power wizard

Customer Enrollment Training Document
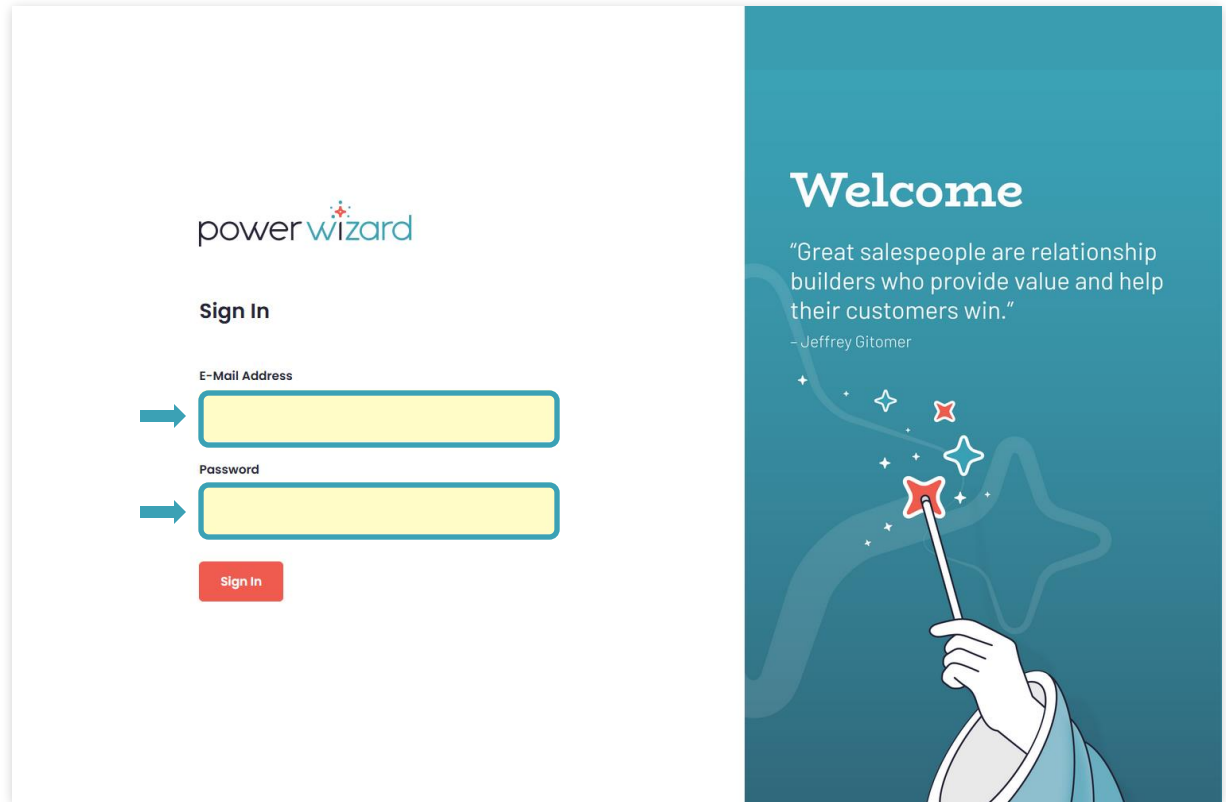
Contents

Log In

Customer Enrollment Tool can be accessed via any browser of your choice at PowerWizard.com/poa
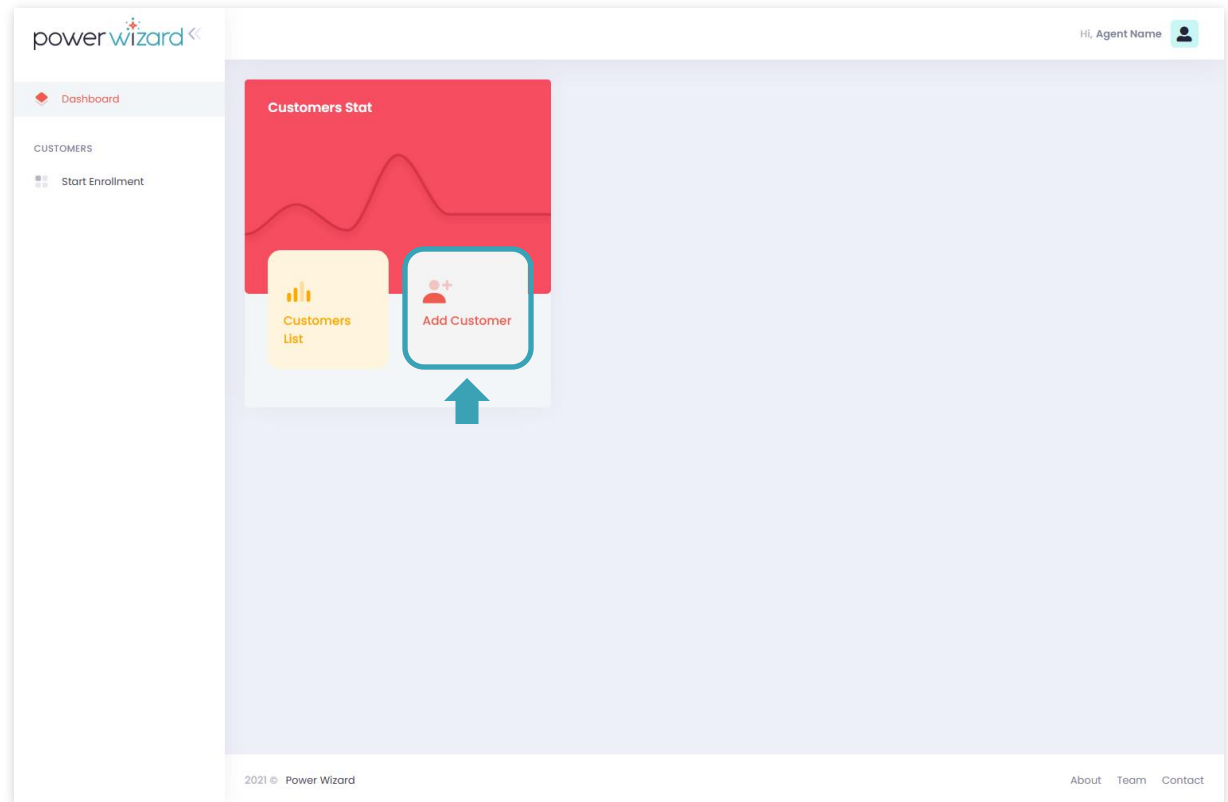
Use your assigned credentials to sign in

