

Hi. Can I speak to the person that handles your ComEd electric bill? (Needs to be the decision maker)

This is _____ calling on behalf of Sperian Energy, an authorized supplier of electricity through the Utility Company's energy choice program. We are not affiliated with the utility company. Are you familiar with the Energy Choice Program?

I do have to let you know this call may be monitored and recording for quality assurance, okay?
Do you have a few minutes to discuss this?

We are calling to offer you a low fixed rate on your ComEd electric bill.

We can offer you the following :

-3 month fixed - .0715 per kwh **With this plan your price is protected from the fluctuating rate increases within the energy market.**

- 4 month fixed - .0739 per kwh

- 12 month fixed - .0743 per kwh

There are no sign up fees, but if you leave the program before your fixed price term expires, there is a cancellation fee of _____.

Your Utility continues to deliver the electricity to you, read your meter, and invoice you like they always have. The Sperian Energy supply charge will appear on your ComEd invoice, and you will pay the ComEd bill like you always have. If you choose Sperian Energy's Plan today, you will be mailed an agreement. You will have 10 business days from when you receive the agreement to call and request a change of terms, or rescind the agreement.

Are currently enrolled on the CAP program? (If Yes, politely say you currently are not eligible for the choice program)

The only thing that I need to do, to enroll you into the Energy Choice Program, is to have you read me your _10_ digit electric account number(s) off of your bill and I can hold while you get that. (Wait for customer to return)

(Have customer read you the account number(s) then ask:

And how does the name appear on your bill?

What is your name and title?

And what is your service address?

Is it the same as your billing address? *(If no: get the billing address)*

Are you on a Space Heat Rate plan?

Do you have any other electric accounts with ComEd that you would like to enroll in the Energy Choice Program? *(If so, obtain account information-same as above)*

Please write down my name. It is _____*(first/last name)*

As part of your enrollment process with us we would also like to make you aware that Sperian Energy is an independent electric supplier of electricity, certified by the ICC. We are not acting on behalf of the electric utility, the government or a consumer group. You will be on a fixed rate of _____per/KWh. If you cancel with Sperian prior to the (3 month/4 month/ 12 month) term ending, you will be responsible for a \$___ early termination fee. Your new rate will include generation and transmission charges but doesn't include distribution charges, Sperian's monthly Energy Service Fee of \$4.93 or state and local tax. You can cancel our service with no fees by contacting us prior to the enrollment process being completed or anytime within 10 calendar days after ComEd processes the enrollment by calling us at ([888-682-8082](tel:888-682-8082)) or you can call ComEd at ([1-800-334-7661](tel:1-800-334-7661)). Your electric utility is still responsible for delivery of electricity to you as well as for responding to any service calls and emergencies. Enrolling with Sperian will not affect your electricity reliability in any way. They will also send you written confirmation of this enrollment process.

Alright, I am going to connect you to a third party verification which will verify all of your information on tape for your records, and to make sure this was applied to your account properly.

NOW YOU CANNOT ASK QUESTIONS DURING THE VERIFICATION AND I CANNOT SPEAK DURING THE VERIFICATION, SO BEFORE I TRANSFER YOU INTO THE SYSTEM, DO YOU HAVE ANY QUESTIONS FOR ME?

INITIALLY IN THE VERIFICATION SYSTEM I WILL HAVE TO PUNCH IN MY REP # AND YOUR PHONE. YOU WILL THEN HEAR THE AUTOMATED SYSTEM SAY:

ON BEHALF OF SPERIAN ENERGY AND THE ILLINOIS ENERGY CHOICE PROGRAM, FOR YOUR PROTECTION AND QUALITY ASSURANCE, THE REMAINDER OF THIS CALL WILL BE RECORDED. (BEEP)

THAT IS WHEN YOU WILL START ANSWERING EACH QUESTION WITH A CLEAR YES OR NO - OK OK, WHEN I TRANSFER YOU INTO THE SYSTEM, REMEMBER - INITIALLY I AM GOING TO PUNCH IN MY REP AND YOUR PHONE NUMBER. YOU WILL START TO ANSWER THE QUESTIONS WHEN THE SYSTEM ASKS YOU IF WE CAN RECORD THE CALL - OK

PLEASE HOLD A SECOND WHILE I CONNECT YOU

If no, proceed to enrollment.

MSAB11/17/2014

Sperian Energy Script 12-08-14

Hi I need to speak to the person who handles the ComEd electric bill.

Hello, my name is _____ on behalf Sperian Energy. I'm sure you recall how this past summer ComEd's supply rate increased almost 40% on the electric bill? Well I'm calling today to apply the new lower competitive rate you are now going to receive on the supply portion of your ComEd Bill. You will remain with ComEd and of course they will continue to service your account just like they always have. All I need you to do is grab a copy of your ComEd bill, or anything with ComEd's name on it so I can give you a confirmation number and get you right back to your busy day. I'm required to hold while you get it.

- This call is being recorded for quality assurance purposes ok
- Please spell out the name on the bill
- Please spell out the service address EXACTLY the way it appears on the bill
- Please read back for me the 10 digit account number on the top of your bill.
- Are you on the CAP program or on a Space Heat Rate Plan?

Great so far! As part of your enrollment process and receiving your more competitive rate with us we would also like to make you aware that Sperian Energy is an independent electric supplier of electricity, certified by the Illinois Commerce Commission (ICC). We are obviously not acting on behalf of the electric utility, the government or a consumer group.

