



TEXAS

Market Profile | April 2024



AMBITENERGY®



A BRIEF PROFILE OF AMBIT ENERGY



AMBIT ENERGY

- Is a retail electric provider (REP), a company that buys electricity from producers and sells that energy to the end-use consumer.
- Began serving Texas Customers in 2006. Ambit is currently operating in 14 U.S. states and the District of Columbia.
- Is led by a management team with experience in multiple state deregulated markets.





AMBIT BENEFITS



- A variety of fixed and variable rate plans.
- 100% Renewable Energy Plan available.
- Self-service options:
 - » Online and mobile account management (MyAmbit Account).
 - » Interactive Voice Response (IVR).
- Free Energy Program.
- Convenient payment options.
- The opportunity to give back through Ambit Cares, a 501(c)(3) nonprofit organization dedicated to fighting hunger in America.





CONVENIENT PAYMENT OPTIONS



- Customer Care (877) 282-6248
- Western Union kiosk only
- MoneyGram at moneygram.com (Receive Code 4874)
- Fidelity Express
- Fiesta
- Online at myambitenergy.com
- Online banking through Customer bank
- Automatic Payments
 - » Automatic Bank Draft
 - » Automatic Credit Card
- MyAmbitMobile app
- IVR
 - » Payment Options
 - » Account Information
 - » Recent bill, last 12 bills, last 12 payments
- By mail:
Ambit Energy
P.O. Box 660462
Dallas, TX 75266-0462





WHAT IS DEREGULATION?



- Before deregulation, large power companies held monopolies in every market.
 - » Customers had very few, if any, plans or companies in their region to choose from.
- After deregulation, multiple companies offer a variety of products.
 - » Customers can choose the electric provider they want.
 - » Competition gives companies the incentive to create more innovative products, offer more responsive service, compete on commodity price and come up with other ways to attract consumers.





WHAT IS A TRANSMISSION AND DISTRIBUTION UTILITY (TDU)?



- The “TDU” is the company that operates the local electricity distribution system.
- Regardless of which REP provides electric service, the TDU delivers it to the home or business.

Responsibilities of the TDU:

- » Delivers electricity.
 - » Maintains the poles and wires.
 - » Maintains the reliability of the system.
 - » Maintains and reads all meters.
 - » Provides 24-hour emergency service.
- Customers served by the following TDUs, that are not under a co-op, are eligible to enroll with Ambit Energy:
 - » Oncor.
 - » Centerpoint.
 - » Texas New Mexico Power (TNMP).
 - » AEP Central.
 - » AEP North.
 - » Lubbock Power and Light (LP&L).





KEY ACRONYMS AND DEFINITIONS



EFL – Electricity Facts Label

ERCOT – Electric Reliability Council of Texas

kWh/Kilowatt-Hours – Unit for measuring electricity consumption

PUCT – Public Utility Commission of Texas, the regulatory agency in Texas

REP – Retail Electric Provider

TDSP/TDU – Transmission and Distribution Service Provider/
Transmission and Distribution Utility “the wires company”

Terms of Service (TOS) – aka “Contract”

UCC – Uniform Commercial Code

YRAC – Your Rights as a Customer





REGULATORY



WHO CAN REFER AN ACCOUNT?

- Only the authorized person on the account for a home or business can decide to switch electricity providers and enter into a contract.
- The authorized person on the account is:
 - » 18 years of age or older.
 - » Financially responsible for bill payments.

HOW CAN CUSTOMERS ENROLL?

- Online at www.ambitenergy.com.
- Enroll through a Consultant's referral site (www.webhandle.ambitenergy.com).
- Over the phone with a Customer Care agent at (877) 282-6248.





SLAMMING



SELLING ENERGY IN THIS MARKET

- Slamming is defined as the “transfer by a supplier of a Customer’s account without the Customer’s permission.”
- Slamming is prohibited and is a very serious offense.
 - » Continued slamming may result in the retail supplier’s banishment from the market.
 - » Slamming a Customer may result in a fine.
- Ambit Energy does not allow slamming. Consultants will incur penalties up to and including termination as stated in the Policies and Procedures.
- Understand the regulatory rules and strictly follow them so Ambit is not fined.





CONSULTANT DO'S



At Ambit, one of our core principles is that we never sacrifice integrity for growth. That idea defines the do's and don'ts of marketing to and referring Customers.