Username is most often your email address

If you have lost this information, please contact a Power Wizard Team Member to assist you.

Dashboard

Click on **"Add Customer"** to start a new enrollment.

"**Customer List**" displays all enrollments completed by user.

Parts of Enrollment Journey

Once agent/broker logs in, their name is displayed.

Enrollment tabs identify where agent is in the enrollment. Once you have moved forward through stages of enrollment, you can move backwards via these tabs to make corrections if needed.

Fields to input customer information. The light grey beneath each window give instruction on formats required.

Where field is "Optional" leave blank if that information is not available.

Enrollment Support Script supports agent/broker through the enrollment, particularly when asking a customer sensitive information. It also sets expectations for the customer. While general info does not need to be read on script, bolded script does for legal and regulatory reasons.

Hi, Agent Name

Dashboard

CUSTOMERS

Start Enrollment

Account Set Up
Setup Account Details

Location Set Up
Service Address

Start Date Set Up
Current Provider, Meter ID

Customer Identification Set Up
SSN, Driver Licence

Payment Details
Membership Type, Credit Card

Completing Enrollment!
Review and Submit

Enter Account Details

First Name

First Name

Enter First Name

Last Name

Last Name

Enter Last Name

Email

Email

Enter Email

Phone Type

● Mobile ○ Home

Phone

(___) ___-____

Enter Phone Number (123) 456-7890

Enrollment Support Script

Let's start with your personal information. These details are used to create your Power Wizard account.

1. May I please have your first name?
2. May I please have your last name?
3. Where should we email your enrollment and account information? In the majority of cases, we will use your email address to communicate with you. Please check your Junk folder for emails from us. Unfortunately some of our emails might end up there. Your email address will also be your Power Wizard username when you log in to your Power Wizard online account.
4. What phone number can we use to contact you if there's a problem with your order?

NEXT

2021 © Power Wizard

About   Team   Contact

Account Set Up

Account Set Up collects the basic contact information to create their Power Wizard Account. **Currently we can only enroll one premise per email address.** Two premises require two emails.

Enter customers name as it will appear on their Power Wizard Account.

Email will be used for enrollment and account information.

Must be a valid email address format to proceed. An error message will appear if the address is not valid.

Enter a valid 10-digit phone number and select mobile or home phone.

NOTE: Power Wizard could when needed, use customer's phone number to send automated messages for account information only.

(Screen content)

Account Set Up
Setup Account Details

Location Set Up
Service Address

Start Date Set Up
Current Provider, Meter ID

Customer Identification Set Up
SSN, Driver Licence

Payment Details
Membership Type, Credit Card

Completing Enrollment!
Review and Submit

Enter Account Details

First Name
First Name
Enter First Name

Last Name
Last Name
Enter Last Name

Email
Email
Enter E...
The value is not a valid email address

Phone Type
○ Mobile   ○ Home

Phone
(___) ___-____
Enter Phone Number (123) 456-7890

NEXT

Enrollment Support Script

Let's start with your personal information. These details are used to create your Power Wizard account.

1. May I please have your first name?
2. May I please have your last name?
3. Where should we email your enrollment and account information? In the majority of cases, we will use your email address to communicate with you. Please check your Junk folder for emails from us. Unfortunately some of our emails might end up there. Your email address will also be your Power Wizard username when you log in to your Power Wizard online account.
4. What phone number can we use to contact you if there's a problem with your order?

When all information is correctly entered – **click on NEXT** to proceed

power wizard

Enter customer's service address.

You will need to fully type out the address, with Rd/Ave/St etc., then scroll down to find # if the house/apartment has a # attached to it.

NOTE: If you cannot find the address, ask customer for recent bill to locate the ESI ID number. See next slide.

Select the address to auto-populate the City, State, Zip code and ESI ID fields. Please confirm city and zip code with customer.
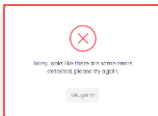
Incorrectly entered addresses or addresses in use will not allow you to proceed. Commercial address will not populate.

Location Set Up

Account Set Up
Setup Account Details

Location Set Up
Service Address

Start Date Set Up
Current Provider, Meter ID

Customer Identification Set Up
SSN, Driver Licence

Payment Details
Membership Type, Credit Card

Completing Enrollment!
Review and Submit

Address
Search address
Select Address.