[Competitive Variable Rate] Your month to month variable rate will be 7.35 cents per kWh, which means It can fluctuate. Rest assured though that we compete with the market every month to provide you one of the lowest rates in your area and keep you happy as a customer. Your new rate will include all generation and transmission charges and of course it doesn't include distribution costs currently being charged by ComEd or Sperian's small monthly energy fee of \$4.93. You can cancel our service with no fees by contacting us at [\(888-682-8082\)](tel:888-682-8082) or by calling ComEd.

OR

[Price Protection/Guarantee Plan] We're putting in place a price protection plan that will protect you from any future rate increases for the next _____ months and bring your rate down to _____ cents per kWh. Your new rate will include generation and transmission charges and of course it doesn't include distribution costs currently being charged by ComEd or Sperian's small monthly energy fee of \$4.93. You will have 10 days after ComEd processes your information to cancel without penalty by calling us at [\(888-682-8082\)](tel:888-682-8082) or calling ComEd. If for some crazy reason you do decide to cancel after 10 days you would incur a small early termination fee of \$_____.

Of course ComEd will still be responsible for delivering the electricity to your home as well as responding to any service calls and emergencies, just like they always have. Enrolling with the Sperian rate plan will not affect your electricity reliability in ANY way. You will also receive written confirmation of what we just discussed today.

Sir/Mam, to finish this up you're going to hear me bring on a quick verification system. You will hear me press some buttons, however you do not have to push anything. After that, the questions will be for you. After each

➔ Click [TRANSFER – CONF] ➔ [NUMBER TO CALL] **4333186** ➔ Click [DIAL WITH CUSTOMER]

Sperian Energy Script 12-08-14

Staff Report
Attachment 10

question you will hear a beep in which you must be SURE to reply with a clear YES or NO. Is there anything I can clarify for you? Great, hold one moment for verification.

→ Click [TRANSFER – CONF] → [NUMBER TO CALL] **4333186** → Click [DIAL WITH CUSTOMER]

Sperian Energy IL ComEd Residential Script rev01_26_15b

I need to speak to whoever handles the ComEd electric bill.

This is (___AGENT NAME___) on behalf of Sperian Energy calling about your energy bill.
Thank you <Customer Name> for taking my call this will only take a minute OK!

Great, and this call may be recorded for quality assurance and training purposes, OK?

The reason for my call is awhile back you should have seen information about Illinois's Energy Choice Program. Do you recall seeing that? (Yes or No...continue)

That's the reason for my call to help you choose a cheap electric supplier.

Do you use CAP to pay your ComEd electric bill? (If yes, we can't help customer END the call).

What this could mean for you is as of the next meter reading you would receive a low variable rate of ___ () per kwh with a monthly service fee of \$4.93 compared to ComEd's current rate. Do you know if you're on space heat?

As part of your enrollment process with us we would also like to make you aware that Sperian Energy is an independent electric supplier of electricity. We are not acting on behalf of the electric utility, the government or a consumer group. You will be on a Month to month variable rate of 0.0675per/KWh (<- Please adjust rates). Your variable rate product means that your price can go up or down as it does with ComEd. Your rate is determined based in part on the changes in cost within the energy market and can change monthly.

Your still currently at (___address___) correct?

I just need to verify your account number; if you grab your **ComEd** bill you can verify your **account number**

Okay at the top right under your Statement Date is the account number what is that #?
(___verify account number___)

The name that appears on the billing statement is (___Verify Customers Name___)

The billing address on the bill is (___Verify Customers Address___)

Your new rate will include generation and transmission charges but doesn't include distribution charges, Sperian's monthly Energy Service Fee of \$4.93 or state and local tax. You can cancel our service with no fees by contacting us prior to the enrollment process being completed or anytime within 10 calendar days after ComEd processes the enrollment by calling us at (888-682-8082) or you can call ComEd at (1-800-334-7661). **ComEd** is still responsible for delivery of electricity to you as well as for responding to any service calls and emergencies. Enrolling with Sperian will not affect your electricity reliability in any way. They will also send you written confirmation of this enrollment process.

Before we end the call, I will need to transfer you to third party verification. During the verification the operator will go over the information I just went over with you, making sure I did my job correctly and that you understand all the details of the program. This should only take about 2 minutes. Before I connect to the TPV, did you have any questions for me?

Please hold the line. .

GES/Sperian Energy COMED Script 1/29/2015

I need to speak to the person handling the COMED **electric bill**.

This is _____ calling on behalf of **Sperian Energy** an independent energy supplier.

Recently you may have seen some information notifying you about a discounted rate you may be entitled to receive on the cost of your electricity. Do you recall receiving that? Great that's why I'm calling! Do you have a moment to talk about this?

Just so you know the call maybe recorded or monitored for quality assurance. (OK?)

What this means for you is with **Sperian Energy** as your supplier you will start to receive a new low fixed rate of 6.79 cents per/kWh for next 3 months, so you may finally receive PRICE PROTECTION on the cost of your electricity. State guidelines dictate that you have been entitled to receive this for some time now; however it's not applied automatically. So it has become my job to facilitate this for you today.

Since this is for COMED customers only, I need you to grab a copy of the bill so I can verify the 10 digit account number. I know the call was unexpected so I am required to hold while you get that. (Stay Silent)

Now my records show the name on the account is _____ is that still correct?

