

New York Enrollment Call Flow 01.17.19

➤ Audience

New York

➤ Greeting

1. *Thank you for calling Ambit Energy; this is (agent name). Are you calling for a renewal or signing up for new service today?*
 - a. *Switch: I would be happy to assist you with switching service.*
 - i. *Do you understand that this conversation is being recorded? A verbal Yes or No is required*
2. *May I have your name please?*
 - a. Ensure that the name given by the caller is the name of the actual account holder and the name that appears on the Incumbent bill.
 - b. Confirm the spelling of the account holder's/business's name.
3. *Are you the account holder?*
 - a. The person listed as the account holder will need to call in to process the enrollment.
 - i. **Exception:** If a prospective customer does not speak English or Spanish, advise: *I apologize for the inconvenience, but at the moment, we can only complete an enrollment in English/Spanish as these are the only two languages in which we are able to send our contract documents in/ provide service in.*
4. *Do you currently have service in your name at that location?*
 - a. **Note:** *To establish service, you will need to have service with a delivery provider for at least one billing cycle before you can switch to Ambit Energy.*
5. *Are you currently set up on Dual Billing with your delivery provider?*
 - a. **Yes:** *In order to complete your enrollment, you will need to contact your delivery provider to be placed on Consolidated Billing as Ambit does not support Dual Billing.*
 - b. **Unsure:** *Your switch could reject if you are on Dual Billing through their delivery provider.*
 - i. **Consolidated Billing:** Single Invoice from delivery provider with both supply and delivery charges.
 - ii. **Dual Billing:** 2 separate invoices for both supply and delivery charges. The delivery provider will bill for delivery charges only.

6. *In case we get disconnected, may I have your phone number?*
7. *Were you referred by a Consultant?*
 - a. Yes: Refer to Consultant Referral section below.
 - b. No: Refer to next step.
8. *How did you hear about Ambit Energy?*
 - a. Customers can only be referred to Ambit by a Customer who enrolled before them.
 - b. Customer must provide the referral A# or call back with that information.
 - c. There is no maximum to the number of Referral Customers.

Notes for Ambit Customer Care Agents:

Scenario	Consultant	Steps
Customer to Customer Referral	C2/C9280597	<ol style="list-style-type: none"> 1. Create the new account in CSystem. Add the A# to the new account under 'Referred by' and place a note on the referral account.
Returning Customer OR Cancelled WO-OCA account	N/A	<ol style="list-style-type: none"> 1. Determine the number of days since cancellation/drop. <ol style="list-style-type: none"> a. More than 6 months: <ol style="list-style-type: none"> i. <i>Do you have a Consultant you have been working with that you would like to receive credit for your new account?"</i> <ol style="list-style-type: none"> 1. If yes > Complete Sponsor Change 2. If no > Enroll the Customer under the house account. b. Less than 6 months: <ol style="list-style-type: none"> 1. Enroll the Customer under the house account. 2. Complete Sponsor Change
Consultant referral:	N/A	<ol style="list-style-type: none"> 1. Process the enrollment. 2. Create an Enrollment → Sponsor Change Request case <ol style="list-style-type: none"> a. If the Customer does not have the Consultant ID, advise: <i>To ensure your Consultant receives credit for your enrollment, please ask your Consultant to call our Consultant Support department at their earliest convenience.</i> b. Select the Sponsor Change Reason

		<ul style="list-style-type: none"> d. Consultant Referral: Consultant had the ability to assist the Customer, but referred the Customer to call Customer Care. e. Consultant Referral with no Email: Customer does not have a valid email address. f. Consultant Referral with no SSN: Customer does not have a SSN. g. Consultant Referral with TIN in Use: Customer already has an existing account with the same TIN. h. New Enrollment due to split deposit: Customer changed their deposit method. i. Referral Account was Enrolled by a Consultant: Add the A# to the new account first prior to submitting this case.
		3.

➤ Information Gathering (1)

1. *May I have the zip code where you are located?*
2. Customer Type: select Residential or Commercial. BUSINESS NAME WITH RESIDENTIAL METER
 - a. If Commercial: *Do you use more than 8,500 kWh per month?*
 - i. **Yes:** email the following to commercialreferrals@ambitenergy.com and copy specialty@ambitenergy.com: (company name, contact name, contact phone number, email address, service address, delivery provider, currently under contract). The potential Customer will receive a callback within 2 business days.