DO:

- Get certified and stay current on Ambit products and policies as well as federal, state and local regulations.
- Present the facts:
 - » Ambit's products and Customer Support.
 - » Free Energy Program.
 - » Renewable Energy.
- Be comprehensive.
 - » Make sure to inform the potential Customer that they should review all of the required documentation before they enroll.
- Follow-up.
 - » Make sure your Customer understands the enrollment and Energizing processes.





CONSULTANT DO'S



DO:

- Identify yourself as an Ambit Independent Consultant who represents an independent seller of electric power and energy service.
- Provide your name and Consultant identification number.
 - » This is required when working your business in person, over the phone and online.
- Present the opportunity for a new Customer in either English or Spanish.
 - » The entire enrollment process shall be in plain, easily understood language. The entire enrollment shall be the same language. Contract documents are only available in English and Spanish, and the applicant may select to receive this information in either language.
- Ensure the Customer is the one completing the enrollment and consenting to the switch.
- Get approval on all marketing material by emailing marketingteam@ambitenergy.com.





CONSULTANT DON'TS



DON'T:

Engage in deceptive business practices such as:

- Mislead Customers.
 - » Don't provide inaccurate price information, fake promotions or empty promises.
 - » Falsely suggest, imply or otherwise lead someone to believe that a contract has benefits for a period of time longer than the initial contract term.
- Make false statements about our competition or claim to represent other companies, such as the local utility.
 - » Do not use the utility/distribution company name or logo.
- Misrepresent the product offering by using terms like:
 - » "Register for savings."
 - » "Savings entitled to by law."
 - » "Discount on your electric bill."
 - » "We're just sending you an information packet."
 - » "Guaranteed savings."





CONSULTANT DON'TS



DON'T:

- Discriminate.
 - » Discrimination against any Customer because of age, race, creed, color, national origin, ancestry, sex, gender identity or expression, marital status, sexual orientation, lawful source of income, disability or familial status is prohibited.
- Telemarketing campaigns are not permitted.
- Door to door sales is prohibited.





IMPORTANCE OF FOLLOWING AMBIT'S "DO'S AND DON'TS"



- How you conduct your business directly affects Ambit's ability to do business.
- Regulatory agencies take marketing violations seriously and penalties can be assessed at a rate per day, per violation.
- If an Ambit Independent Consultant repeatedly violates the rules, regulators may revoke Ambit's certificate, which means Ambit can no longer conduct business in Texas.
- Consultants who engage in deceptive business practices are subject to termination.





FIXED VS VARIABLE PRODUCTS



FIXED RATE OFFERED

- 12, 24 and 36 month terms.
- With a price* that remains the same for the contract term.
 - » Some price variation may occur due to changes authorized by regulatory authorities, such as administrative fees charged to loads, or changes resulting from federal, state or local laws that impose new or modified fees or costs on an electric supplier that are beyond Ambit's control.

VARIABLE PLAN PRODUCT OFFERED

- The contract is limited to month-to-month term and can be cancelled at anytime without penalty.
- The price* may change month-to-month at the sole discretion of Ambit Energy.

Whether on a variable or fixed product, Customers are also responsible for all charges billed by their TDU for electric distribution, including taxes associated with its services.

*Ambit's Energy Rate: Ambit Energy's supply charges per kWh. Does not include TDU charges or fees.



TIERED PRODUCTS



Ambit Energy also offers different plans to fit Customer's individual needs.

TIERED RATE PRODUCT OFFERED

- 12 and 24 month terms.
- There are fixed rate tiered plans for higher usage and lower usage Customers.
- As well as a plan that offers free nights after 9:00 p.m.





POWER TO CHOOSE

WWW.POWERTOCHOOSE.ORG



PUBLIC UTILITY COMMISSION

- All REPs (Retail Electric Providers) are required to provide the Power To Choose web address on the first page of residential Customer invoices.
- The Power to Choose website provides rates for all REPs in the state of Texas.
- This is one of several sites where consumers can compare rates in Texas.

WHEN COMPARING WEBSITES

- Power To Choose defaults to display an average rate at 1,000 kWh.
- Ambit Energy sites, fliers, etc. will show the average rate based on 2,000 kWh of usage vs 1,000 kWh of usage.
- To make an accurate comparison, do the math.
- Unbundled rates.
 - » Energy Rates will include Ambit Energy's supply charges (per kWh).
 - » TDU pass thru charges will display as two-line items on the invoice, monthly and per kWh charges.