It is also showing your meter location is at _____ is that still correct?

You are not on CAP for your electric bill, correct?

Do you have any other accounts with COMED?

I need you to grab a pen or pencil so I can give you my information.

Please write down my name and number so you know who applied this to the account. (My Name is _____. Also write down **Sperian Energy**, their customer service number is 888-682-8082. This is the company who will be supplying all the electricity on the COMED bill.

Remember **Sperian Energy** is not affiliated with COMED but is an independent supplier licensed by the Illinois Commerce Commission. We are not acting on behalf of your utility, the government or a consumer group.

Keep in mind with this program, COMED will continue to deliver the electricity, read the meter, handle your customer service and bill you just as they always have. The

only difference is on the supply portion of the bill you will see Sperian's name with your new rate.

Your new rate includes generation, transmission charges and gross receipts tax but does not include distribution charges, Sprain's monthly Energy Service Fee of \$4.93 or any state and local taxes. You can cancel our service with no fees by contacting us prior to the enrollment process or anytime within 10 days after ComEd processes the enrollment by calling us at (888-682-8082), you can also call ComEd at (1-800-334-7661) if you choose to cancel after this period there is an early termination fee of 49\$.

In the next few days you will receive a welcome package from **Sperian Energy** reconfirming everything that I went over with you today, as well as written confirmation from ComEd of this enrollment process.

Now, to complete the enrollment and to make sure I have done my job properly, I have to take you thru a brief verification it works like an answering machine you will hear a short beep. I need you to answer after the beep with a clear yes or no. I won't be able to answer any questions so before I bring it on, are there any questions that you may have for me?

Hi <<<<Customers FIRST Name>>>>

If Not them and opposite sex voice, assume it is the spouse and continue with Mr./Mrs. LAST NAME.
This call is being recorded, this is <<<< Your FIRST Name >>>> on behalf Sperian Energy. I do not work for or represent ComEd okay?

Cust response

Great, now I want to let you know that this call is being recorded to ensure Quality Assurance okay?

Cust response

I was calling you today because our records indicate that ComEd customers in the <<<<READ CUSTOMERS STREET ADDRESS >>>> area may have a rate reduction available on their electric bill through Sperian Energy. Do you have a few moments to discuss this and review your possible savings?

Cust Response

Great, now are you currently receiving CAP (Client Assistance Program) for your electric bill? Are you on a Space Heat Rate Plan?

Cust Response (If customer is receiving CAP benefits, we cannot enroll, thank them for their time and end call. If they are receiving LIHEAP OR PIPP is ok to proceed with sale)

Okay, the current ComEd rate for residential customers is approximately \$.__ KWH, and we can offer you a 3 Month Fixed rate of \$.679 KWH or a variable rate of \$.675 KWH. You can see how quickly the savings could potentially add up, if you. We will review your bill to get the exact current rate you are paying now.

Remember, all this is a possible rate reduction for taking advantage of the new Sperian Energy rates. You still get your bill from ComEd and call them with billing or outages like always.

Now to ensure I have the correct information so you receive the reduction I need you to grab your bill so I can show you what's going down and how far down it's going to drop.... Let me know when you are ready!

Ok, now if you look at the top of your bill you will see a 10 digit account number, go ahead and read that off to me so we can get this in place for you.

- 1) Ask customer for the name on the bill?
- 2) Ask customer for their name- Who is authorizing the switch?

*****GET ACCOUNT NUMBER*****

Great, keep in mind Sperian will be your supplier even though Coned will always be your utility and you'll continue to receive your bills from them. Your new rate will be a (state variable or fixed) ____

KWH for __ months/ so if our rates continue to drop over the next __ months so will yours. Does this accurately reflect what we have discussed today?

Customer response (If customer does not understand or has questions, review rates and terms with them again, and get confirmation that this is accurate)

Wonderful! Now, I have to review some of our legal information, so please allow me a moment to review this with you.

Cust response

Fixed rates-

As part of your enrollment process with us we would also like to make you aware that Sperian Energy is an independent electric supplier of electricity, certified by the Illinois Commerce Commission (ICC). We are not acting on behalf of the electric utility, the government or a consumer group. You will be on a fixed rate of _____per/KWh. If you cancel with Sperian prior to the (3, 16 or 12 month) term ending, you will be responsible for a \$___ early termination fee. Your new rate will include generation and transmission charges but doesn't include distribution charges, Sperian's monthly Energy Service Fee of \$4.93 or state and local tax. You can cancel our service with no fees by contacting us prior to the enrollment process being completed or anytime within 10 calendar days after ComEd processes the enrollment by calling us at [\(888-682-8082\)](tel:888-682-8082) or you can call ComEd at [\(1-800-334-7661\)](tel:1-800-334-7661). Your electric utility is still responsible for delivery of electricity to you as well as for responding to any service calls and emergencies. Enrolling with Sperian will not affect your electricity reliability in any way. They will also send you written confirmation of this enrollment process.