City   State
City   Search Sta
Select City.   Select State.

Zip code
Zip code
Enter Zip Code.

ESI ID
ESI ID
Enter ESI ID

☑ Billing address is the same as service address

Billing Address

Enter Billing Address.

Billing City   Billing State
Billing City   Texas × ⌄
Enter Billing City.   Select Billing State.

Billing Zip Code
Billing Zip code
Enter Billing Zip code.

Enrollment Support Script

Agent Tip: If the address does not populate, please ask customer if they have their recent bill handy, and to read the ESI ID number back to the agent.

Now I'd like to ask you what your service address is. This address will be used to set up your new electricity service contract.

1. Let's start with your address, then city, state, and zip code.
2. Should we use your service address as your mailing address?
3. Is the billing address the same as your service address?
4. **If not:** Please share your billing address with me.

Search address ⌄

7120 sto

7120 Stone Canyon Ct

7120 Stonybrook

07120 Ston

7

Finding customer's service address by ESIID

If you cannot find the address, ask the customer for a recent bill to locate the ESI ID This will auto-populate the street address, city, state and zip code.

ESI ID:
55555103478568527 0100
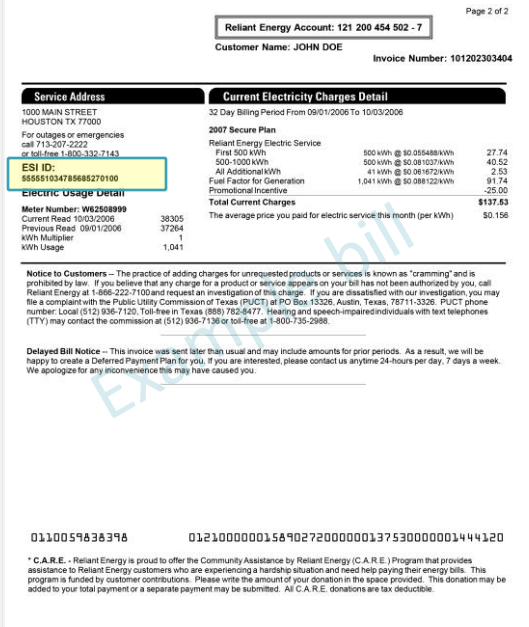
Confirm the billing address is the same as the service address or not. Enter billing address if it's different.

Location Set Up

Account Set Up
Setup Account Details

Location Set Up
Service Address

Start Date Set Up
Current Provider, Meter ID

Customer Identification Set Up
SSN, Driver Licence

Payment Details
Membership Type, Credit Card

Completing Enrollment!
Review and Submit

Location Set Up

Address
Search address
Select Address.

City
City
Select City.

State
Search Sta
Select State.

Zip code
Zip code
Enter Zip Code.

ESI ID
55555103....
Enter ESI ID

☑ Billing address is the same as service address

Billing Address
Enter Billing Address.

Billing City
Billing City
Enter Billing City.

Billing State
Texas × ∨
Select Billing State.

Billing Zip Code
Billing Zip code
Enter Billing Zip code.

Enrollment Support Script

Agent Tip: If the address does not populate, please ask customer if they have their recent bill handy, and to read the ESI ID number back to the agent.

Now I'd like to ask you what your service address is. This address will be used to set up your new electricity service contract.

1. Let's start with your address, then city, state, and zip code.
2. Should we use your service address as your mailing address?
3. Is the billing address the same as your service address?
4. **If not:** Please share your billing address with me.

Start Date Set Up

Entering Date for Service to Begin

Select whether customer is moving, or switching.

Select the date in the calendar for service to begin.

If date occurs on a day when utilities are closed, this date will be greyed out and unable to be selected.

Confirm with customer that they are within 2 weeks of their current contract ending to avoid an Early Termination Fee.

Start Date Set Up – Current Provider

Current Provider

Entering customers current provider is optional - however helps us with the switch date requested when we have their current provider.

Enter the name of the current Retail Electricity Provider.

Select the customers current provider from the drop-down list.

If provider is not listed, select Other

Meter ID

Entering the customers Meter ID for a Switcher is optional – however allows us to accurately calculate estimated electricity savings and see their exact usage.

Enter the meter number.

Often starts with a letter "I" followed by 8 digits, or it may begin with 8 digits and end with "LG." It is typically found on the first or second page of your electricity bill.