CERTIFICATION REQUIREMENT



WHAT IS IT?

- A program created by Ambit Energy to ensure our Consultants are aware of Ambit's policies and procedures as well as state regulatory requirements.
- Consultants must take a U.S. certification covering Ambit Energy products, as well as policies and regulations of the Texas market.
 - » Consultants are allowed to enroll themselves under their Customer enrollment website without being certified; however, any additional enrollment will be blocked until the U.S. certification is complete.
- An error message will display when attempting to refer a new Customer through a noncertified Consultant's website.





CERTIFICATION REQUIREMENT



HOW DO I GET CERTIFIED?

- Log in to PowerZone and follow the links to the certification page within Ambit University.
- Consultants may prepare for the U.S. certification by:
 - » Reviewing the Market Profiles for each market.
- Take the U.S. certification.
- All questions must be answered correctly in order to receive the certification.
- U.S. certification allows Consultants to refer Customers in most markets:
 - » Some markets require a state-specific certification in order to refer Customers.
 - » All certifications can be found in [PowerZone > Ambit University > Business Basics > Certification](#).





CERTIFICATION REQUIREMENT



Consultants interested in referring Customers in other U.S. markets must take the U.S. Certification, as well as the state specific certification (where applicable).

Note:

- To do business in Illinois, Massachusetts, and Ohio Consultants are required to take a state specific certification.
 - » Please see each state's Market Profile for additional details.
- In order to refer any Customers in the state of Illinois, a confidential criminal background check is required.
 - » Please see the Illinois Market Profile for additional details.





IMPORTANT THINGS TO KNOW



- As in all Ambit markets, telemarketing and door to door campaigning are prohibited.
- When speaking to a potential Customer, identify yourself as an Ambit Energy Independent Consultant and clearly indicate that switching service from a REP will not affect the Customer's distribution service and such service will continue to be provided by the Customer's TDU.
- If asked, Consultants should advise potential Customers that they are not affiliated with, endorsed by, or acting on behalf of, any transmission and utility, a consumer group or its program, or any state governing body or its program, but are an Independent Consultant with Ambit Energy.
- When speaking to potential Customers, Consultants may only use Ambit Energy approved marketing materials.
- Under no circumstances should a Consultant contact the TDU or state regulatory agencies for Consultant or Customer needs. Please direct your questions to Consultant Support for resolution.
- The best advice is when in doubt, contact Consultant Support.



