered by your Free Energy credit.

### Q My area offers both Ambit electricity and Ambit gas – how will that work?

**A** Electricity and natural gas are considered separate services. To get a gas credit, you need to maintain a minimum of 15 qualified gas Customers. To get an electricity credit, you need to maintain a minimum of 15 qualified electricity Customers.

### Q What happens if I have fewer than 15 Customers?

**A** If your qualified referred Customer count dips below 15 Customers for any month, you will not be eligible for a Free Energy credit for that month. Once you get your qualified Customer count back up, though – and there's no time limit to replace Customers – you'll be eligible for future credits.

### Q What happens if I have more than 15 Customers?

**A** Whether you have 15 referred Customers or 50, we average the daily energy cost of all your Customers, and use that number to calculate your monthly Free Energy credit. Having more than 15 referred Customers is, however, a great idea; if people drop their service or move to a non-Ambit area, you're more likely to get your Free Energy credit every month.

### Q What happens if one of my Customers becomes an Ambit Energy Consultant? Will their account be moved so they can become their own Customer?

**A** It's Ambit's policy not to move Customers once they are assigned – whether to another Customer or a Consultant.

### Q If one of my referrals is an Ambit Customer in another state, will that still count towards my Free Energy credit?

**A** Yes, our system works across states.

### Q What happens if one of my referred Customers earns Free Energy?

**A** As long as they're one of your 15-plus Customers, their average daily energy cost still counts towards your credit. But since their cost will go down (their regular cost minus their Free Energy credit), your Free Energy credit may also go down.

### Q Can my Consultant use my referrals more than once per month by linking it to their Consultant account?

**A** No, Customer Referrals can only be used on one Customer account per month and cannot be switched.

### Q As a Consultant, can I apply Free Energy to multiple accounts within the same month?

**A** No, Customer Referrals can only be used on one Customer account per month.

### Q Do Sunrun or Community Solar Customers count toward earning Free Energy?

**A** No. Only Ambit gas and electric Customer referrals count toward earning Free Energy. The good news? In many markets you can refer Customers for both gas and electric service and Sunrun or Community Solar.