

Ohio Market Launch (Gas)

TPV Script revision – Effective 2/26/16

- Hello, this is [agent name], calling on behalf of Ambit Energy regarding your service order. Is Mr/Ms [customer name] available? Hello Mr/Ms [customer name], I need to ask a few simple questions to complete your Ambit Energy enrollment. Do you understand this call will be recorded for quality assurance and that your verbal acceptance of Ambit Energy's offer is an agreement to initiate service? Thank you.
- Do you confirm the current time is [local time] [local time zone] on [date]?
- We show that the email address you provided during your enrollment is [email address]. Is this correct?
- Is the service address on your order [service address]?
- Next I would like to confirm the billing address on your service order. Is your billing address [billing address]?

(If enrolled to gas service)

- Can you please confirm that your [gas utility name] account number [account number]?
- Are you the person authorized to make changes to your [commodity] service provided through [utility or utilities], and wish to enroll with Ambit energy?
- Do you understand that Ambit is not your current [gas, electric, gas or electric] utility company and that you may choose to remain with [utility name(s)] or enroll with another Ohio retail provider?

(If enrolled on month-to-month variable rate plan)

- Do you understand that for your [commodity] service, you have ordered the [product name] and that this product is a month-to-month variable rate plan at rate of [rate] per [unit of measure] for your first billing cycle, which does not contain an early termination fee?
- Do you also understand that variable rate plans are subject to change on a monthly basis in response to supply, demand, market trends, and other conditions?

(If enrolled on fixed rate plan)

- Do you understand that for your [commodity] service, you have ordered the [product name] plan at a rate of [rate] per [unit of measure], for a [term] month term ending on approximately [contract end date]? Do you understand this plan does not contain an early termination fee, and if not renewed at the end of [term] months, this agreement will default to a variable rate plan?
- Do you also understand that your fixed rate plan is for supply charges only and does not include delivery charges billed by [utility name] or any applicable taxes?
- Do you understand Ambit Energy services will begin within 1 – 2 bill cycles following your completed enrollment?

- For your convenience, [commodity] service supplied by Ambit Energy will be delivered by [utility name] on behalf of Ambit Energy. This means all meter readings, and any necessary repairs will be coordinated through [utility name] and the new rates provided by Ambit Energy will now appear on your [utility name] bill.
- During the online enrollment process, you were provided with links to your contract and all supporting documentation regarding your agreement with Ambit Energy. For your records, you will be mailed a copy of these documents within 1 business day of your completed enrollment.

(If enrolled to gas service)

- You will also receive written notice from [utility name] that both confirms your transfer of service as well as your right to cancel this enrollment, without penalty, by contacting [utility name] within 7 business days of the confirmation notice. You may contact [utility name] at [utility phone number] or by mail using the address listed on your confirmation notice should you choose to cancel. [utility name] will provide a confirmation number at that time.

(If enrolled to electric service)

- You will also receive written notice from [utility name] that both confirms your transfer of service as well as your right to cancel this enrollment, without penalty, by contacting [utility name] within 7 calendar days of the confirmation notice. You may contact [utility name] at [utility phone number] or by mail using the address listed on your confirmation notice should you choose to cancel. [utility name] will provide a confirmation number at that time.
- Do you agree with everything I've stated on this call?
- Thank you, Mr/Ms [customer name]. Your enrollment has been verified, and your enrollment confirmation numbers are [confirmation number(s)]. Thank you for choosing Ambit Energy, we look forward to serving you.