

Free Energy Program: Frequently Asked Questions

FAQ

Consumer Reference

Ambit Energy is excited to introduce an enhancement to our already spectacular customer referral program. You can participate in this program by referring 15 customers who choose Ambit Energy as their energy provider (gas and/or electric) and receive a monthly credit for up to the entire amount of your Ambit Energy bill. This credit is based on the average payment amount of your 15 referred customers.

Q Who is eligible?

A EXISTING CUSTOMERS. Existing customers have 180 days from their service start date to refer and enroll 15 customers for active Ambit Energy service. Existing customers can use the customers they have previously referred, who are still active and in good standing, and count them towards the required 15. These new customers should be referred through the customer's personal Ambit Energy website. Every Ambit Energy customer is provided with this website at no charge (example: A1234567.joinambit.com).

NEW CUSTOMERS. New customers have 180 days from their service start date to refer and enroll 15 customers for Ambit Energy service. New customers should be referred through the customer's free Ambit Energy website (example: A1234567.joinambit.com).

Q How does the bill-averaging process work?

A Once you obtain at least 15 active referred customers, Ambit Energy will average the payments from all of your eligible customers and apply that average amount as a credit to your energy bill, or you will receive a check. Ambit Energy will continue to credit your bill each month as long as you retain a minimum of 15 customers who pay their energy bills.

Q What is the deadline to refer your 15 customers?

A New customers have 180 days from their service start date ("energized" date) to qualify for the program. However, customers will have access to

their personal customer gathering website on the day they complete Third-party Verification, which effectively provides new customers with additional days to acquire customers.

Q What happens if I drop below 15 active customers? Is there a grace period?

A Once you have referred 15 customers, you qualify for the program. If your referred-customer count drops below 15, you will have 90 days to acquire a replacement customer(s) to get your customer count back up to 15 customers. There is no grace period to allow you to receive an energy credit if you have less than 15 customers. You only receive your credit when at least 15 customers you have referred pay their bills.

Q When does Ambit Energy apply the credit?

A The credit is applied to the customer's account after a minimum of 15 customers have paid their respective bills in the previous 30 days. When a meter read is received, the system looks back over the previous 30 days and confirms that a minimum of 15 customers were active and that these customers paid their energy bills. Once this is confirmed, the system applies the average of all of these payments to the referring customer's bill as a credit or the customer will receive a check.

Q What if the average of my referred customers' bills is greater than my monthly bill? Will I get paid for the difference?

A Ambit Energy will only credit your energy supply to a zero balance. You will not receive the difference if the average of the referred customers' bills is greater than your monthly bill.

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Q If I refer 15 customers, does that mean I will also receive three free travel certificates?

A If a non-Consultant customer refers 15 customers, they will only receive one free travel certificate. Consultants are not eligible to receive the free travel certificates.

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. 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 for the following month. This will also give you a three-customer “cushion” in case one of your referred customers moves or disconnects service. As long as you maintain at least 15 active referred customers who pay their bills, you will continue to receive the energy credit every month.

Please note that it is always best to have more than 15 referred customers, as some customers may not pay their bill on time or may move and thus disconnect service. By having additional customers, you are more likely to receive a credit each month.

Q I am a customer in New York, and I plan to 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 15 gas customers. To receive a credit for electricity, you need to refer 15 electricity customers. This is because the credit applies only to the energy supply portion of your bill. A customer who has both gas and electricity service with Ambit Energy counts as one referred gas customer and one referred electricity customer.

Q What portion of my Illinois gas bill is covered by this program?

A Illinois customers receive a credit 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.

Q What portion of my New York gas and/or electric bill is covered by this program?

A New York customers 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.

Q What portion of my Texas electricity bill is covered by this program?

A Texas customers receive a credit for the average amount of all (15 or more) referred customers’ payments, up to the entire amount of their Ambit Energy bill.

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 Power Zone 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 an Illinois gas customer count towards a credit for a New York gas customer and vice versa?

A Yes.