Meter Number: W62508999
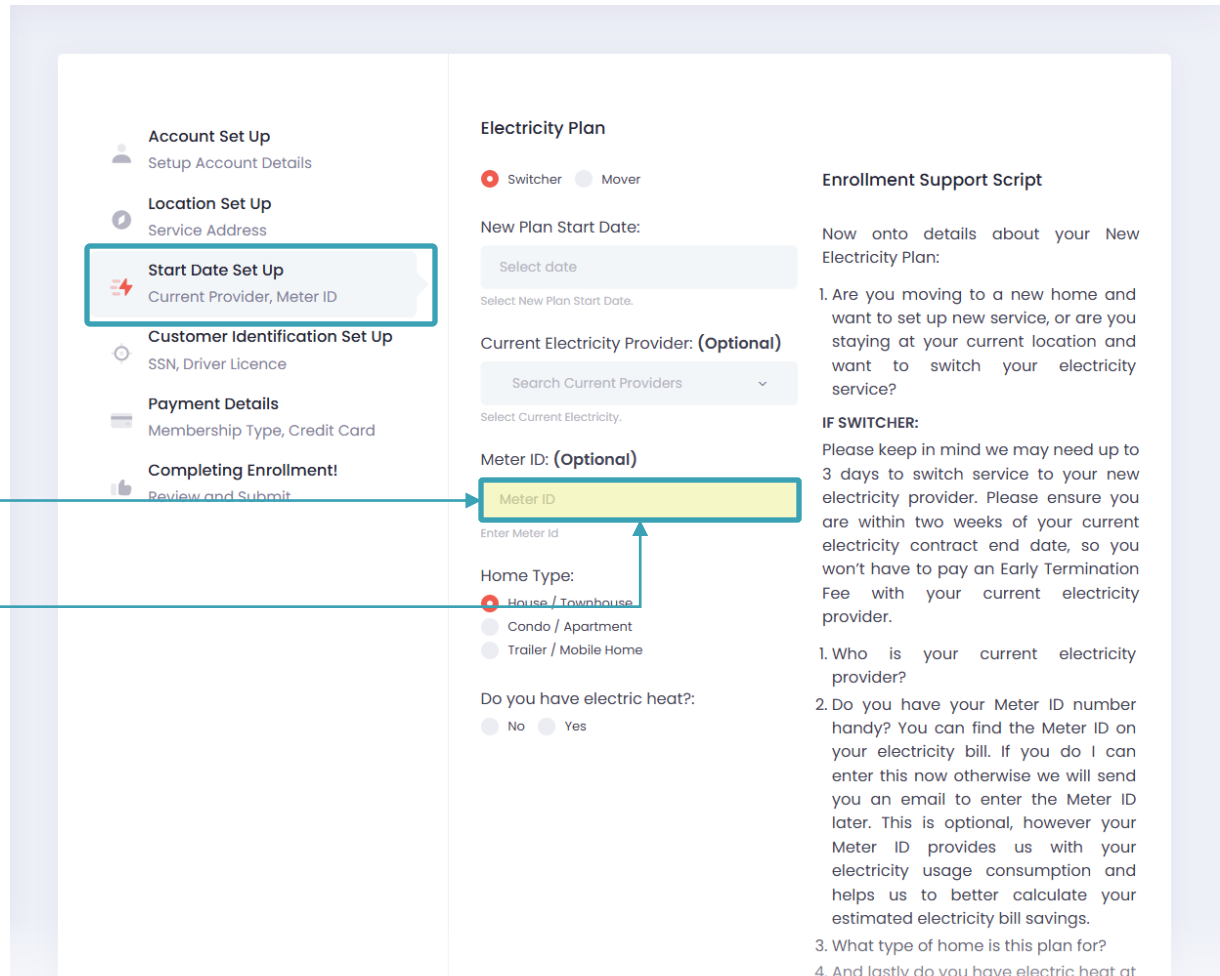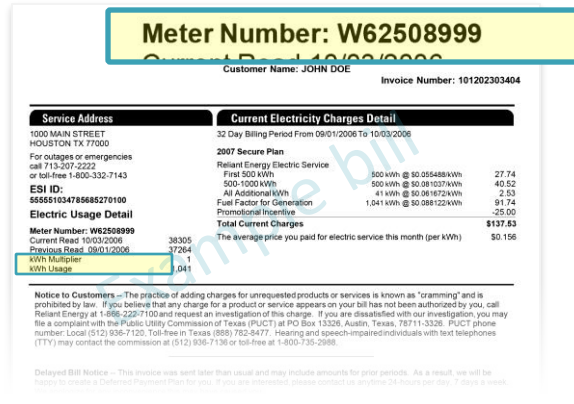
If no Meter ID is provided, they will get an email or text message to provide that information by logging in to their Power Wizard account, or to call our Customer Care.

Account Set Up
Setup Account Details

Location Set Up
Service Address

Start Date Set Up
Current Provider, Meter ID

Customer Identification Set Up
SSN, Driver Licence

Payment Details
Membership Type, Credit Card

Completing Enrollment!
Review and Submit

Electricity Plan

⦿ Switcher   ◯ Mover

New Plan Start Date:

[Select date]

Select New Plan Start Date.

Current Electricity Provider: **(Optional)**

[Search Current Providers   ⌄]

Select Current Electricity.

Meter ID: **(Optional)**

[Meter ID]

Enter Meter ID

Home Type:

⦿ House / Townhouse
◯ Condo / Apartment
◯ Trailer / Mobile Home

Do you have electric heat?:

◯ No   ◯ Yes

Enrollment Support Script

Now onto details about your New Electricity Plan:

1. Are you moving to a new home and want to set up new service, or are you staying at your current location and want to switch your electricity service?

IF SWITCHER:

Please keep in mind we may need up to 3 days to switch service to your new electricity provider. Please ensure you are within two weeks of your current electricity contract end date, so you won't have to pay an Early Termination Fee with your current electricity provider.

1. Who is your current electricity provider?

2. Do you have your Meter ID number handy? You can find the Meter ID on your electricity bill. If you do I can enter this now otherwise we will send you an email to enter the Meter ID later. This is optional, however your Meter ID provides us with your electricity usage consumption and helps us to better calculate your estimated electricity bill savings.