Variable rates-

As part of your enrollment process with us we would also like to make you aware that Sperian Energy is an independent electric supplier of electricity, certified by the Illinois Commerce Commission. We are not acting on behalf of the electric utility, the government or a consumer group. You will be on a Month to month variable rate of _____per/KWh. Your variable rate product means that your price can go up or down as it does with ComEd. Your rate is determined based in part on the changes in cost within the energy market and can change monthly. Your new rate will include generation and transmission charges but doesn't include distribution charges, Sperian's monthly Energy Service Fee of \$4.93 or state and local tax. You can cancel our service with no fees by contacting us prior to the enrollment process being completed or anytime within 10 calendar days after ComEd processes the enrollment by calling us at [\(888-682-8082\)](tel:888-682-8082) or you can call ComEd at [\(1-800-334-7661\)](tel:1-800-334-7661). Your utility is still responsible for delivery of electricity to you as well as for responding to any service calls and emergencies. Enrolling with Sperian will not affect your electricity reliability in any way. They will also send you written confirmation of this enrollment process.

Customer Response

The last thing I'm going to do is a third party verification that will ensure your ok with signing up today with Sperian. This quick is a recording that should take about 60 seconds of your time....

ComEd Residential (10 Day Recession)

(Revised 2/07/14)

Hello,

I need to speak to the person who handles the electric account for (utility company) would that be you?

My name is _____, I'm with Sperian Energy. I'm calling regarding some information that may have been sent in your area regarding a rate reduction on the cost of your electricity.

With this program, you'll receive a low **variable** rate of 5.30 cents per kilowatt hour.

Selling Points (Variable)

- Low rate
- Shop the open market every month to get you the best rate monthly.
- No Fee's to Enroll
- No Early Termination Fee's
- No Long Term Commitment

With this program, you'll receive a low **fixed** rate of 5.45 cents per kilowatt hour which will not go up for the next 6 months!

Selling Points (FIXED)

- There are no fee's to enroll.
- Same Bill - Same Service.
- You'll receive a low fixed rate, which is lower than then (utility company).
- Price Protected from any rate increases.

You're going to receive the same great service with (utility name) and that exact same bill; nothing changes except you'll be paying a lower rate.

I just have to verify the clerical information on the bill to apply the savings.

I'm showing your service address as _____, is that correct?

How does the name appear on the bill?

Are you on any government assisted program?

Are you on the Space Heat Rate Plan?

Lastly, I just need the account number on the top of the bill.

From time to time we may send out energy conservation tips and/or promotions like our "refer a friend" promotion. We would like to add your email address to our distribution list... Your email address is.....

Please write down my name, its _____ and you can reach me at **888.682.8082**, if you have any questions or if you have any friends or family who might need help on their bills have them give me a call. Also write down "Sperian Energy" as this will be the company supplying your electric service. You'll be receiving your Disclosure Statement and Customer Agreement in the mail within the next week. You can cancel at any time by contacting us or you can reach ComEd at 800-334-7661 within 10 days from the date of the confirmation notice. Sperian Energy will charge an Early Termination Fee \$75.00 if you choose to cancel before the end of the term of your agreement. Your service will begin typically between one to two billing cycles after your enrollment has been processed.

GO OFF VERIFICATION SCRIPT

You're almost set, **PLEASE KEEP YOUR BILL HANDY**, as I need to transfer you to a third party verifier to confirm your decision and all the information we talked about today is correct. The verification will ask you a few questions and you need to answer with a clear "**YES**" or "**NO**" It will also ask you to clearly speak your **NAME, ADDRESS, CITY** and **ZIP**, as well as your **ACCOUNT #** Since this process is automated and it cannot answer any questions concerning this offer, I would be happy to answer any questions you might have now?

Thank you for choosing Sperian Energy please hold while I transfer you to verification

Sperian: American Choice Energy-ComEd Residential
Verification Script
DNIS# 585-433-3186

Prompt Name	English Prompt	Spanish Prompt
999	Thank you for calling TrustedTPV for Sperian Energy	Gracias por llamar a Trusted TPV para Sperian Energy.
lang	Press 1 for English, or 2 for Spanish.	Presione 1 para Ingles, o 2 para Español.
repid	Representative, please enter your rep ID, then press #.	Representante, por favor ingrese su número de ID, luego presione la tecla de número.
btn	Representative, please enter the customer's phone number, then press #.	Representante, por favor ingrese el número de teléfono del cliente, luego presione la tecla de número.
1099	The number you entered is:	El número que ha ingresado es:
1098	Press 1 if this is correct, or press 2 to re-enter.	Presione 1 si esto es correcto o 2 para reingresar.
plan-comed	Representative, please select the rate type. Press: <ul style="list-style-type: none"> • 1 for Month to Month Green 2 for Month to Month 3 for 3 Month Fixed 4 for 4 Month Fixed 5 for 12 Month Fixed 6 for 6 Month Fixed Green 	Representante, por favor seleccione el tipo de tarifa. Presione: <ul style="list-style-type: none"> • 1 for Month to Month Green 2 for Month to Month 3 for 3 Month Fixed 4 for 4 Month Fixed 5 for 12 Month Fixed 6 for 6 Month Fixed Green
If COMED ONLY		
1091	Please write down the following enrollment confirmation number. Your confirmation number is:	Por favor, escriba el siguiente número de confirmación de la inscripción. Su número de confirmación es:

	Prompt Name	English Prompt	Spanish Prompt
	1092	Press the * key to repeat, or press the # key to continue.	Presione la tecla de asterisco * para repetir o la tecla de numero # para continuar.
End			
	recorded1	On behalf of Sperian Energy, a licensed electricity supplier through the <<System Plays State>>	En nombre de Sperian Energy, un proveedor autorizado de electricidad a través del Programa Energy Choice de<<El sistema dice el estado>>
	recorded2	Energy Choice program, for your protection and quality assurance, the remainder of this call will be recorded. Do you agree, yes or no? (Must get YES)	Para su protección y control de calidad, el resto de esta llamada será grabada. Esta de acuerdo, sí o no? (Debe obtener un SI)
	1097	Today's date and time are. (No response required)	La fecha y la hora de hoy son. (No requiere respuesta)
	fullname	Please state your first and last name.	Por favor, diga su nombre y apellido.
	billname1	Because it may be different, please state the full name as it appears on your <<System Plays Utility>>	Debido a que puede ser diferente, por favor diga el nombre completo tal como aparece en su factura de <<El Sistema dice la utilidad>>
	billname2	bill. (first name, last name needed)	{NA}
	authorized1	Are you at least 18 years of age and legally authorized by the account holder to enroll your <<System Plays Utility>>	¿Tiene usted al menos 18 años de edad y legalmente autorizada por el titular de la cuenta para inscribir a su cuenta de <<System Plays Utility>>
	authorized2	account with Sperian Energy? (Must get a yes)	con Sperian Energy? (Debe obtener un SI)
	phone	Please state your 10-digit telephone number.	Por favor diga su número de teléfono de 10 dígitos.
	acctnum1	Please state the full account number on the top of your <<System Plays Utility>>	Por favor diga el número de cuenta completo que está arriba en su factura de <<El sistema dice la utilidad>>

	Prompt Name	English Prompt	Spanish Prompt
	acctnum2	bill.	{NA}
	address	Please state the full service address as it appears on the bill including city, state, and zip code. Please follow with the mailing address if it's different. (Complete address including city, state and zip code)	Por favor, indique la dirección de servicio completa tal como aparece en la factura incluyendo ciudad, estado y código postal. Por favor, siga con la dirección de correo si es diferente. (Dirección completa incluyendo ciudad, estado y código postal)
If Month to Month			
	vrate1	You do understand that you are enrolling with Sperian Energy, and will receive a month to month term, variable market based rate starting at (System Plays Rate)	Usted entiende que usted se está inscribiendo con Sperian Energy, y recibirá un termino de mes a mes, tarifa variable basada en el mercado comenzando a (El sistema dice la tarifa)
	vrate2	Cents per kilowatt hour. Yes or no? (Must get a yes)	Centavos por kilovatio hora. Si o no? (Debe obtener un si)
If Fixed			
	frate1	You wish to enroll with Sperian Energy, and you understand that you will receive a (System Plays Term)	Desea inscribirse con Sperian Energy, y entiende que recibirá un plazo de (El sistema dice el plazo)
	frate2	month term, fixed rate, at (System Plays Rate)	Meses, tarifa fija, a (Sistema dice la tarifa)
	frate3	cents per kilowatt hour. Yes or no? (Must get a YES)	Centavos por kilovatio hora. Si o no? (Debe obtener un si)
elseif Fixed Green			
	green_frate1	You wish to enroll with Sperian Energy, and you will receive 100% Green Electricity on a (System Plays Term)	Desea inscribirse con Sperian Energía, y recibirá 100% Electricidad verde en un plazo de (System Plays Term)
	green_frate2	month term, fixed rate, at (System Plays Rate)	meses, tasa fija, a (Sistema Juega Tasa)
	green_frate3	cents per kilowatt hour. Yes or no? (Must get a YES)	centavos por kilovatio hora. Sí o no?
Eelse if Variable Green			
	green_vrate1	You wish to enroll with Sperian Energy, and you will receive 100% Green Electricity on a month to month term variable market based rate starting at (System Plays Rate)	Desea inscribirse con Sperian Energía, y recibirá 100% Electricidad verde en un termino de mes a mes, tarifa variable basada en el mercado comenzando a (El sistema dice la tarifa)
	green_vrate2	Cents per kilowatt hour. Do you agree? Yes or no? (Must get a YES)	Centavos por kilovatio hora ¿Está de acuerdo? Sí o No?
End "rate"			

	Prompt Name	English Prompt	Spanish Prompt
If ESF			
	ESF_one_bill	Your new rate will include Sperian's generation and transmission charge, and gross receipts tax but does not include Sperian's monthly Energy Service Fee of \$4.93, distribution charges, or state and local tax. There are no sign up or introductory fees. Do you agree, yes or no? (Must get a YES)	Su nueva tarifa incluirá los cargos de generación y transmisión de Sperian más los impuestos sobre ingresos brutos, pero no incluye los cargos de distribución, y Sperian's cuota mensual del servicio de energía de \$4.93, o impuestos del estado y locales. No hay ningún cobro de inscripción ni tarifas de introducción. Está usted de acuerdo, Sí o No? (Debe obtener un Si)
End "one_bill"			
	fcancel1 <i>(fixed)</i>	Do you understand that if you cancel prior to the expiration of this << System Plays Term >>	Entiende usted que si usted cancela antes de la expiración de los << El sistema dice el Término >>
	fcancel2	Month term you will be responsible for an early termination fee of << System plays ETF >>	Meses, usted será responsable de un cargo por terminación anticipada de << El sistema dice el ETF >>
	fcancel3	Yes or No?	Si o no?
IF IL			
	IL_welcome	Finally, we will send you a welcome package via mail that will include the terms and conditions confirming everything we discussed today. We also would like to remind you that you can cancel our service with no fees by contacting us prior to our submission to ComEd or any time within 10 calendar days after ComEd processes your enrollment by calling us or ComEd. Sperian Energy is not the utility or affiliated with the utility company, but is an authorized supplier of electricity in the Illinois Energy Choice Program. Do you agree, yes or no? (Must get a YES)	Finalmente, le enviaremos un paquete de bienvenida por correo que incluirá los términos y condiciones que confirman todo lo que hemos discutido hoy. También nos gustaría recordarle que usted puede cancelar el servicio, sin cargos poniéndose en contacto con nosotros antes de nuestra sumisión a ComEd o en cualquier momento dentro de los 10 días calendario después que ComEd procese su inscripción, llamándonos o llamando a ComED. Sperian Energy no es la utilidad ni está afiliada a su compañía de utilidad, pero es un suplidor autorizado de electricidad en el Programa de Energy Choice de Illinois. Está de acuerdo, sí o no? (Debe obtener un Si)
End "welcome"			

