

# WTI Energy FAQ's:

**CALL WTI Today to save up to 20% on your Electric energy supply invoices in California 888-425-8880.**

## **Will I still be a customer of my utility?**

Yes the only difference is that you will also be saving money as a commercial customer of WTI Energy. Your local utility owns the power lines that carry electricity to your business or organization and they will continue to bill you for the delivery of electricity at rates governed by the State. The actual electricity will be supplied by WTI Energy, an energy service company (ESCO) or Retail Electricity Supplier (RES) that constantly shops for the best wholesale prices to keep your costs down.

## **What if the power goes out?**

If you lose power or if you have an emergency related to your power, you must still notify your utility. Utilities are required to respond with equal attention to all of their customers and they do not and can not discriminate against customers that use energy service companies such as WTI Energy.

## **Who is responsible for safety and reliability of power delivery?**

The delivery system is still the responsibility of the utility and as such its safety and reliability. The utility will maintain the lines and repair them if there is an outage or a storm. The regulatory body overseeing utilities in your state will help to ensure that the utility continues to provide a safe, reliable delivery system for your use.

## **What if I have questions about my bill?**

For questions regarding your bill for electricity contact WTI Energy and our customer care will be happy to assist you. For questions regarding the delivery of your service such as outages, meter checks, etc. please contact your local utility.

## **How many bills will I receive?**

You will continue to be billed by your local utility for the delivery of the service, and you will receive a 2<sup>nd</sup> bill by WTI Energy for your supply (usage)....if you have multiple locations, we can bill all locations on 1 convenient bill.

## **How does the Electronic Funds Transfer work?**

WTI Energy will bill a customer for the service via an e-bill (to an email address). The standard time frame from that billing date will be 10 days. On the 10<sup>th</sup> day we will fund your account for the billed amount. WTI Energy cannot fund any accounts without the billing, the banks protect their customers that way. We also will be flexible on the time frame, if an account needs more than 10 days, we can work with that as well. Also, if a customer should have ANY billing issue, please instruct them to call our customer service line and we will HOLD any funding until that issue is resolved.

## **How is WTI Energy buying the electricity?**

WTI is buying the electricity in your state from the "GRID" or "ISO" (independent Systems Operator). The ISO for your state may supply energy for your state alone, or multiple states. WTI is buying the energy at what is called "day ahead index"....essentially the index pricing is the average rate of every 15 minutes of every hour of every day, and that is the monthly average price for the energy. We buy the energy at the wholesale rate that month, add our company cost/margin, and that is the customers rate. We DO NOT pad any of our rates with any kind of risk premiums etc.

**CALL WTI Today to save up to 20% on your Electric energy supply invoices 888-425-8880 as a Public Utility Company we can start signing our current clients up to start 7/1/2010.**