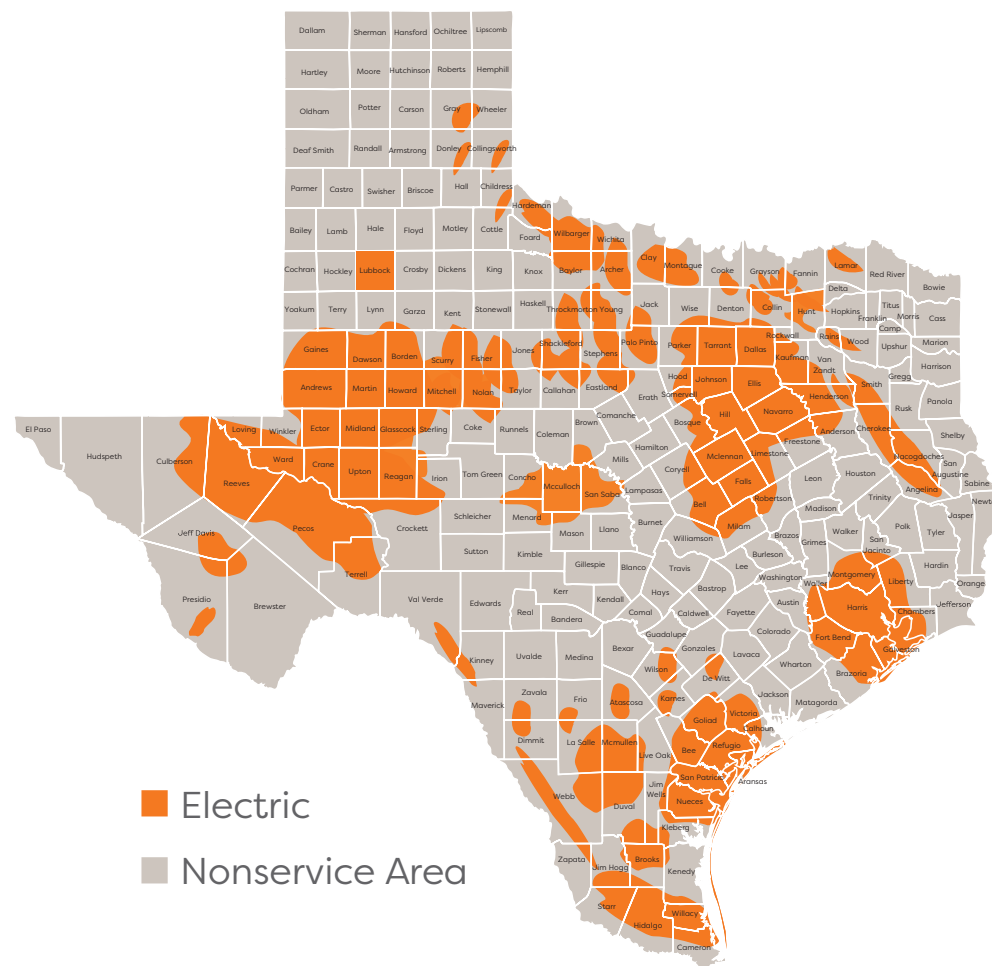


MARKET SUMMARY



7.1 MILLION POTENTIAL CUSTOMERS

- **AEP Texas** provides electricity to residents throughout southern and western Texas.
- **CenterPoint Energy** provides electricity to the 5,000 square mile footprint of the Houston metropolitan area.
- **Oncor** provides electricity to residents of northern, western and central Texas.
- **TNMP** provides electricity for western and northern central Texas, as well as areas of the Gulf Coast region.
- **Lubbock Power and Light** serves more than 100,000 electric meters and maintains facilities in and around the city of Lubbock.





MARKET SUMMARY



Ambit Energy is known as a retail electric provider (REP).

INVOICING

- Invoices come directly from Ambit Energy.
- There will be no changes to the Customer's regular billing cycle.
- Customers will receive one invoice that is divided into three parts:
 - » Supply charge (Ambit Energy).
 - » Delivery charge (TDU).
 - » Taxes.

ASSISTANCE PROGRAM

Anyone can have a situation that leaves them unable to cover their energy bill. The 211 Energy Assistance Program helps Customers who are temporarily unable to make payments or have received a disconnection notice by referring them to local agencies that may be able to help. Simply dial 211 to access this free service.





MARKET SUMMARY



ENROLLMENT TIMEFRAMES

A verification call must be completed and deposit paid (if applicable) in order for the Switch/MVI request to generate.

- A Move-In is a request for service to a new location (physically moving from one location to another) where a Customer of record is initially established or to an existing location where the Customer of record changes. Move-In (MVI) types include:
 - » **Standard Move-In:** When a Customer is moving and requests to start service at a new location two or more business days from the current date.
 - » **Expedited Move-in:** When a Customer is moving and requests to have service started at a new location in approximately 24 hours. Expedited requests may not be available on weekends or holidays.
 - TDU fees will apply and will be billed on their first invoice from Ambit.
 - Customers can select same-day service. The time frames vary based on their meter type:

METER TYPE	MONDAY-FRIDAY	SATURDAY
AMSM – Analog/Manual Meter	Until 4:00 p.m.	Unavailable
AMSR – Smart/Remote Meter	Until 6:00 p.m.	Until 5:00 p.m.

During enrollment the system will identify the type of meter that the Customer has to determine the available move in dates based on the chart above.



MARKET SUMMARY



continued from previous page

- A Switch is the process by which a person changes REPs without changing locations.
 - » **Standard Switch:** When a Customer already has service in their name and wants to switch from their current REP to another REP. This switch will take place within seven business days, but could start as early as same day (excluding weekends and holidays).
 - » **Self-Selected Switch:** When a Customer already has service in their name and wants to switch from their current REP to another REP on a specific day that is eight–60 calendar days from the enrollment date.





AVERAGE BILLING



Average Billing is when the Customer's invoice is averaged each month based on a specific formula.