3. What type of home is this plan for?

4. And lastly do you have electric heat at this home?

IF MOVER:

1. When would you like your new

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power wizard

Home Type & Heat Source

Confirmation of the home type is requested by the Retail Electricity Providers.

Select the house type

Select whether customer has electric heat or not.

If they aren't sure, select "yes".

Account Set Up
Setup Account Details

Location Set Up
Service Address

Start Date Set Up
Current Provider, Meter ID

Customer Identification Set Up
SSN, Driver Licence

Payment Details
Membership Type, Credit Card

Completing Enrollment!
Review and Submit

Electricity Plan

🔘 Switcher   ⚪ Mover

New Plan Start Date:

Select date

Select New Plan Start Date.

Current Electricity Provider: (Optional)

Search Current Providers ⌄

Select Current Electricity.

Meter ID: (Optional)

Meter ID

Enter Meter Id

Home Type:
🔘 House / Townhouse
⚪ Condo / Apartment
⚪ Trailer / Mobile Home

Do you have electric heat?:
🔘 No   🔘 Yes

Enrollment Support Script

Now onto details about your New Electricity Plan:

1. Are you moving to a new home and want to set up new service, or are you staying at your current location and want to switch your electricity service?

IF SWITCHER:

Please keep in mind we may need up to 3 days to switch service to your new electricity provider. Please ensure you are within two weeks of your current electricity contract end date, so you won't have to pay an Early Termination Fee with your current electricity provider.

1. Who is your current electricity provider?
2. Do you have your Meter ID number handy? You can find the Meter ID on your electricity bill. If you do I can enter this now otherwise we will send you an email to enter the Meter ID later. This is optional, however your Meter ID provides us with your electricity usage consumption and helps us to better calculate your estimated electricity bill savings.
3. What type of home is this plan for?
4. And lastly do you have electric heat at this home?

IF MOVER:
1. When would you like your new

power wizard

Date of Birth

When entering date of birth please follow the formatting indicated exactly as shown including the dashes.

Example:

1	9	8	5	-	0	6	-	1	5
Y	Y	Y	Y	-	M	M	-	D	D

The system will not allow you to proceed if Date of Birth is entered incorrectly

Account Set Up
Setup Account Details

Location Set Up
Service Address

Start Date Set Up
Current Provider, Meter ID

Customer Identification Set Up
SSN, Driver Licence

Payment Details
Membership Type, Credit Card

Completing Enrollment!
Review and Submit

Customer Identification Set Up

Date of Birth

YYYY-MM-DD

Select Date of Birth. YYYY-MM-DD

Social Security Number

Enter Social Security Number   000-00-0000

☐ Continue without Social Security Number

☐ Yes, my credit is locked or frozen for my protection

Driver Licence / State ID

Enter Driver's Licence / State ID.

State

Texas   ✕ ⌄

Select State.

Did you pay a security deposit with your current electric company?

⦿ Yes   ◯ No   ◯ Not Sure

How did you hear about us (Optional)

Select   ⌄

Select How did you hear about.

Enrollment Support Script

1. What is your date of birth?
2. Now I'll need your social security number.
   Agent Tip: If customer is asking why we need the SSN please use the following:
   When we set you up with your new Electricity Provider, we don't want you to have to pay a deposit. Using your social security number is the easiest way to get an accurate credit match. Rest assured it is a soft credit check and won't hurt your credit in any form. In case a security deposit is required, we will notify you right away before completing the enrollment with your new electricity provider..
3. Is your credit locked or frozen for your protection?
   If so, our team will reach out to you shortly before we begin the enrollment process with your new provider. Our team will ask you to unlock your credit for about an hour so we can complete the enrollment with your new electricity provider. If you have your credit locked, your new provider won't be able to run the soft credit verification and most likely require a security deposit. Please be on the lookout for a call from us
4. Can I now have your Driver's License number and state in which it was issued?
   Some Retail Electricity Providers

Social Security Number (SSN)

Customers are sometimes concerned when giving out their Social Security Number. Please use script to explain why we need it.

If the customer chooses to continue without a Social Security Number at this time, then read the following script:

"I understand not wanting to share this sensitive information with me over the phone. We offer another secure option to provide that information.

Once I complete the enrollment our system will automatically trigger an email to you. Click on the button inside the email to log in to your new Power Wizard account and enter your Social Security Number from there. Just to give you some peace of mind all our systems are protected with Norton.

As mentioned already, you will receive this email from us within a few minutes after the membership enrollment. If at all possible, please take immediate action so we get you enrolled onto your new plan."

Account Set Up
Setup Account Details

Location Set Up
Service Address

Start Date Set Up
Current Provider, Meter ID

Customer Identification Set Up
SSN, Driver Licence

Payment Details
Membership Type, Credit Card

Completing Enrollment!
Review and Submit

Customer Identification Set Up

Date of Birth

Select Date of Birth. YYYY-MM-DD

Social Security Number

Enter Social Security Number. ###-##-####

Continue without Social Security Number

Yes, my credit is locked or frozen for my protection

Driver Licence / State ID

Enter Driver's Licence / State ID.

State

Texas

Select State.

Did you pay a security deposit with your current electric company?
Yes   No   Not Sure

How did you hear about us (Optional)

Select

Select How did you hear about.

