

FREQUENTLY ASKED QUESTIONS

ABOUT VIRIDIAN ENERGY

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Q. What makes Viridian Energy different from other energy suppliers?

A. We are a socially responsible energy company that provides greener energy 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.

Q. What are the benefits of choosing Viridian Energy as my energy supplier?

A. We offer customers a unique and simple way to help the environment. Our electricity products come from more renewable sources so you can do something for the environment without paying more or changing your behavior. By signing up for our energy services, you can feel good knowing that your choice is part of the collective impact of our mission.

Q. Does Viridian offer natural gas or electricity service?

A. Viridian offers both natural gas and electricity service. Customers can enroll for just electricity, just natural gas, or both, depending on their utility service territory.

Q. Will I have to get a new meter or any new equipment?

A. 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 energy.

Q. If I switch, will my reliability be affected?

A. 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.

Q. How can Viridian's rate be lower than the utility's?

A. 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.

Q. Why do rates vary?

A. Energy is a commodity. This means it is bought and sold on the open market, just like the stock market. Knowing this can help you understand basic movements. When demand is low, the price goes down. When demand for energy is high, such as during peak summer and winter months, the price goes up. Viridian's variable rate product reflects this fluctuation. For customers who prefer price certainty, Viridian also offers fixed rate plans.



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Q. Who do I call if I have problems with my service?

A. 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.

Q. Does the utility company get hurt if I switch?

A. 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.

Q. What happens if I move?

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

RATES

Q. What is a monthly variable rate and how is it different from a fixed rate?

A. A monthly variable rate means that our rate changes according to the price of energy. A fixed rate means that you will pay the same rate for a fixed period of time, usually for one year or 6 months.

Q. Does Viridian offer a fixed rate product?

A. Yes, Viridian began offering fixed rate plans in October 2011.

Q. Is Viridian's rate the same for each utility?

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

Q. What does it mean when my bill says 'price to compare'?

A. Price to Compare is the default utility rate that a customer would pay if they do not choose a third party supplier. This number is helpful when shopping for a supplier.

Q. What is the difference between a residential rate and commercial rate?

A. 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 an '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.

Q. Can Viridian rates be higher than the utility?

A. Yes, Viridian's variable rates can sometimes go above the utility's rate. On average, our customers have historically saved money compared to the utility's rate. It is part of our company mission to always provide customers affordable, green energy options.



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Q. Can I still use a budget plan?

A. 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

Q. How do I enroll?

A. You can do it online, over the phone, or using an enrollment form provided by the Associate who told you about Viridian. Viridian needs to know your basic contact information and your unique utility identification code which can be easily found on any of your bills.

Q. Does it cost anything to enroll?

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

Q. Can I cancel my service with Viridian at any time?

A. Variable rate plan customers can cancel their service at any time without penalty. Customers who are on fixed rate plans are subject to a cancellation fee if they choose to end their service before the duration of the term of service.

Q. How will I be billed?

A. 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.

Q. Where can I find information about competitors?

A. 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

Q. What is deregulation and what has it changed?

A. Prior to the 1990s, every state in the U.S. regulated its energy industry. There was only one company (the local utility) that was responsible for all components of your energy service. Under deregulation, your local utility still exclusively manages the delivery of your power, but the supply, or 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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Q. How does Viridian choose which markets to enter?

A. There are many factors that determine where Viridian offers service. Viridian typically 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.

Q. What is “Brown Energy”?

A. Brown energy is energy that comes from conventional fossil fuels, such as oil or coal. The combustion from these fuels releases harmful emissions into the environment. Renewable or “green” energy comes from clean sources that are more sustainable and are better for the environment.

Q. What is a REC?

A. 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 electricity 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.

Q. Can I Really Impact the Environment?

A. 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 environmental impact Viridian customers have had. Viridian’s annual Sustainability Report shows a thorough breakdown of these statistics. Visit the sustainability section of liveviridian.com to find the report.