- It is a rolling average that looks at the current month's usage along with the previous 11 months of historical usage for that property to determine the average daily usage (kWh) amount.
- That average daily usage (kWh) is multiplied by the number of days in the current month's billing cycle, multiplied by the current product plan rate, to determine the Ambit Energy supply charges for that billing cycle.
- Average Billing is only available to residential Customers with one ESI ID on the account.
 - » Small Commercial accounts, guard lights and de-Energized residential accounts are not eligible for Average Billing.

Average Billing True up/Settlement

- After being on Average Billing for 12 months or if the Customer is removed from Average Billing, either a true up (credit) or settlement (charge) will be applied to the Customer's account.
- Reasons why a Customer could be removed from Average Billing:
 - » Customer requests to be taken off Average Billing.
 - » Customer gets disconnected for nonpayment.
 - » Customer moves.
 - » Account is cancelled.





CREDIT CHECK / DEPOSIT



A soft credit check is required before electric service can be established.

- The Credit Score is obtained through Equifax (credit reporting agency) and determines if a deposit is necessary based on the Customer's score.
- Customer consent is required to conduct the soft credit inquiry.

Split Deposits may be available; however, only at the time of enrollment.

- Only certain deposit amounts will allow for a split deposit.
- When splitting the deposit, the first installment is due before service will be initiated. The second installment will be billed on the Customer's first invoice.
- Customers without a SSN will be assessed the max deposit.
 - » Max deposit for a house: \$380.
 - » Max deposit for an apartment: \$260.

Deposit refunds are issued after 12 consecutive months of on-time payments.

- The deposit refund will be credited to the 14th invoice.
- If the Customer cancels service, the deposit will be applied to the account balance and any remaining credit will be mailed to the Customer 30 days after the final invoice due date.



DEPOSIT WAIVERS



The Customer can submit one of the following documents to request a deposit waiver on their account:

- Letter of Credit (LOC) showing good payment history with a previous REP:
 - » Letter of Credit must be sent to Ambit Energy by the Customer's previous electricity provider. The LOC must show at least six months of usage and cannot be any more than 12 months old.
- Drivers license showing proof that the Customer is 65 years of age or older:
 - » Provide a valid drivers license, ID card, passport or military ID.
- Medically Indigent:
 - » A certification letter, provided by your doctor, establishing that the Customer is unable to perform at least three daily activities of living.
- Status Certificate or other evidence of active military status:
 - » The primary name of the enrollment request must be the person providing proof of their active duty military status.

Documents can be faxed to (877) 805-5606, emailed to careaction@ambitenergy.com or by postal mail to Ambit Energy, P.O. Box 864589,



DEPOSIT WAIVERS



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Plano, TX 75086. Keep in mind sending this information via mail can cause delays. Customers can call us at (877) 282-6248 to speak to a Customer Care representative for details.

- Family Violence Act (Federal Law):
 - » Certification letter must be provided by the Texas Council on Family Violence, treating medical personnel, the office of the Texas District Attorney or their County Attorney, the office of the Attorney General or grantees of the Texas Equal Access to Justice Foundation.

Documents can be faxed to (877) 585-5393 or emailed to cap@ambitenergy.com. The form must be sent directly by the shelter or agency not the Customer or Consultant. To verify that documents have been received and/or check the status of a request that has been submitted the Customer can call (214) 270-1925.

All documents must be accompanied by the following Customer information: (1) the Ambit Energy Customer's account number, (2) the name on the account, (3) the Customer's contact phone number.





DEPOSIT WAIVERS



PAYING TERMINATION FEES

If you have a potential Customer who wants to switch to Ambit but is currently with an energy provider that charges a termination fee, we'll now help cover Termination fees up to \$250 for Customers switching from another non-Vistra retail energy provider to any Ambit term plan. Here are the requirements:

- Residential Customers only.
- Customer must switch to Ambit from another provider.
- The Customer must send a copy of their final bill showing the ETF* from the previous provider to careaction@ambitenergy.com within 60 days of active services with Ambit.
- Provide the following information in the body of the email:
 - » Full name (First, Middle and Last)
 - » Ambit Energy Account Number
 - » Complete Service Address
 - » The last 4 digits of your Social Security Number or your full Date of Birth.
- Ambit will apply a bill credit of up to \$250 within two billing cycles of receiving the final bill.