Enrollment Support Script

1. What is your date of birth?
2. Now I'll need your social security number.

Agent Tip: If customer is asking why we need the SSN please use the following:
When we set you up with your new Electricity Provider, we don't want you to have to pay a deposit. Using your social security number is the easiest way to get an accurate credit match. Rest assured it is a soft credit check and won't hurt your credit in any form. In case a security deposit is required, we will notify you right away before completing the enrollment with your new electricity provider..

3. Is your credit locked or frozen for your protection?
   If so, our team will reach out to you shortly before we begin the enrollment process with your new provider. Our team will ask you to unlock your credit for about an hour so we can complete the enrollment with your new electricity provider. If you have your credit locked, your new provider won't be able to run the soft credit verification and most likely require a security deposit. Please be on the lookout for a call from us
4. Can I now have your Driver's License number and state in which it was issued?
   Some Retail Electricity Providers

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Customer Identification Set Up – Credit Lock

Credit Locked or Frozen

Ask customer if their credit is locked or frozen. If customer does not know, leave blank.

If their credit is locked/frozen, please read the script to the right to set expectations for their enrollment. Our team will reach out to them to unlock it for an hour or two, so we can smoothly process the enrollment.

Customer Identification Set Up – Driver's License

Driver's License or State ID

Driver's License or State ID is required by many electric providers in addition to the SSN.

The tool defaults to Texas. Ensure Drivers License is from Texas and not another state. If another state, find it in the drop down.

We must have a State Issued ID to verify identity.

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Deposit Question & How Did You Hear About Us?

Indicate if the customer paid a security deposit with their current electricity provider.

If you didn't learn early in the call how the customer heard about us, please request it here and select in the drop down.

Note for Brokers: Please select Authorized Dealer

Membership Type & Promo

Assist the customer in selecting the type of membership they want – monthly or annual. Explain the discount when they choose annual. Refer to the Enrollment Support Script for guidance.

IF the customer presents a promocode at start of call enter the code and click apply.

DO NOT provide the customer with a promocode or inquire if the customer has a promocode.

Promo Code for Brokers
Brokers will need to enter in their promo code here to trigger the gift card release.

Credit Card Information

The credit card is used to enroll customer into autopay when available, as well as keeping their membership active. Please read the script on the side to set expectations.

Continuing without a credit card If the customer declines to provide credit card information then select Continue without Card. Let customer know they will get an email to log in to their PW account, and enter it securely there. See Slide 25 for Script.

Collect the customer's credit card information starting with the full name shown on the card and following with the 16 digit card number, expiry month and expiry year.

CVV Number on the back of the card is required to continue with credit card payment setup.

Always read the disclaimer to the customer before proceeding any further.

Today's total $0.00

○ Continue without credit card

Name on Card

Card Name.

Card Number

Credit Card Number

Card Number.

Card Expiry Month   **Card Expiry Year**

Select ∨   Select ∨

Card Expiry Month.   Card Expiry Year.

Card CVV Number

Card CVV Number.

appears on the card?
2. What's the expiration date?
3. And the year?
4. Lastly, what is the CVV number?

Agent Tip: Please read the Credit Card disclaimer, found below the Card CVV number.

Now we need to create a temporary account password for you. This will be used to log into your Power Wizard Online Account at www.powerwizard.com. Your password for now will be your last name with the numbers 12345 behind it. Rest assured you can change your password at any time to something that suits you better.
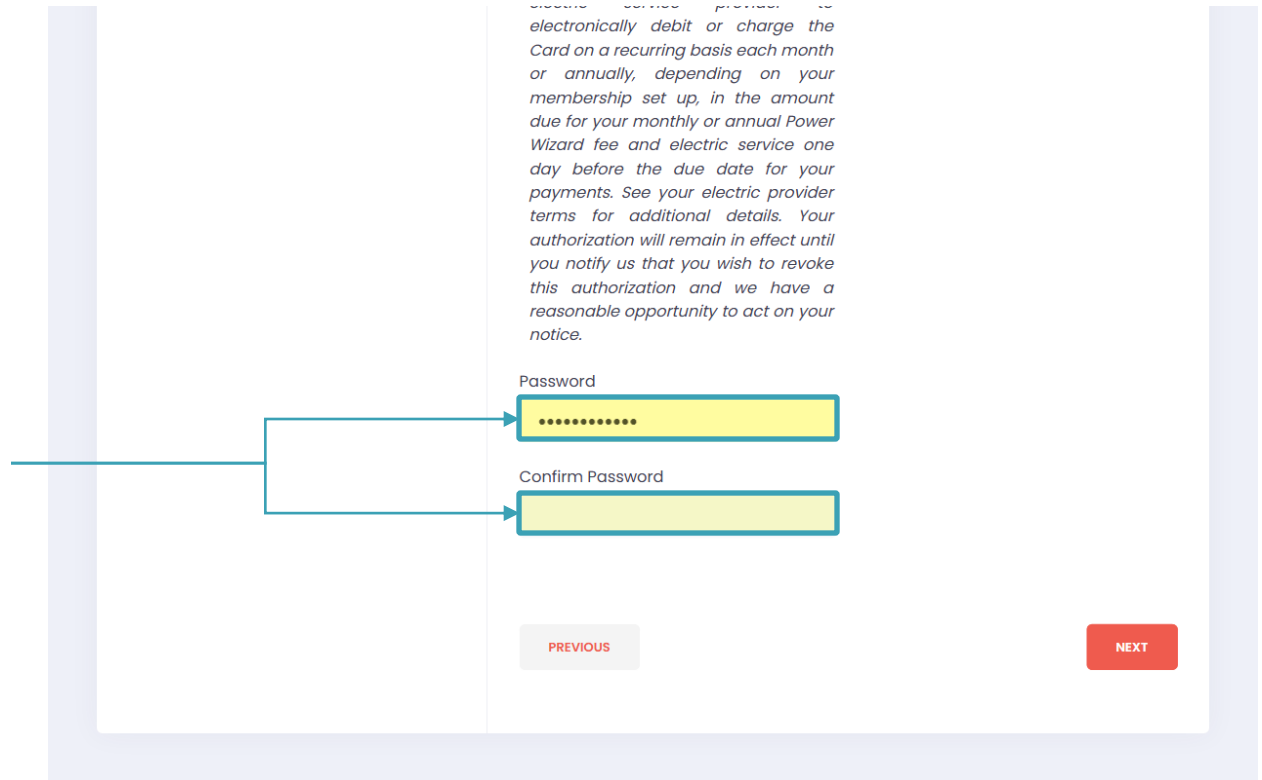
Disclaimer

