

# Texas Small Commercial Service: Frequently Asked Questions

**Q WHAT DOES AMBIT CONSIDER TO BE A “SMALL COMMERCIAL” ACCOUNT IN TEXAS?**

**A** For Consultant sales purposes, a small commercial customer is a business whose average monthly electricity bill is less than \$5,000, with average usage of less than 40,000 kWh per month.

**Q HOW BIG IS THE SMALL COMMERCIAL MARKET IN TEXAS?**

**A** There are approximately 1 million potential customers in the Texas small commercial market.

**Q HOW DO WE MARKET AMBIT TO TEXAS SMALL BUSINESSES?**

**A** The same way you market to residential customers! Make your target list and work Ambit while you are out. Ask your doctor, dry cleaner, dentist or other business contacts. Now you can ask for their residential AND commercial as well. It’s a two-for-one! You’ve just doubled your customer count and helped your customer save twice as much money. Small commercial enrollment forms are available in the Sales Aid store in Power Zone to help you collect all of the information necessary to sign up a small commercial customer

**Q HOW WILL I KNOW IF I CAN SIGN UP A TEXAS BUSINESS FOR AMBIT SERVICE?**

**A** Besides meeting the above criteria, you are encouraged to sign up any small business if:

- They are currently on month-to-month service, or
- Their service contract is set to expire within the next month.

(Service start date should not be any earlier then contract expiration date).

**Q DO SMALL COMMERCIAL ACCOUNTS HAVE A POINT VALUE FOR CONSULTANT BONUSES?**

**A** Yes. Small commercial accounts count as points just as residential accounts do.

**CUSTOMER RESIDUAL INCOME (CRI):  
TEXAS SMALL COMMERCIAL**

| LEVELS       | BAND 1         | BAND 2         | BAND 3         | BAND 4          | BAND 5          |
|--------------|----------------|----------------|----------------|-----------------|-----------------|
| kWh/mo       | 1,250 - 4,000  | 4,001-10,000   | 10,001-20,000  | 20,001-30,000   | 30,001+         |
| <b>You</b>   | \$0.75         | \$5.00         | \$15.00        | \$30.00         | \$50.00         |
| <b>1</b>     | \$0.50         | \$2.50         | \$7.50         | \$15.00         | \$25.00         |
| <b>2</b>     | \$0.75         | \$1.00         | \$2.50         | \$3.50          | \$5.00          |
| <b>3</b>     | \$1.00         | \$1.50         | \$3.50         | \$5.00          | \$7.50          |
| <b>4</b>     | \$1.50         | \$2.25         | \$5.00         | \$7.50          | \$10.00         |
| <b>5</b>     | \$4.00         | \$7.50         | \$15.00        | \$25.00         | \$35.00         |
| <b>6</b>     | \$5.50         | \$10.00        | \$15.00        | \$25.00         | \$35.00         |
| <b>TOTAL</b> | <b>\$14.00</b> | <b>\$29.75</b> | <b>\$63.50</b> | <b>\$111.00</b> | <b>\$167.50</b> |

**Q DO I GET PAID CRB FOR COMMERCIAL ACCOUNTS?**

**A** Yes.

**Q DO I GET PAID CRI ON COMMERCIAL ACCOUNTS?**

**A** Yes.

**Q ARE THE ELECTRICITY USAGE BANDS (USAGE LEVELS) THE SAME FOR COMMERCIAL ACCOUNTS AS FOR RESIDENTIAL?**

**A** No. Commercial accounts generally use more electricity than residential accounts. A residual (CRI) plan has been created specifically for small commercial usage. It provides great incentives for the Consultant at the point of sale, as well as for up line sponsors. See the band summary below.

**Q WHAT ARE THE RATES FOR TEXAS SMALL COMMERCIAL ACCOUNTS?**

**A** Rates are updated weekly and are available in Power Zone just like rates for residential service. Ambit rates are competitive and save commercial customers up to 25% per month. In normal market conditions, commercial rates are updated each Sunday at midnight. However, due to possible market changes, rates could be amended more frequently. Always refer to Power Zone for the most updated rates.

**Q WHAT IS A BUNDLED VERSUS UNBUNDLED RATE?**

**A** A bundled rate means that the energy rate quoted includes both the energy provider’s (Ambit’s) rates and all or most of the Transmission and Distribution Utility’s (TDU) charges for delivering the energy. Delivery charges are all of the regular monthly charges associated with providing electric delivery to the customer. Those are the charges that the TDU bills Ambit each month.

**SMALL COMMERCIAL CUSTOMERS, HOWEVER, WILL GET AN**

**UNBUNDLED RATE.** That means that the rates we offer will only include the charge for actual kWh energy consumption (listed on bill as “Energy Charge”). All TDU charges will be passed directly to the customer. We will list the TDU charges on their Ambit bill as separate line items. Most energy providers operate this way so most small commercial customers should be aware of this.