*ETF refers to Early Termination Fee.





RESIDENTIAL PRODUCTS



Texas		Oncor / Centerpoint / AEP Central AEP North / TNMP / LP&L	
ELECTRIC PRODUCT PLAN(S)	RATE	BASE CHARGE	ETF*
Budget Relief 12, 24, 36**	Term	\$9.95	\$199, \$299
Free & Clear Nights 12	Term	\$9.95	\$199
Lone Star Basics 12	Term	\$0.00	\$199
Lone Star Classic 12, 24	Term	\$9.95	\$199
Lone Star Flex	Variable	\$4.95	No
Lone Star Plus 12, 24	Term	\$9.95	\$199
Secure Savings 12, 36**	Term	\$0.00	\$199, \$299
Summer Break 12, 24	Term	\$9.95	\$199
Total Solar Buyback 12, 24, 36**	Term	\$14.95	\$199, \$299
Ultimate Perks 12, 24**	Term	\$9.95	\$199, \$299

Residential Customer flyers are available in PowerZone located at [Ambit University](#) > [Sponsoring Consultants](#) > [Advertising](#) > [Print](#).

*ETF refers to Early Termination Fee.

**Term lengths may vary and are subject to change.





RESIDENTIAL PRODUCTS



T.L.C. GUARANTEE

Try it.

Like it.

Change it.

With Ambit's T.L.C. Guarantee, residential Customers can change to a different Ambit Energy plan once every 12 months without incurring a ETF if they are not satisfied. This is a great complement to the new preferred products we've been rolling out over the past year because it eliminates the fear of choosing the wrong plan.

Once every 12 months T.L.C. Guarantee is only available to new Customers who enrolled on or after September 4, 2022. Customers who enrolled prior to September 4, 2022, must wait till their current plan expires in order to take advantage of the once every 12 months Try it. Like it. Change it. Guarantee.

All residential Texas plans are eligible for T.L.C. Guarantee. If a Customer utilizes the T.L.C. Guarantee, they must switch plans.

For example, switching from Secure Savings 12 to Summer Break 12 would not incur an ETF. Switching from Secure Savings 36 to Secure Savings 12 or 36 because the rate went down, would incur an ETF. If the customer utilizes the T.L.C. Guarantee, they will assume commitment for the entire length of the new contract term.

Customers can contact Customer Care for assistance.





BUDGET RELIEF

With Budget Relief, Customers earn \$50 back on their energy bill when they use 1,000 kWh or more in a billing period. That's real relief when they need it most, during their highest usage months. They get a flat, simple rate all year long.



PLAN DETAILS

- Available to both single- and multifamily residences.
- Term length / 12, 24 or 36 months*
- Customer must use at least 1,000 kWh in the billing period to qualify for the \$50 credit.



**Term lengths may vary and are subject to change.*



FREE & CLEAR NIGHTS 12

Geared toward Customers who will or have shifted the majority of their usage to nighttime.

TOU Term Plan

An energy rate is assigned to usage during certain hours of the day. A Customer's Smart Meter data is used to determine how much usage is consumed per hour.

Day (6:00 a.m.–8:59 p.m.) 13.4¢ kWh*

Night (9:00 p.m.–5:59 a.m.) 0.00¢ kWh*

*Rates are for illustrative purposes only and are not the actual rates associated with this product.



PLAN DETAILS

- Available in all TDU areas
- Term length / 12 months
- ETF / \$199
- Base Charge / \$9.95
- Requires a Smart Meter





LONE STAR BASIC 12

Geared for Customers who use less than 1000 kWh a month.

3-tier Term Plan

An energy rate is assigned to each usage tier. As usage is recorded, it is rated by tiers to calculate the total Ambit supply charges.

0-500 kWh	6.31¢ kWh*
501-1,000 kWh	5.85¢ kWh*
>1,000 kWh	9.83¢ kWh*



PLAN DETAILS

- Available in all TDU areas
- Term length / 12 months
- ETF / \$199
- Base Charge / \$0.00



*Rates are for illustrative purposes only and are not the actual rates associated with this product.



LONE STAR PLUS 12

Geared for Customers whose usage is over 1350 kWh and under 2000 kWh.

3-tier Term Plan

An energy rate is assigned to each usage tier. As usage is recorded, it is rated by tiers to calculate the total Ambit supply charges.