1. *By providing your debit or credit card information, you certify that you have the authority to authorize debits or charges to the payment card identified (the Card) and you authorize Power Wizard and your electric service provider to electronically debit or charge the Card on a recurring basis each month or annually, depending on your membership set up, in the amount due for your monthly or annual Power Wizard fee and electric service one day before the due date for your payments. See your electric provider terms for additional details. Your authorization will remain in effect until you notify us that you wish to revoke this authorization and we have a reasonable opportunity to act on your notice.*

Creating a Temporary Account Password for the Customer

A password is created by agent/broker on behalf of the customer. This is temporary and can be changed at any time.

Please use the customers Last name, followed by 12345. The Password must be at least 8 digits long. This simple format makes it easy for them to remember.

electronically debit or charge the Card on a recurring basis each month or annually, depending on your membership set up, in the amount due for your monthly or annual Power Wizard fee and electric service one day before the due date for your payments. See your electric provider terms for additional details. Your authorization will remain in effect until you notify us that you wish to revoke this authorization and we have a reasonable opportunity to act on your notice.

Password

•••••••••••

Confirm Password

PREVIOUS

NEXT

Final Review and Submission

This summary page ensures all details entered are correct. Please confirm Name, Phone Number, Email, Plan Start Date and Address are correct.

NOTE: The script below "Agent to Repeat" must be read by agents so customers are aware we may use their phone number to contact them.

Carefully review the details with the customer before final submission

Corrections are easily made by navigating back to any step in the process to make the updates.

Once all corrections have been made and all customer details are correct you can click the submit button.

SUBMIT

A final pop-up box will ask you to confirm submission. If all is good! click on Yes, Submit!

Account Set Up
Setup Account Details

Location Set Up
Service Address

Start Date Set Up
Current Provider, Meter ID

Customer Identification Set Up
SSN, Driver Licence

Payment Details
Membership Type, Credit Card

Completing Enrollment!
Review and Submit

All is good! Please confirm the form submission.

Yes, submit!   No, cancel

Review Details and Submit

Account Details:

Firstname: John
Lastname: Delete
Phone: (416) 432-3179
Phone Type: mobile
Email: jec@aopginc.com

Location Details:

Move or Switcher: switcher
New plan start date: 2021-05-17
ESI ID: 10443720002414795
Address: 7200 Kyle Rd
City: BIG SPRING
State: TX
Zip code: 79720
Billing Address: Same Above

Electricity Plan Details:

Current provider: ALLIANCE
Meter Id: 123456789
Home: House-Townhouse
Electric heat: 0

Customer Identification Details:

SSN: 311-11-1111
Credit Locked or Frozen:
Birthday: 10-02-1981
Driver license or state id: 123456789
License State: TX
Hear about us: N/A
Security Deposit: Deposit

Payment Details:

Membership type: monthly
Promo code: N/A

Enrollment Support Script

Now we are onto the final stage of the enrollment. Let me go ahead and confirm all of the information I have taken down is correct.

Agent to repeat: First Name, Last Name, Phone Number, Email, New Plan Start Date, Address.

By providing your phone number, you agree Power Wizard may use automated technology to contact you at the number via phone calls and text messages, including automated calls and text messages, and calls that use an artificial or prerecorded voice, for account, billing, and service-related matters.

Enrollment Complete – Success Screen

Congratulations! This success bar indicates your new customer order has been successfully submitted into our systems.

IMPORTANT: Read the script below the success bar to notify the customer **we need them to take action immediately** to accept our Terms and Conditions and Power of Attorney agreement. **We cannot work on their behalf until those items are accepted.**

The remainder of the script is to set expectations with customer of what comes next, and some of the benefits of being a Power Wizard customer.

You are now ready for your next customer!

! The order has been successfully submitted! ×

I just submitted all of your information. Our system has sent you an email that needs your quick response so we can complete your enrollment.

