



FREQUENTLY ASKED QUESTIONS

Free Energy Program

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 as their energy provider (gas and/or electric) and receive a monthly energy 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.

Questions/Answers:

Who is eligible?

Existing Customers – Existing customers have until midnight on January 10, 2009, 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 120 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)

Existing Consultants – Existing consultants have until midnight on January 10, 2009 to refer and personally enroll 15 new customers. Consultants are required to register their personal energy account through their Power Zone. (This link will be available on or before Wednesday, September 24, 2008). This registration process will allow Ambit Energy to properly apply the energy credit to the correct account. This registration process will not affect the sponsorship of the customer account.

A Consultant's newly referred customers must be enrolled through the Consultant's customer-gathering website (www.webhandle.joinambit.com), not through their personal "A number" energy account website. It should also be noted that Consultants who live outside the Ambit service territory are not eligible for the energy credit.

Customers gathered before 9/13/08 do not count towards the 15 customers required to receive an energy credit. Customers referred through a Consultant's free Ambit Energy customer website ("A" number site) will not count towards the Consultant's personal energy account.

New Consultants – New consultants have 120 days from their start date to refer and enroll 15 customers to earn an energy credit on their personal account. These customers should be referred through the Consultant's customer gathering website (www.webhandle.joinambit.com) and not their free Ambit Energy customer website ("A" number site).

How does the bill averaging process work?

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. (In New York you will receive a check.) Ambit Energy will continue



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to credit your bill each month as long as you retain a minimum of 15 customers and who pay their energy bills.

What is the deadline to refer your 15 customers?

Existing customers who signed up for Ambit service before September 13, 2008, have until January 10, 2009 to refer 15 customers in order to be eligible for the program. All previously referred customers who are active and in good standing will count toward the required minimum of 15 customers.

New customers have 120 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.

I am a Consultant who obtained at least 15 customers prior to September 12, 2008. Have I earned free energy?

No. You must gather 15 additional customers after September 12, 2008 to be eligible to receive your energy credit.

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

Once you have referred 15 customers, you qualify for the program. If your referred-customer count drops below 15, you will have 60 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.

When does Ambit Energy apply the credit?

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. In the case of New York customers, checks are mailed within 10 days after the energy bill is mailed. The earliest a bill credit can be applied to a customer's bill is 10/13/08, which is 30 days after the launch of the enhanced Customer Referral Program. 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 (New York customers receive a check).

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

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

I'm an Ambit Consultant. If I refer 15 customers, does that mean I will also receive three free travel certificates?

No. Ambit Energy customers who are not Consultants will receive one free travel certificate for referring 5 customers. However, if a non-Consultant customer refers 15 customers, they will only receive



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one free travel certificate. Consultants are not eligible to receive the free travel certificates.

What if I refer more than 15 customers?

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, 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.

I am a Consultant in New York, and I plan to refer both electricity and gas customers. How does the program work in this case?

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 that has both gas and electricity service with Ambit counts as one referred gas customer and one referred electricity customer.

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

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.

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

New York customers receive a check 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.

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

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.

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

No. It is Ambit's policy not to move customers once they are assigned to a Consultant. If you have a customer who wants to become a Consultant, work with them to help obtain 15 customers so the new Consultant can qualify for the Free Energy Program.

Will an Illinois gas customer count towards a credit for a N.Y. gas customer and vice versa?

Yes.