➤ Enter Services & Select Incumbent (2)

READ VERBATIM

DO YOU CERTIFY THAT YOU ARE 18 YEARS OR OLDER AND LEGALLY AUTHORIZED TO SELECT AND SWITCH the Energy Service Company (ESCO) FOR THE SERVICE ADDRESS WE WILL USE FOR THIS ENROLLMENT? *A verbal Yes or No is required.*

1. *Who is your delivery provider for Electricity or Gas (if applicable)*
2. (If Asked About Solar) *Ambit recommends a company called SunRun. Would you like to find out more?*
 - a. **Yes:** Select Box for Ambit to refer Customer for Solar Energy

➤ **Select Product Plan (3)**

1. Let's select a plan that best fits your needs for this location. ***The only offer in NY is GSP – see c.***

- a. **Variable Rate:**

- i. *Variable Rate Products have month to month periods in which products and rates are subject to change without notice and may change due to current and predicted weather patterns, retail competition, wholesale commodity energy cost, fluctuations in energy supply and demand, industry regulations, pricing strategies, cost to serve Customers, among other factors. This Agreement automatically renews for one month periods unless either party notifies the other party of its desire not to renew, at least thirty-five days prior to the next meter read date. This product does not have an Early Termination Fee.*

- b. **Fixed Rate:**

- i. *Fixed-rate product terms start as indicated in the Disclosure Statement. An Upcoming Rate Plan Change notice and a Contract Expiration notice will be sent to you at least sixty (60) and forty-five (45) days, respectively, prior to the end of your term. If you fail to take action to ensure the continued receipt of retail energy service upon the contract's expiration, you will automatically continue to receive service from Ambit Energy on a month-to-month basis with a variable-rate product unless you select another product or retail energy supplier. This product does not have an ETF. You always have the option to choose another plan should this occur.*

- c. **Guaranteed Savings Plan (GSP):** [NON-TEXAS GUARANTEED SAVINGS](#)

Ambit Energy will guarantee you savings of (insert %) compared to the delivery providers published rates for the same period as long as you receive power from Ambit. After you complete (insert 12 or 24) months on the Guaranteed Savings Plan, Ambit Energy

calculates Guaranteed Savings by comparing Ambit supply charges against your utility's (name incumbent) supply charges – for the same period of time. If you do not save a minimum of (insert %) you will receive a Refund Letter and a check for the difference up to (insert %). If you do save a minimum of (insert %) you will receive a Savings Letter informing you of the amount you saved. This product does not have an ETF. You understand that you have the right to rescind this agreement without penalty within 3 business days of receipt of your Sales Agreement(s) and Terms of Service by calling Ambit Energy at (877) 282-6248.

If applicable, advise the following:

► **NY:** *If you decide to cancel or change your plan prior to 12 or 24 months, Ambit will complete a price match comparison to ensure that you will not pay more than you would with your utility company.*

► **Select Electric/ Gas/Solar (only if asked about solar) plan**

2. Rates:

PA, NY, DE, DC, CT, MD	Rates provided on contract document, our system, and MAA will be held for the Customers' first month on the new product
All Other States	Rates are subject to change.

3. *If you are currently on Budget Billing with your delivery provider, you may need to contact them and re-enroll.*
4. *I would like to explain how our enrollment process works.*
 - a. *To switch service, it will take 1-2 billing cycles.*
 - b. *Your local utility will continue to issue you a monthly bill that will include Ambit Energy supply charges. Payments should continue to be made to your local utility.*
5. *If you are currently on an Assistance Program, you may want to check with your delivery provider to see if you can continue on that program and switch to Ambit.*

➤ Enter Customer Personal Information (4) (Residential only)

1. *Do you understand that oral acceptance of Ambit Energy' offer is an agreement to initiate service and begin enrollment?*
2. *Do you agree it is [LOCALTIME] [TIMEZONELOCATION] on [DATE]*
3. *Are you a current Ambit Energy Customer?*
4. *May I have your First and Last Name & Preferred Phone Number.*
5. *Select the language the enrollment is being completed in.*
6. *May I have your email Email Address.*
 - a. This will only be used for internal purposes. We will use this to communicate any offers and/or updates and will never share without your permission.
 - b. If no email is provided, use telephonic@norequirement.com
7. *May I have your service address*
8. *May I have your mailing/billing Address*
9. *Please state your distribution utility account number*
10. *Would you like to add a Secondary Contact?*
 - a. A secondary contact is an additional authorized user on your account who can make changes on your account.
 - b. Set up a password and password hint that the Secondary Contact must verify each time to calling in (Recommend last four of social security number or date of birth).

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- c. Confirm the spelling of the secondary contact's name.

➤ Enter Customer Personal Information (4) (Commercial only)

1. *Do you understand that oral acceptance of Ambit Energy' offer is an agreement to initiate service and begin enrollment?*
 2. *Do you agree it is [LOCALTIME] [TIMEZONELOCATION] on [DATE]*
 3. *Are you a current Ambit Energy Customer?*
 4. *May I have your First and Last Name & Preferred Phone Number.*
 5. *May I have your Service Address*
 6. *May I have your email Email Address.*
 7. *Please state your distribution utility account number*
 8. *Enter Business Name and DBA.*
 9. **Select the language the enrollment is being completed in.**
 10. **Enter Contact Information**
 - a. **To add more than one contact, click on the Add Contact plus sign. These will be the only authorized contacts on the account.**
- Proprietary & Confidential Information of Ambit Energy

b. Only the primary contact will receive emails from Ambit.

