

Ambit Energy

Natural Gas Services in New York: Frequently Asked Questions

Q WILL EVERY NEW YORK ELECTRICITY CUSTOMER BE ELIGIBLE FOR GAS SERVICE WITH AMBIT ENERGY?

A No. Some customers only have electricity service with the incumbent energy provider.

Q WHY ARE SOME NEW YORK CUSTOMERS UNABLE TO SWITCH THEIR GAS SERVICE TO ANOTHER ESCO?

A If a customer switches their gas service to an ESCO and then decides to switch back to the incumbent energy provider, that customer must remain with the incumbent energy provider for 12 months.

Q IF THE CUSTOMER HAS TWO SEPARATE ACCOUNT NUMBERS FOR GAS AND ELECTRIC SERVICE, SHOULD THE CUSTOMER NEEDS TO BE ENROLLED TWICE IF THEY SWITCHING BOTH SERVICES?

A No. If the Customer has two separate account numbers they can enroll once and enter both account numbers at the same time. The Customer will be assigned one Ambit account number.

Q IF I SUBMIT A CUSTOMER ENROLLMENT FOR GAS AND ELECTRIC SERVICE WILL THEY SWITCH TO AMBIT ENERGY AT THE SAME TIME?

A Possibly, but this would be rare because electricity service is switched at the meter read date and gas service is only switched on the first business day of the month.

Q WILL I RECEIVE 2 CUSTOMER POINTS IF I ENROLL A CUSTOMER FOR BOTH ELECTRICITY AND GAS?

A Yes, however, this will not trigger a Jump Start 1 Bonus. You are still eligible for Consultant leadership promotion and seven-level payout.

Q WHY IS MY CUSTOMER LISTED TWICE IN POWERZONE?

A Customers who are currently enrolled for both gas and electricity are listed twice.

Q WHAT DOES "NOT FIRST IN" MEAN IN POWERZONE?

A The Customer enrollment order was cancelled because that Customer is currently being enrolled with another ESCO. You should contact the Customer to confirm the switch to Ambit Energy and then re-enroll the Customer.

Q WHAT DOES "CUSTOMER ACCOUNT BLOCKED" MEAN IN POWERZONE?

A Your Customer enrollment order was cancelled because that Customer account is blocked from switching service. The Customer needs to contact the incumbent energy provider to remove the block from the account, then contact Ambit Energy at (877) 282-6248 to resubmit the enrollment.

Q WHAT DOES "DIRECT VENDOR" MEAN IN POWERZONE?

A This means your Customer enrollment order was cancelled because that Customer is using a third-party bill payment vendor, preventing the incumbent energy provider from allowing the service to switch. If the Customer still wants Ambit Energy service, the Customer needs to contact the incumbent energy provider and cancel the third-party bill payment vendor, then contact Ambit Energy at (877) 282-6248 to resubmit the enrollment.

Q WHAT DOES "INACTIVE ACCOUNT" MEAN IN POWERZONE?

A In this case, your Customer enrollment order was cancelled because that Customer has an inactive incumbent account. Ambit Energy will not be able to process the order when until the account is active.

Q WHAT DOES "INVALID ACCOUNT NUMBER" MEAN IN POWERZONE?

A This means your Customer enrollment order was cancelled because the utility does not recognize the account number entered for enrollment. Contact your Customer and re-verify the incumbent account number.

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Q WHAT KIND OF SAVINGS DOES THE CUSTOMER GET FOR SWITCHING TO AMBIT ENERGY FOR GAS SERVICE?

A Ambit Energy guarantees a two percent annual savings on gas service compared to the incumbent energy provider, or a check will be sent for the difference at the end of 12 months of service.

Q WILL A CUSTOMER RECEIVE TRAVEL REWARDS POINTS FOR NATURAL GAS USAGE?

A Yes, a Customer will receive ten Travel Rewards Points for every therm used.

Q DOES AMBIT ENERGY OFFER BOTH BASIC AND FULL GAS SERVICE?

A Yes. (Full service means gas is used for heating the home or apartment. Basic gas service means gas is used for kitchen appliances, gas fireplace, etc.)

Q IF A CUSTOMER HAS A QUESTION ABOUT THEIR BILL, SHOULD THEY CONTACT AMBIT ENERGY, CON EDISON, NATIONAL GRID, OR NYSEG?

A If the billing question is referencing anything other than Ambit Energy's rates or taxes, the Customer should be directed to the incumbent energy provider's customer service. Customers should be told to have their utility account number available when calling the incumbent with inquiries.

Q AFTER A CUSTOMER SWITCHES TO AMBIT ENERGY GAS SERVICE, WHAT WILL THEIR FIRST BILL LOOK LIKE?

A The customer will receive one bill from the utility with Ambit Energy's supply charges and the utility's delivery charges.

Q WHY DOES IT APPEAR AMBIT ENERGY IS BILLING THE CUSTOMER AT A RATE THAT IS HIGHER THAN THE INCUMBENT'S CURRENT RATE THIS MONTH?

A Ambit Energy guarantees a 2% year end savings on your gas service compared to the incumbent energy provider, or a check will be sent for difference at the end of 12 months of service.