

# Free Energy Program: Frequently Asked Questions

## FAQ

Did you know that our Free Energy referral program is the first of its kind in the industry? You can participate in this program just by referring a minimum of 15 customers who choose Ambit Energy as their energy provider (gas and/or electric), and you'll receive a monthly credit up to the entire amount of your Ambit Energy bill. The credit is based on the average payment amount of your referred customers.

### **Q Who is eligible?**

**A** All Ambit Energy customers have 180 days from their service start date to refer and activate a minimum of 15 customers for Ambit Energy service. All new customers must be referred through your free customer gathering website: [www.\(your account number\).joinambit.com](http://www.(your account number).joinambit.com).

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

**A** First, you need to obtain at least 15 active referred customers. We'll average the payments of your active and "eligible" (who have paid their bill by the due date) customers then apply that amount as a credit to your energy bill. You may receive a check instead of bill credit, depending on the state in which you're located. You will continue to receive an energy credit (or check) each month as long as you retain a minimum of 15 customers who pay their energy bills by their due date.

### **Q I live in an area where I can refer both electricity and gas customers. How does the program work in this case?**

**A** Gas and electricity are considered separate services. In order to receive a credit for gas, you will need to refer a minimum of 15 gas customers. To receive a credit for electricity, you need to refer a minimum of 15 electricity customers.

### **Q If I live in Texas, what portion of my electricity bill is covered by this program?**

**A** Texas customers receive a credit for the average amount of all (15 or more) eligible customers' payments, up to the entire amount of their Ambit Energy bill. Your Free Energy credit is limited to the actual amount of your energy bill.

### **Q I live in an Ambit service territory outside of Texas. What portion of my gas and/or electric bill is covered by this program?**

**A** All customers outside of Texas are credited for the average amount of all (15 or more) referred customers' payments, up to the total amount of the energy supply portion of their bill. Your Free Energy credit is limited to the amount of the "energy supply" portion of your bill.

### **Q What happens if I have less than 15 active customers?**

**A** Once you have referred 15 customers, you qualify for the program. If your referred customer count drops below 15, you have 90 days to acquire a replacement(s) to get your count back up to 15 customers.

### **Q When does Ambit Energy apply the credit?**

**A** Once your meter is read each month, the system reviews the previous 30 days and confirms that a minimum of 15 customers were active and that these customers paid their energy bills by their bill due date. Once this is confirmed, the system applies the average of your referred customers' payments as a bill credit, or you will receive a check for the credit amount.

### **Q What if I refer more than 15 customers?**

**A** If you refer more than 15 customers, Ambit Energy will average the payments of all your referred customers and apply that amount towards your credit. For example, if you referred 18 customers that pay their bills during the month, Ambit Energy will average the payments of all 18 customers to determine your credit. This will also give you a three-customer "cushion" in case a referred customer moves out of Ambit Energy's service area or disconnects service. As long as you maintain at least 15 active referred customers who pay their bill by the due date, you will continue to receive the energy credit every month. By having additional customers, you are more likely to receive a credit each month.

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**Q What if I have a customer that now wants to become a Consultant? Will Ambit Energy move the customer's account so they can be their own customer?**

**A** No. It is Ambit Energy's policy not to move customers once they are assigned to a Consultant. However, once your customer becomes a Consultant, they are still eligible to earn free energy. Make sure they register their customer account by clicking the link at the top of their PowerZone home page. Once they register their personal customer account, any new customers they gather will count towards the 15 customers needed to earn free energy.

**Q Will a gas (or electric) customer in one Ambit serviceable state count towards a credit for a gas (or electric) customer in another serviceable state and vice-versa?**

**A** Yes.