0-1,350 kWh	5.56¢ kWh*
1,351-2,000 kWh	2.09¢ kWh*
>2,000 kWh	8.30¢ kWh*

*Rates are for illustrative purposes only and are not the actual rates associated with this product.



PLAN DETAILS

- Available in all TDU areas
- Term length / 12 months
- ETF / \$199
- Base Charge / \$9.95





LONE STAR PLUS 24

Geared for Customers with higher monthly usage, typically 2,300 kWh and higher.

3-tier Term Plan

An energy rate is assigned to each usage tier. As usage is recorded, it is rated by tiers to calculate the total Ambit supply charges.

0-1,350 kWh	5.55¢ kWh*
1,351-2,000 kWh	2.76¢ kWh*
>2,000 kWh	5.95¢ kWh*



PLAN DETAILS

- Available in all TDU areas
- Term length / 24 months
- ETF / \$199
- Base Charge / \$9.95



*Rates are for illustrative purposes only and are not the actual rates associated with this product.



RESIDENTIAL PRODUCTS



SECURE SAVINGS

A fixed rate term plan that provides Customers protection from the volatile wholesale energy market and a discounted rate when you use more energy.

Get peace of mind with a fixed rate and automatic relief with an automatic price break at 1,000 kWh with no minimum usage fees or charges.



PLAN DETAILS

- Available in all TDU areas
- Term length / 12 or 36 months*
- ETF /
 - » 12 month: \$199
 - » 36 month: \$299
- Base Charge / \$0.00

This is not a tiered plan. If triggered, the reduced energy charge is applied to the total usage for the billing period.

- » Energy charge is the rate applied to billing periods with a total usage of 999 kWh or less.
- » Energy charge is the reduced rate applied to billing periods with a total usage of 1000 kWh or more.

**Term lengths may vary and are subject to change.*



SUMMER BREAK

A fixed rate term plan that provides Customers the ability to enjoy relief from high summer bills with 50% off energy charges from June 1 – September 30.

Worry less about high bills during the hot summer months when your A/C is working overtime.

Rest assured knowing you're protected from the volatile wholesale energy market all year long.



PLAN DETAILS

- Available in all TDU areas
- Term length / 12 or 24 months*
- ETF / \$199
- Base Charge / \$9.95
- Fixed Term Plan



The 50% Summer Break discount applies to usage from June 1, 12:00 a.m. through September 30, 11:59 p.m. If your billing cycle is from May to June or September to October, not all usage for that cycle may be eligible for the discount.

**Term lengths may vary and are subject to change.*



TOTAL SOLAR BUYBACK

With Ambit's Total Solar Buyback plan, your Customers can maximize returns on their solar panel investment. The plan lets them earn rollover credits whenever their panels produce more energy than they use. So, Customers can offset up to 100% of their energy charges every month based on the energy their system generates and the amount used for things like cooling, heating, lighting, and appliances. It all happens automatically, and we'll apply their rollover credits to future bills for as long as they're on the plan.



PLAN DETAILS

- Oncor, Centerpoint and Lubbock
- Term length / 12, 24, 36 months*
- ETF / \$199
- Base Charge / \$14.95
- Fixed Term Plan



**Term lengths may vary and are subject to change.*



RESIDENTIAL PRODUCTS



ULTIMATE PERKS

Ambit Ultimate Perks is our newest product plan that gives Customers valuable discounts and rewards on their favorite stores and restaurants.

- Every month, Ultimate Perks Customers automatically receive \$50 in “reward dollars” that can be redeemed for savings on products and services for both national and local brands.
- Customers have control over how to spend their reward dollars with a variety of options to suit any Customer’s needs.
- Customers can earn up to \$600 in reward dollars each year!
- Reward dollars do not have a cash value.



PLAN DETAILS

- Available for residential electric only.
- Term length / 12 or 24 months*
- A single fixed rate product plan.
- If a Customer leaves the plan, monthly rewards will stop accruing, but earned rewards never expire.
- Customers can access their reward dollars as well as review the terms and conditions at ambitultimateperks.com.



**Term lengths may vary and are subject to change.*



SMALL COMMERCIAL



Small commercial is defined as a nonresidential Customer whose average monthly usage is less than 25,000 kWh.

