

### New York TPV (Live Agent) Script

1. Are you the person authorized to make changes to your [commodity] service?
2. Is the service address on your service order [Service Address]?
3. We show that the email address you provided during your enrollment is [Customer Email Address]. Is this correct?
4. Is your [Utility Name] account number [Customer account number]?
5. Do you understand that the marketing representative who helped enroll your service represents Ambit Energy and that Ambit Energy is not the distribution utility?
6. At the time of enrollment, were you provided with, or told how to find, Ambit Energy's contact information, sales agreement, and bill of rights in written or electronic form?
7. For your records, you will also receive a copy of these documents in the mail or email which will give you information regarding your rights to rescind this agreement within 3 business days after the date of this verification call. If you do not rescind, an enforceable agreement will be created. You may rescind your order by contacting Ambit Energy at (877) 282-6248.
8. Did you review and agree to the terms of service provided to you during enrollment?
9. For your [Commodity Type] service, you have order the [Product Name] at rate of [rate] for your first billing cycle. This is a variable rate agreement and your rate will vary month to month. The [Product Name] does not contain an early termination fee. Is this correct?
10. During the enrollment process were you made aware that you will save 2% over the incumbent utility rate if you remain enrolled on this plan over a [GSP Duration] month period and that after the [Term] months on this plan you must renew online or by calling Ambit Energy?
11. Please be advised that energy supply will be provided by Ambit Energy, and that energy delivery shall continue to be provided by [utility name] and [utility name] will be responsible for outages, leaks, or other emergencies.
12. Basic customer information such as your service address, billing address, name, phone number, and email will be shared with Ambit Energy in order to help us better serve you. Do you give Ambit Energy permission to obtain this information from [Utility Name]?
You do have the right to rescind this authorization by contacting Ambit Energy at 877-282-6248.
13. Your enrollment has been verified. Thank you for choosing Ambit Energy, we look forward to serving you.