	Prompt Name	English Prompt	Spanish Prompt
	2000	In case you have any questions our toll free number is 888-682-8082.	En caso de tener alguna pregunta nuestro número gratuito es 888-682-8082.
	IL_2000	In case you have any questions our toll free number is 888-682-8082 and ComEd's is 800-334-7661.	En caso de tener alguna pregunta nuestro número gratuito es 888-682-8082 y el de ComEd 800-334-7661.
	1091	Please write down the following confirmation number. Your confirmation number is:	Por favor anote el siguiente número de confirmación. Su número de confirmación es:
	1092	Press the * key to repeat, or press the # key to continue.	Presione la tecla de asterisco* para repetir, o presione la tecla de numero # para continuar
	1093	Thank you for choosing Sperian Energy!	Gracias por elegir a Sperian Energy!
States			
	IL_state	Illinois	Illinois
Utilities			
	COMED_utility	ComEd	ComEd



Account Number [REDACTED]

April 27, 2015

[REDACTED]
[REDACTED]
Chicago, IL [REDACTED]

Thank you for choosing Sperian Energy as your electricity supplier. We value you as a customer, and will continue to provide you with reliable service at a rate of:

Sperian Term Rate Plan	500 kWh	1000 kWh	1500kWh
12 Fixed Term Rate	\$0.0695	\$0.0695	\$0.0695
Early Termination Fee	\$75	\$75	\$75
Energy Service	\$4.93	\$4.93	\$4.93

As a Sperian Energy customer, the only difference you will see on your electric bill is in the supplier portion on the bill. In this section, you will see Sperian Energy's name, and of course your new low electric generation rate. The local distribution company ("LDC") will handle the delivery of your electricity and continue to send you a bill every month, just like it always has. You will make payments to the LDC and, like always, if there is ever a problem or emergency, call the LDC so they may assist you with any power delivery issues.

Your rate will include the generation, transmission charge, and gross receipts tax but does not include a monthly Energy Service Fee of \$4.93, distribution charges, or state and local tax.

Sperian Energy wants to remind you to pay your bill in a timely fashion or you may lose your discounted electric generation rate. Please be sure to pay your bill on time to save on your low electric generation rate every month.

As a new Sperian Energy customer, you can visit our website to find documents that will inform you of our customer service pledge, describe the delivery of your electric service, plus the terms and conditions of our electric generation service.

Sperian Energy is committed to providing superior service to every customer, large or small. We want to make it as easy as possible for you to solve any problems or get answers to any questions you may have.

To help achieve this, we have included a list of Sperian Energy contact numbers and addresses you may use to contact a service representative in the event that you're LDC can't assist with your urgent needs. You can contact us using the following:

Electric Generation Supplier Name:

Sperian Energy Corp

Phone:

888.682.8082

Fax:

800.256.6181

Email:

info@sperianenergy.com

Website:

www.sperianenergy.com

Mailing Address:

2605 Camino Del Rio South, San Diego, CA 92108

Hours of Operation:

9:00AM – 6:00 PM E.S.T / Monday – Friday

Electric Distribution Company of Last Resort:

Commonwealth Edison Company

Phone: 800.334.7661

We offer Green rate plans for residential and commercial customers! Our 100% Green rate consists of 50% Wind and 50% Pumped-Storage Hydroelectricity (PSH)

Thank you for choosing Sperian Energy. We look forward to providing you with your electric generation service for many years to come.

Sincerely,
Sperian Energy Corp
State Licensing #: 11-0743



Sperian Energy Corp Illinois Electric Service Area Customer Terms and Conditions

The following is your Terms of Service and, coupled with your authorization, either through online enrollment, or a recorded call verification process, reflects the agreement ("Agreement") between Customer and Sperian Energy Corp ("Sperian") for the purchase of electricity service. Sperian agrees to sell and Customer agrees to buy the quantity of electricity delivered to you, as measured or estimated by your Electric Distribution Company ("EDC"), Commonwealth Edison ("ComEd"). Sperian is an Alternative Retail Electric Supplier ("ARES") and will supply electricity for your service location enrolled under this Agreement. The words "we," "us," and "our" refer to Sperian, and the words "you" and "your" refer to the Customer. Retain this Agreement for your records. Sperian is licensed as an ARES with the Illinois Commerce Commission ("ICC") in the State Of Illinois.