In order for Power Wizard to work on your behalf and handle all of your electricity related needs we need your consent. Please open the email and click on both links to accept Power Wizard's Terms and Conditions. **This is the final step required for us to start working on your behalf and enroll you with your new electricity provider.**

1. I'd like to be the first one to welcome you to Power Wizard! We are so happy to have you with us. Do you have a pen handy? I have some details you may wish to write down.
2. Once your enrollment into your new plan is confirmed, we'll send you an email with all of your electricity plan documents that include the name of your new electricity provider, your rate, and the term length
3. You can also find this information in your Power Wizard account on our website.
4. Simply log in on the top right corner of PowerWizard.com using the email address you gave me at the start of our call and the temporary password I just gave you. That password again is your Last Name with the numbers 12345 behind it.
5. In case you need to reach our customer care team during normal business hours, please take down this number. It's 855-475-8315. Extension 2 to connect with Customer Care.
6. Please be on the lookout for our monthly savings report letting you know just how much you're saving with Power Wizard!
7. And when you see all those savings, we hope you'll share your new secret with your friends! You can find our referral program inside of your Power Wizard account. With each successful referral, a $25 Amazon.com Gift Card is sent to you and your friend!
8. SALES AGENTS ONLY: Before I let you go, do you mind if I send you a very quick survey about our call so you can rate your customer service experience with me? I would really appreciate it.
9. Do you have any additional questions before we hang up?
10. Thank you again for joining Power Wizard. We are delighted to have you!

Start Enrollment

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When customer does not want to give you their Social Security Number:

"I understand not wanting to share this sensitive information with me over the phone. We offer another secure option to provide that information.

Once I complete the enrollment our system will automatically trigger an email to you. Click on the button inside the email to log in to your new Power Wizard account and enter your Social Security Number from there. Just to give you some peace of mind all our systems are protected with Norton.

As mentioned already, you will receive this email from us within a few minutes after the membership enrollment. If at all possible, please take immediate action so we get you enrolled onto your new plan."

SOCIAL SECURITY RE-RAMP EMAIL SENT TO CUSTOMER:

Dear Ebony,

Thank you for joining Power Wizard today!

You preferred to not provide your Social Security Number to our Sales agent today. We understand! Please securely log in to your Power Wizard My Account Dashboard and provide it there. We unfortunately cannot proceed with the enrollment onto your new electricity plan without it.

My Account

When we set you up with your new electricity provider, we don't want you to have to pay a deposit. Using your SSN is the easiest way to get an accurate credit match. Rest assured it is a soft credit check and won't hurt your credit in any form. In case a security deposit is required, we will notify you right away before completing the enrollment with your new electricity provider.

If you have any questions about submitting your SSN, please call us at 855-475-8315. We are here to help!

Best wishes,

Your Customer Care Wizards

power wizard

When customer does not want to give you their Credit Card Number:

"I understand not wanting to share this sensitive information with me over the phone. We offer another secure option to provide that information.

Once I complete the enrollment our system will automatically trigger an email to you. Click on the button inside the email to log in to your new Power Wizard account and enter your Credit Card number from there. Just to give you some peace of mind all our systems are protected with Norton.

As mentioned already, you will receive this email from us within a few minutes after the membership enrollment. If at all possible please take immediate action so we get you enrolled onto your new plan."

CREDIT CARD RE-RAMP EMAIL SENT TO CUSTOMER:

Dear Ebony,

Thank you for joining Power Wizard today! You preferred to not provide your credit card to our sales agent today over the phone. That's not a problem!

Please log in to your Power Wizard My Account using the red button below and securely provide it there. Your credit card is required to keep your membership benefits active, and used to enroll you into auto pay with your electricity provider when available.

My Account

Once we have your information on file, we can proceed with the enrollment onto your new electricity plan. Unfortunately we cannot proceed without it.

If you prefer to receive paper billing and not enroll into autopay, please call us at 855-475-8315 or send an email to support@powerwizard.com.
We will update your information with your new provider on your behalf.

If there is anything else we can assist you with, please let us know. We're glad you're here!

Best wishes,
Power Wizard

Customer's Final Step to Confirm Power Wizard Enrollment:

It is important the customer reads our Terms and Conditions directly and accepts them via email. **This script appears on the final screen of the enrollment.**

Customer **MUST AGREE** to our terms and conditions in this email as well as agreeing for us to enroll the customer on their behalf and manage all their electricity needs.

Without their agreement to the Terms and Conditions, as well as enrolling them on their behalf, the enrollment is NOT complete.

Please ensure customer understands this, Agent/Broker can also stay on the line with them to open email and confirm, if need be.

Dear Ebony,

Thank you for joining Power Wizard today! We have just one more step before we search 100s of electricity plans to find the best one for you.

Please follow the link below and click on the "I Agree" button to give your final authorization for Power Wizard to work on your behalf for all your electricity related needs.

Click Here

Please note we cannot move forward with your enrollment without this authorization.

If you have any questions about these next steps, please contact us at 1-855-475-8315.

We look forward to serving you as a valued member of Power Wizard!

Best wishes,
Power Wizard

Thank you for joining Power Wizard!

There is just one more step between you and your savings. Please read, click the checkboxes, and then click the "I Agree" button once you have read each statement. Power Wizard is regulated by the Public Utility Commission of Texas. Click here for required disclosures.

☑ I affirm that I have read and agree to the Power Wizard Terms of Service and Privacy Policy

☑ I affirm that I have read and agree to the Agency Authorization and Limited Power of Attorney (POA) and authorize Power Wizard to act on my behalf in accordance with the POA and the Terms of Service including selecting and enrolling me with retail energy providers (REPs); switching, cancelling or renewing service with REPs; accessing my energy usage information; and performing related activities as described therein.

I Agree