

Frequently Asked Questions about the Aviva Energy Program

1. Who is Aviva Energy? Why are they the best choice for this program?

- a. Aviva Energy has over 25 years of energy expertise. As an independent energy consultant, they are not committed to just one supplier. Aviva will seek out the lowest energy costs among many suppliers and pass those savings on to you. They will handle all of the negotiations on your behalf so you don't have to.

2. How do I know if I am already part of a natural gas or electrical program?

- a. If you look at your utility bill, you should notice your gas or electricity is being provided by a third party company. This is typically in the last pages of your bill. In some cases, you may also be receiving a separate invoice from the company supplying your gas or electricity.

3. What if I am already enrolled in another program for natural gas?

- a. Aviva just needs to determine if you are under a contract for a certain term. If so, you can complete the enrollment process and provide Aviva with your current contract information. When your current contract ends, Aviva will handle the transition for you.
- b. If you are receiving natural gas from a third party but you are not under contract, you can enroll your stores immediately to join the program and Aviva will handle the transition.

4. What if I am already enrolled in another program for electricity?

- a. There are several types of programs involving contracts for electricity supply, and the transition process may be slightly different for each. Rather than use a lot of space here, we recommend that you contact Greg Allen at Aviva to discuss your individual needs, and he will determine what needs to be done for your situation.

5. Why do I need to choose an energy provider? Do I really have to do this?

- a. It is true that you are not being forced to choose an energy provider. You can continue to pay for energy through your current company. But you may be paying more for your energy than you need to. By joining the Aviva Energy program, you may be able to realize significant savings by taking advantage of the lower cost energy available to the group.

6. Do we need a large mass of restaurants enrolled before Aviva begins negotiations on our behalf?

- a. There is no minimum size of the group required for Aviva to provide their service. The larger the group that we have, the more negotiating power we will be giving Aviva to get us the lowest possible energy prices. Currently we have 250+ stores enrolled, but we expect that number to be much larger. We hope to go out for bid on the first natural gas buy in the next few weeks. This means that we need everyone to get their stores enrolled as soon as possible.

7. How does the Aviva Energy program work to reduce my energy cost?

- a. Group purchasing power saves money. Aviva leverages the size of the group to obtain energy in bulk quantities at much lower rates than if you're not in a group. There are over 5,000 restaurants in California that are eligible to join this plan with a huge potential for savings.

8. How does Aviva Energy's historical pricing match up against other providers?

- a. Energy purchased in the competitive markets has been lower than the gas company 39 out of the last 43 months. The average savings is up to 15% for PG&E Customers, and up to 5% for SoCal Gas customers.

9. Am I selecting a fixed price or a floating price for my energy?

- a. Aviva Energy has both of these plans available. You can choose either option.

- 10. Will we be billed through Aviva? Or will we receive three separate bills:
1-Aviva for consulting, 2-PG&E for transport, and 3-The energy supplier for usage?**
- PG&E** natural gas customers will have the option to select a single bill from PG&E that includes the transport, Natural Gas and Aviva Fee - one monthly bill.
 - SoCal Gas** customers will receive two bills, one from the gas company for transport and a second bill from the supplier for gas which will also include the Aviva Fee.
 - Electricity** will be similar to SoCal Gas regardless of utility territory - one bill from the utility for transport and a separate bill from the supplier for energy use and Aviva fee.
Aviva does not plan to invoice any customers directly. If they are required to do so, they would only bill quarterly as the fee is very small.
- 11. Once I sign up, how will I monitor our energy usage and savings?**
- Aviva Energy provides an Energy Savings Analysis Report each quarter. This report will contain all the details of your account with Aviva, including your energy usage statistics and exactly how much you are saving with the Aviva program.
 - Aviva also provides monthly updates on regulatory and market issues, including energy, environment, and economics.
- 12. What is the length of commitment? How long am I signing up for?**
- You can select an annual or a month-to-month supply agreement. There is no long term commitment for this program beyond the annual agreement.
- 13. Why do I need Aviva to manage my energy purchases? Can't I select my own third party supplier?**
- Yes, it's true that you can select a third party company like Accent, Redwood, or other supplier, but then you are locked in with the rates from that company. Aviva Energy functions not as your supplier, but as your energy consultant, arranging supplies from numerous and varied marketers to get the lowest possible rate for you.
- 14. In addition to the significant cost savings, what other benefits might I realize from being a part of this program?**
- No need to deal with cold calls from Energy Telemarketers - just refer them to Aviva.
 - Energy usage reports and analysis not currently provided by the main suppliers.
- 15. Is there a deadline for signing up?**
- No. You can choose to join the Aviva Energy program at anytime....
However,
 - The cost of natural gas has cyclical patterns. Prices are approaching their lowest point in several years, so you could realize the most savings if you join now.
- 16. What fees does Aviva charge for providing this service?**
- For natural gas, a flat rate of \$2.50 per month per meter.
 - The monthly flat rate for electrical meter has not yet been set.
- 17. What forms do I need to fill out in order to sign up?**
- There are no one-sided forms with hidden costs or obligations. You can sign up online at the following website:

<http://www.avivaenergy.com/contract>
 - There are PDF forms available on the site if you are unable to complete the online sign-up. But if you sign up online, you do not have to fill out any of these forms unless later requested to do so.