**Q CAN TEXAS SMALL COMMERCIAL ACCOUNTS EARN FREE ENERGY?**

**A** Not at this time.

**Q CAN TEXAS SMALL COMMERCIAL ACCOUNTS COUNT TOWARD A CUSTOMER OR CONSULTANT’S FREE ENERGY?**

**A** Not at this time.

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### Q DO TEXAS SMALL COMMERCIAL ACCOUNTS EARN TRAVEL REWARDS?

A Not at this time.

### Q WHEN CAN I BEGIN ENROLLING SMALL COMMERCIAL ACCOUNTS IN TEXAS?

A September 7, 2010.

### Q HOW DO I SIGN UP A TEXAS SMALL COMMERCIAL ACCOUNT?

A We've added functionality to provide the same quick and efficient way you sign up residential customers. You may enroll up to five (5) ESI IDs under one Tax ID.

### Q DO TEXAS SMALL COMMERCIAL ACCOUNTS GO THROUGH THIRD-PARTY VERIFICATION (TPV) PROCESS?

A Yes. Commercial TPV is the same process as residential TPV. The customer will be required to provide the Tax ID during TPV.

### Q WHAT IF MY POTENTIAL CUSTOMER HAS MORE THAN FIVE (5) ESI IDS?

A This enrollment must be handled as an exception which requires manual intervention by the Texas Small Commercial department. The process requires:

- Enroll up to five ESI IDs to create an account.
- Contact Consultant Support with the account number, all ESI IDs, and customer contact information. In some instances, Consultant Support will add the additional ESI ID immediately. Depending on the number of additional ESI IDs, the following steps may be required.
- The Texas Small Commercial department will contact the customer to have a LOA completed. The completed LOAs will be submitted to the TDU for usage history.
- Upon receiving the usage history, the Texas Small Commercial department will verify the usage is within the small commercial parameters and adds the additional ESI IDs. The entire process may take 7 days to complete.

### Q WHAT IF MY POTENTIAL CUSTOMER REQUIRES MULTIPLE INVOICES FOR MULTIPLE SERVICE LOCATIONS?

A This enrollment must be handled as an exception which requires manual intervention by the Texas Small Commercial department. The process requires:

- Enroll one (1) or more of the ESI IDs that are to be invoiced together to create an account number. DO NOT enroll all ESI IDs at this time.
- Contact Consultant Support with the account number, all remaining ESI IDs to be invoiced together and customer contact information.
- The Texas Small Commercial department will contact the customer to verify their request for separate billing and have a LOA completed for each ESI ID. The completed LOAs will be submitted to the TDU for usage history.

- Upon receiving the usage history, the Texas Small Commercial department will verify the usage per ESI ID warrants separate billing. Ambit reserves the right to determine how many, if any, ESI IDs will be billed separately. The entire process may take 7 days to complete.

### Q IF I HAVE MULTIPLE SERVICE LOCATIONS AND AMBIT APPROVES SEPARATE BILLING, CAN I SEND ONE PAYMENT FOR ALL SERVICE LOCATIONS?

A No. If Ambit approves separate billing, then each invoice must be paid separately. The customer may not send in one payment to cover multiple invoices.

### Q WHAT IS A LETTER OF AUTHORIZATION (LOA)?

A A Letter of authorization (LOA) is the customer's approval for Ambit to review their usage history.

### Q WHAT IF MY POTENTIAL CUSTOMER USES MORE THAN 30,001 KWH PER MONTH?

A If the price offered by Ambit is attractive to the customer, then sign them up regardless of their month kWh usage. Any customer using more than 30,001 kWh per month will pay at the Band 5 level.

### Q WHAT IF MY POTENTIAL COMMERCIAL CUSTOMER WANTS TO ADD THEIR RESIDENTIAL HOME ACCOUNT TO THEIR COMMERCIAL ACCOUNT?

A Some commercial customers include their residential home service to their commercial account. Examples of this may include operating their business from the home or the structure their business operates out of is metered as residential. The online commercial enrollment will allow a residential ESI ID to be added as long as at least one commercial ESI ID is included.

The residential account will be billed the commercial rate as well as billed on the same invoice as the commercial account. The residential account usage will NOT count towards Free Energy or qualify you for Free Energy.

### Q DOES AMBIT CHARGE COMMERCIAL CUSTOMERS A MINIMUM USAGE FEE?

A No. At this time, there is not a minimum usage fee for Texas small commercial accounts.

### Q WHAT UNIQUE BENEFITS DO COMMERCIAL CUSTOMERS RECEIVE BY HAVING SERVICE WITH AMBIT ENERGY?

A They receive fantastic savings (up to 25%) and excellent service from a great company, and personalized attention from you, the Consultant.