SMALL COMMERCIAL ESI-ID RULES

- A Customer can enroll up to five small commercial ESI-IDs at the time of signing up.
- If more than five Small Commercial ESI IDs need to be placed on the account, or if a new Small Commercial ESI ID needs to be added to an existing account, please have the Customer contact Customer Care after their initial A# has been created.
 - » [PowerZone > Ambit University > Gathering Customers > Small Commercial.](#)
- Municipalities cannot be enrolled with Ambit Energy.
- Once a Tax ID# has been used for enrollment, the Customer must contact Customer Care in order to add additional locations.

GENERAL INFORMATION

- TSC Customers are not eligible for Free Energy.
- TSC Customers are subject to Customer verification.
- Consolidated billing is available upon enrollment.





SMALL COMMERCIAL PRODUCTS



Texas		Oncor / Centerpoint / AEP Central AEP North / TNMP / LP&L
ELECTRIC PRODUCT PLAN(S)	RATE	ETF*
TSC 6 Plan	Term	YES
TSC 12 Plan	Term	YES
TSC 24 Plan	Term	YES
TSC 36 Plan	Term	YES

Small commercial Customers with usage under 1250 kWh, will see a \$9.99 minimum usage fee applied in that month. Please see the Electricity Facts label for the product selected for more details.

Texas small commercial Customers requesting for new service at a location may be required to provide a permit in order to start service.

**ETF refers to Early Termination Fee.*



PRODUCT RENEWAL REQUIREMENTS



For Customers on a term plan, the energy rate will remain the same throughout the term selected.

- A term expiration notice is sent to residential Customer's mailing address during the last third of the contract period. If the contract term is greater than four months, Customers will receive the final written notice at least 30 days in advance. If the contract terms is four months or fewer, the final contract expiration notice will be sent 15 days in advance of the contract expiration.
 - » Once this notice is mailed, it will also be visible through the message center on the Customer's MAA (MyAmbit Account) online.
- Unless a new plan is selected at least one calendar day prior to the term expiration date, Customers will roll to a month-to-month variable rate product until a different product plan is selected.
- Customers can renew their product plan by:
 - » Logging in to their online account through www.ambitenergy.com.
 - » Calling Customer Care at (877) 282-6248.
 - » Faxing a written request to (877) 805-5606.
 - The fax must include the Customer's account number, product plan, request to renew and signature.





ENROLLMENTS



COMMUNICATION PREFERENCE CENTER

- Residential Customers registered for MAA can opt in to receiving notifications from Ambit Energy via email in addition to standard postal mail.
- Customers can change their notification preferences through MAA once their account is created.
 - » Once on MAA, click on [My Profile > Launch the Customer Preference Center](#).





CUSTOMER VERIFICATION



A verification call is a process that confirms the Customer's request to switch their service to Ambit Energy. Verification is required for each service address enrolled and must be completed by the authorized account holder. Customers can wait to be contacted by a verification agent or they can call in to (866) 942-6248. A verification call must be completed in order for the switch request to generate.

- Only the authorized account holder may complete a verification call.
- At no point may a Consultant act on behalf of, or in place of, the authorized account holder.

RESCISSION

Customers have the right to cancel their agreement without penalty within three federal business days upon receipt of the Terms of Service.



FREE ENERGY PROGRAM



Our popular Free Energy Program can help residential Customers and Consultants reduce their energy bill.

CUSTOMERS

- Must maintain at least 15 energized referral Customers (per commodity) with Ambit who have received at least one invoice and are not in treatment*. Each Customer receives their own enrollment site where people they have referred can sign up with Ambit - A#.joinambit.com.

CONSULTANTS

- Must maintain at least 15 energized referral Customers (per commodity) with Ambit not including their own Ambit account, who have received at least one invoice and are not in treatment*. These Customers cannot be referrals of another Customer account.

**Treatment indicates that the Customer has a past due balance.*





FREE ENERGY PROGRAM



GENERAL INFORMATION

- Free Energy calculations are based on the average daily energy cost of all referred Customers.
- The Free Energy referral credit is paid out in the form of a credit on the monthly invoice up to the amount of the Ambit Energy charges.
- Referral Customers will not contribute toward Free Energy if they have a past due balance on their account.
- For more information, please review the Free Energy FAQs at [PowerZone > Ambit University > Customer Gathering > Free Energy](#).



**Thank you for your
help in building the
Texas Market!**