For Energy Assistance such as Low Income Home Energy Assistance Program ("LIHEAP"), call (877) 411-9276. In Cook County, dial 311 or (312) 795-8800 to reach the Community & Economic Development Association ("CEDA"), or please call ComEd at (800) 334-7661.

Eligibility: Sperian does not deny electric service or determine eligibility for pricing based on credit history, utility payment data or credit score. Sperian does not deny service based on a customer or applicant's race, creed, color, national origin, ancestry, sex, marital status, lawful source of income, level of income, disability, familial status, location of a customer/applicant in an economically distressed geographic area, or qualification for low income or energy efficiency services.

Service Term: Your service under this Agreement is provided under either a term product or a month-to-month product. Should you cancel your service before the end of a term plan, you will be subject to an early termination fee. If you are a new Customer, your selected product will become effective on the day your service begins with Sperian, which coincides with the date your meter is read by the EDC. Because this date is determined by your EDC, Sperian is not able to commit to a specific date for the commencement of service. If you are currently a Sperian Customer and are switching to another Sperian product, your selected product will become effective within 24 hours of the request to switch to the new plan.

Contract Renewal: This agreement does not renew automatically. At the end of the initial term, if you do not choose a new plan, your plans will rollover into a month-to-month variable rate. A contract-expiration notice will be sent to you at least thirty (30) days but no more than sixty (60) days prior to the end of your initial contract term explaining your renewal options.

Pricing & Payment: Each payment period, you will receive a single bill from your EDC that includes Sperian generation supply charges as well as the EDC's delivery charges. Your term and contract rate will be disclosed to you at the time of enrollment in your Welcome Letter. If you selected a variable plan, rates are subject to change monthly at the discretion of Sperian. The price will include Electricity Supply Charges and Transmission Charges, but does not include any fixed charges specified in your plan, Distribution Charges from your local EDC, applicable Illinois sales tax, or any local tax. You are responsible for any and all taxes (whether passed through to you on your EDC's bill as a separate line item or as part of the price of electricity, as required by law, rule or regulation) and EDC charges for delivery and distribution services. Except as otherwise provided in this Agreement or as required by law, all taxes of whatsoever kind, nature and description, due and payable with respect to your performance of your obligations under this Agreement, will be paid by you. If Sperian Energy's acquisition cost increases more than 10% over a one month period from the average cost to Sperian in a calendar month (a "Material Adverse Change"), Sperian reserves the right to increase the rate by the percentage increase received by Sperian. Sperian will comply with all applicable rules for notice in advance of any change. If you do not agree with the proposed revised terms or rate, you may cancel your term price Agreement without penalty.

Your payment will be due to the EDC by the date specified in the EDC bill. Except as otherwise provided in this agreement or by law, all taxes of any kind, nature and description, due and payable with respect to Customer's performance of its obligations under this Agreement, shall be paid by Customer. The parties' obligations under this Agreement are subject to present and future legislation, orders, rules, or regulations of a duly constituted governmental authority having jurisdiction over this Agreement or the services to be provided herein.

Access to Customer Information: Customer acknowledges that customer billing and payment information will be provided to Sperian from your EDC. This information includes, but is not limited to, Customer's account number, meter reading data, rate class and electric usage, Customer's address(es) and telephone number, and Customer's budget billing plan or payment arrangement preference. Customer further understands that the EDC is required by the ICC to communicate with Customer following a notice of change of ARES to confirm the change was authorized.

Dispute Resolution: In the event of a billing dispute or a disagreement involving any element of this Agreement, the parties will use their best efforts to resolve the dispute. Customer should contact the EDC regarding any billing dispute, and should contact Sperian in writing at 2605 Camino Del Rio S., San Diego, CA 92108 or by telephone at (888)682-8082 for any terms of service dispute. If after discussing your problem with Sperian or the EDC you



remain dissatisfied, you may file an informal complaint with the ICC by telephoning (800) 524-0795 or by writing to the following address: ICC, 527 East Capitol Ave., Springfield, IL, 62701.

Right to Rescind: You may rescind this Agreement without fee or penalty of any kind within ten (10) days after the EDC processes your enrollment; the EDC will provide you with this date. If you are a small commercial customer, you can rescind this agreement by calling ComEd at (800) 334-7661. If you are a residential customer, you can rescind this agreement by calling Sperian at (888) 682-8082 or ComEd at (800) 334-7661.

You may rescind in writing, orally, or electronically, if available. Please provide your name, address, phone number and a statement that you are rescinding your Agreement under the ten (10) day Right of Rescission.

Cancellation: To cancel a month-to-month product, you may call or fax Sperian at the contact information provided above. Under a term product, you agree to remain a Customer of Sperian until the term expires. In the case you choose to leave Sperian's service while under term contract and past the initial ten (10) day rescission period, you will be charged the early termination fee set forth in your Welcome Letter; provided, you may terminate the contract without any termination fee or penalty within ten (10) business days after the date of the first bill issued for products or services provided by Sperian, or in the event of a revision to our Agreement due to a Material Adverse Change event that you do not agree to. When you cancel services, you agree to pay for the services provided by Sperian through the date you are switched to another ARES or returned to the EDC for service. You are responsible for all charges incurred through the date on which cancellation is effected by the EDC, and for any collection fees incurred by Sperian for non-payment of amounts due.