- i. This will only be used for internal purposes. We will use this to communicate any offers and/or updates and will never share without your permission.
- ii. If no email is provided, use telephonic@norequirement.com

11. If you are a Tax Exempt customer, please submit a copy of your tax exempt forms to taxexempt@ambitenergy.com or fax to (877) 534-1718. A representative from Ambit will contact you if additional information is required.

12. Enter Billing Address

➤ Verify Account Information (5)

Now I need to verify your account information to ensure enrollment is accurate.

1. Do you understand that Ambit is not the distribution utility?
2. Please verify your name /Please state your company's name)
3. Please verify your service address/ Please verify your company's service address
4. Please verify your email address (if the customer chose to provide it)
5. Please verify your distribution utility account number?
6. Please verify that you are the primary account holder or that you have authority to make changes to this account?
7. Please verify that you agree to the terms of service as reviewed with you during this enrollment process on [INSERT ENROLLMENT DATE]?

- a. The price of (electricity and/or natural gas) under the contract is for months (years)?
 - b. The price of (electricity and/or natural gas) under the contract is a variable rate and will vary month-to-month?
 - c. There is no early termination fee?
8. **For NY Guaranteed Savings:** Please verify that you understand that savings is guaranteed (compared to the utility rate), if you remain an Ambit customer for 12 months. If you do not remain an Ambit customer for 12 months, you will receive a price match(compared to the utility)?

➤ **Customer Consent (6)**

1. Before I complete your enrollment, I need to read required regulatory information to you.

NY

VERIFY THE DATE AND TIME OF THIS TELEPHONE CALL.

AMBIT ENERGY WILL SEND YOU A HARD COPY OF THE SALES AGREEMENT(S) AND TERMS OF SERVICE IN THE MAIL ALONG WITH YOUR WELCOME LETTER. SHOULD YOU WANT A COPY MAILED TO YOU AT ANY TIME, PLEASE CALL AMBIT ENERGY AT (877) 282-6248.

YOU AUTHORIZE AMBIT ENERGY TO BECOME YOUR ELECTRIC AND/OR GAS SUPPLIER, AND TO OBTAIN YOUR HISTORICAL USAGE AND OTHER CUSTOMER INFORMATION AS STATED IN THE SALES AGREEMENT(S) AND TERMS OF SERVICE FOR THE PURPOSE OF MEETING YOUR ENERGY NEEDS WHILE YOU REMAIN A CUSTOMER OF AMBIT ENERGY. *A verbal Yes or No is required*

YOU UNDERSTAND THAT ENERGY SUPPLY WILL BE PROVIDED BY AMBIT ENERGY, AND ENERGY DELIVERY SHALL CONTINUE TO BE PROVIDED BY YOUR UTILITY. *A verbal Yes or No is required*

YOU ALSO UNDERSTAND THAT IN THE EVENT OF AN OUTAGE, YOUR UTILITY WILL BE AVAILABLE TO RESPOND TO LEAKS (GAS) OR OTHER EMERGENCIES. YOU UNDERSTAND THAT YOUR ELECTRONIC ACCEPTANCE OF AMBIT ENERGY'S SALES AGREEMENT(S) AND TERMS OF SERVICE IS AN AGREEMENT TO COMPLETE ENROLLMENT. *A verbal Yes or No is required*

YOU UNDERSTAND THAT YOU HAVE THE RIGHT TO RESCIND THIS AGREEMENT WITHOUT PENALTY WITHIN 3 BUSINESS DAYS OF RECEIPT OF MY SALES AGREEMENT(S) AND TERMS OF SERVICE BY CALLING AMBIT ENERGY AT (877) 282-6248. ALL AUTHORIZATIONS PROVIDED BY YOU WILL REMAIN IN EFFECT FOR THE TERM AND, IF APPLICABLE, THE RENEWAL TERM OF THIS AGREEMENT. *A verbal Yes or No is required*

➤ Closing

1. *As a thank you for joining Ambit Energy, we're pleased to provide you with the opportunity to earn free energy by referring 15 of your friends and family.*
2. *Do you mind holding for a brief 1 to 2 minutes while I get your account number and update your account?*
3. Specialist Steps:
 - a. Copy account number into our system.
 - b. Note referral (if applicable)
 - c. Create Enrollment case and note using [CASE NOTES](#)
4. Provide Customer with account number.
5. *You can access your account online by going to <http://www.ambitenergy.com> and clicking on Customer Login.*
 - a. You can use this website to view usage.
 - b. You will need to set up a one-time Customer profile.
6. *Other than your enrollment, is there anything else I can help you with?*
7. *Thank you for choosing Ambit Energy as your Electric/Gas Provider. Have a great day!*