

# FREQUENTLY ASKED QUESTIONS

## ABOUT VIRIDIAN ENERGY

### ABOUT VIRIDIAN

#### **What makes Viridian Energy different from other energy suppliers?**

We are a socially responsible energy company that provides greener electricity at affordable prices. Unlike our competitors who charge a premium for green, Viridian accepts a lower profit in order to make our product affordable to customers.

#### **What are the benefits of choosing Viridian Energy as my electricity supplier?**

We offer customers a unique and simple way to help the environment. By enrolling in our service, you will be helping the environment without having to use less energy or pay more because our energy is purchased from more renewable sources.

#### **Will I have to get a new meter or any new equipment?**

No. You will not have to make any purchases or changes to the system you currently have. You will keep the meter you have always had and it will be read the same way and on the same cycle. No physical or logistical changes are required because the utility still delivers your electricity.

#### **If I switch, will my reliability be affected?**

No. Viridian and other third party suppliers like us are just as reliable as the utility, and all are licensed and monitored by the utility commission or responsible authority in your state.

#### **How can Viridian's rate be lower than the utility's?**

Deregulation allows electricity suppliers like Viridian to buy energy wholesale from competitive providers and pass the savings along to customers. Viridian also provides only one specialized service, eliminating the operational costs that often burden utilities.

#### **Who do I call if I have problems with my service?**

If you have any problems, you will contact the utility. They remain responsible for the delivery of your energy, as well as for any necessary maintenance and repairs to any lines or meters. The utility also still provides billing so you will call them for any questions about your bill.

#### **Does the utility company get hurt if I switch?**

No. Utilities do not compete with third-party suppliers, The utility still makes money through the delivery of electricity and does not lose profit when customers switch to a supplier.

#### **What happens if I move?**

To move your service to a new address, simply call Viridian or your utility to make the switch.

### RATES

#### **What is a monthly variable rate and how is it different from a fixed rate?**

A monthly variable rate means that the rate may



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fluctuate month to month based on the price of wholesale electricity. A fixed rate means that you will pay the same rate for a fixed period of time, usually for one year or 6 months, no matter what the price of electricity is.

### **Does Viridian offer a fixed rate product?**

Yes, Viridian launched fixed rate options in October 2011. Customers can now choose between fixed and variable rate options. We believe that consumers should have flexibility in their energy options. Some customers prefer the predictability of having the same rate every month, while some prefer the flexibility of a variable rate plan. Ultimately, it comes down to the customer's personal preference.

### **Is Viridian's rate the same for each utility?**

No. Viridian prices each market separately based on the local market and how electricity is billed by a specific utility.

### **What does it mean when my bill says 'price to compare'?**

Price to Compare is listed right on some utility bills and is a product of the amount of kWh used during the billing cycle and the cost per kWh. This number is helpful when comparing value offered by third party providers like Viridian.

### **What is the difference between**

### **a residential rate and commercial rate?**

A residential rate is charged to homes and a commercial rate is charged to businesses. Each bill has a rate code associated with it. Residential rates are normally given a code either starting with, or containing a 'R'. Commercial rate codes are based on various factors ranging from type of business, to volume consumed, to geographic location of the business. In all cases you can contact the utility providing service on the account to determine the exact classification of any rate code in question.

### **Can Viridian rates be higher than the utility?**

Yes, Viridian's variable rates may fluctuate month to month, and may sometimes be above the utility. For our variable rates, it is Viridian's goal to save customers money over the period of a year, instead of just one month.

### **What is the \$.49 fee for NJ residential customers?**

Most markets where Viridian operates are what is called 'Purchase of Receivable', or POR, meaning that the utility guarantees payment to the supplier, even if the customer does not pay their bill. New Jersey, however, is a limited POR market, which means that if the customer falls behind on their payments the utility will no longer pay Viridian for the energy we are supplying to the customer. To offset this risk of nonpayment, Viridian charges an administrative fee to help cover the cost of an unpaid bill.



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### Can I still use a budget plan?

If a customer is on a budget plan, it is likely that they will be affected if they sign up with a third-party supplier. In New Jersey and Maryland markets customers typically cannot continue on a budget plan, but in Pennsylvania and Connecticut markets they typically can. However, whatever market a customer is in, they should always call the utility to ask how their budget plan would be impacted by enrolling with a third party supplier.

## ENROLLMENT

### How do I enroll?

Customers can enroll online, over the phone, or by faxing in the printed enrollment form available for download in the Associate Back Office. Viridian needs to know your basic contact information and your unique utility identification code which can be easily found on any of your bills.

### Does it cost anything to enroll?

Enrollment is absolutely free. There are no sign-up fees, or hidden fees anywhere in the process.

### Can I cancel my service with Viridian at any time?

Variable rate customers can cancel their service at any time with no penalty. If a fixed rate plan customer wishes to cancel service before the end of their contract, they will be charged an early termination fee of \$50.

### How will I be billed?

The same way you always have. You will continue to receive one bill each month with charges for your usage, and the same service and delivery charges. If you wish to change your current payment method you can do so through the utility.

### Where can I find information about competitors?

Most states have consumer guides to help customers learn about and choose a third party supplier. You can usually find the website by going to the Public Utility Commission website for your state. Some of these websites show all of the different suppliers in a given market, including a description of their rate plans and current prices.

## DEREGULATION & RENEWABLE ENERGY

### What is deregulation and what has it changed?

Prior to the 1990s, every state in the US regulated its electric industry. There was only one company (the local utility) that was responsible for all components of your energy service. Today, your energy service is divided into three components including generation, transmission and distribution. Under deregulation, your local utility still exclusively manages the transmission and distribution parts of this process, but generation has been opened to competition for suppliers, like Viridian Energy, to buy energy in the wholesale markets and then sell it to customers like you.



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### **How does Viridian choose which markets to enter?**

Viridian chooses markets in deregulated states that offer Purchase of Receivable, or POR billing methods with the utility. POR guarantees payment to the supplier even if the customer does not pay the bill, which reduces risk for Viridian and allows us to offer market competitive rates.

### **What is Brown Energy?**

Burning a finite resource such as coal and/or gas creates energy that is considered 'brown'. Creating energy in this way releases more pollutants into the environment over renewable sources such as wind and solar.

### **What is a REC?**

REC stands for Renewable Energy Certificate. Each certificate represents proof that one megawatt hour of electricity has been generated from a renewable source. Suppliers like Viridian purchase RECs to meet mandatory and voluntary renewable energy requirements. The revenue a renewable generator receives from REC sales provides financial support to the facility and ultimately drives renewable energy development in the US.

### **Can I Really Impact the Environment?**

Yes, you can. Each customer that signs up with Viridian is part of the collective and measurable impact we have made so far. The Vmeter on our website is regularly updated to show the aggregate environ-

mental impact Viridian customers have had. Viridian's annual Sustainability Report shows a thorough breakdown of these statistics. Visit the sustainability section of [liveviridian.com](http://liveviridian.com) to find the report.



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