Sperian reserves the right to cancel this agreement (i) if your EDC is unable to read your meter for three (3) consecutive months; (ii) if at any time you request separate bills from your EDC and Sperian Services; or (iii) if the EDC removes you from their consolidated billing program and requires that Sperian bill you separately for your electricity supply. We will notify both you and your EDC of the cancellation of this agreement at least 14 days prior to the effective date of cancellation.

Sperian may amend the terms of this Agreement at any time, to the extent not precluded by any applicable law, rule or regulation, by providing notice to Customer of such amendment at least forty five (45) days prior to the effective date thereof. Customer may cancel a term agreement with Sperian at any time prior to the effective date thereof, without penalty, in the event Sperian notifies you of a Material Adverse Change to the Terms of Service and you elect to opt out of the Agreement due to the Material Adverse Change.

Governing Law: This Agreement shall be governed by and construed, enforced and performed in accordance with the laws of Illinois and venue shall be in Sangamon County, Illinois. The provisions of the Uniform Commercial Code (UCC) shall apply to this Agreement to the extent you are a merchant under the UCC, and in that event you agree that electricity shall be a "good" for purposes of the UCC.

Assignment: You may not assign this Agreement, in whole or in part, or any of its rights or obligations hereunder without the prior written consent of Sperian. Sperian may, without your consent, (a) pledge or encumber this Agreement or the accounts, revenues or proceeds hereof; (b) transfer or assign this Agreement to an affiliate of Sperian or any person or entity succeeding to all or substantially all of the assets of Sperian; or any other person; so long as the forgoing is an ICC-certified ARES. In the case of (b), any such assignee shall agree in writing to be bound by the terms and conditions hereof. Provided, in the event Sperian surrenders or otherwise cancels its certificate of service authority or is no longer seeking to serve certain customers, Sperian shall provide fifteen (15) calendar days prior written notice. Upon any such assignment, Customer agrees that Sperian shall have no further obligations hereunder.

LIMITATIONS OF LIABILITY: LIABILITIES NOT EXCUSED BY REASON OF FORCE MAJEURE OR OTHERWISE SHALL BE LIMITED TO DIRECT ACTUAL DAMAGES. EXCEPT AS SPECIFICALLY OTHERWISE SET FORTH HEREIN, NEITHER PARTY WILL BE LIABLE TO THE OTHER FOR CONSEQUENTIAL INCIDENTAL, PUNITIVE, SPECIAL, EXEMPLARY OR INDIRECT DAMAGES. LOST PROFITS OR PENALTIES OF ANY NATURE ARE HEREBY WAIVED. THESE LIMITATIONS APPLY WITHOUT REGARD TO THE CAUSE OF ANY LIABILITY OR DAMAGE, INCLUDING THE NEGLIGENCE OF SPERIAN. THERE ARE NO THIRD-PARTY BENEFICIARIES TO THIS AGREEMENT.

Severability: If any provision of this Agreement is held by a court or regulatory agency of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions shall continue in full force without being invalidated in any way.

No Warranties: Unless otherwise expressly set forth in this Agreement, Sperian provides and Customer receives no warranties, express or implied, statutory, or otherwise and Sperian specifically disclaims any warranty of merchantability or fitness for a particular purpose. Delay or Failure to Exercise Rights: No partial performance, delay or failure on the part of Sperian in exercising any rights under this Agreement and no partial or single exercise thereof shall constitute a waiver of such rights or of any other rights hereunder.

Force Majeure: The term "Force Majeure" shall mean any cause not reasonably within the control of the Party suspending performance and which by the exercise of due



diligence, such Party is unable to prevent or overcome, including but not limited to, any act or cause which is deemed a Force Majeure by the EDC or any transportation or transmitting entity. Provided, in no case shall force majeure excuse the obligation to pay money due when owed. If either party is unable, wholly or in part, by Force Majeure to perform or comply with any obligations or conditions of this Agreement, such party shall give immediate written notice, to the maximum extent practicable, to the other party. Such obligations or conditions, so far as they are affected by such Force Majeure, shall be suspended during the continuance of any inability so caused, and such party shall be relieved of liability and shall suffer no prejudice for failure to perform the same during the period. The party claiming suspension of obligations must in good faith attempt to mitigate and/or terminate the Force Majeure.

Entire Agreement: This Agreement sets forth the entire agreement between the parties with respect to the terms and conditions of this transaction; any and all other agreements, understandings and representations by and between the parties with respect to the matters addressed herein are superseded by this Agreement.

Acceptance: This Agreement shall not become effective until accepted by Sperian.

Contact Information:

For questions concerning your rate, service initiation, or service cancellation, please contact Sperian using the contact information below:

Sperian Energy

2605 Camino Del Rio S.
San Diego, CA 92108
Customer Service (888)682-8082
Fax (800)256-6181
Operating Hours: M – F 9:00 a.m. – 6:00 p.m. EST
www.sperianenergy.com

In the event of a power outage, please contact the ICC or your local EDC using the contact information following:

Illinois Commerce Commission (ICC)

527 East Capitol Ave.
Springfield, IL 62701
(800) 524-0795

Electric Distribution Company:

ComEd

Customer Care Center
PO Box 805379
Chicago, IL 60680-5379
(800) 334-7661
www.comed.com