



## 5LINX Commercial Energy Program Frequently Asked Questions

### **Q. Why the “Energy Broker” business model?**

A. The “Energy Broker” business model provides 5LINX Reps a platform to work with a myriad of suppliers in multiple energy markets – specifically designed to find your customers the best energy deals in deregulated energy markets throughout North America. Customers now have the options and flexibility needed to make the best decision regarding their energy supplier.

### **Q. Why is the “Energy Broker” business model important to me?**

A. This business model allows you to achieve your maximum potential as a 5LINX Rep when generating commercial energy leads. Your customers reap the full benefits of deregulation; you are not tied to pitching any one particular supplier. The commercial energy program has given you access to more energy suppliers and more energy product options than any other opportunity around. This is a great way to maximize your customer’s energy savings potential, by using multiple energy suppliers

### **Q. Why participate in the Commercial Energy Services Program?**

A. Energy, on average, ranks as one of the top three largest operating expenses every business faces; it accounts for roughly \$500 billion dollars a year. As a 5LINX Rep, you can now help business owners find the best deal and achieve savings and/or peace of mind in doing so.

### **Q. Do I have to be “Energy Certified”?**

A. Yes, in order to generate commercial energy leads, all 5LINX Reps must be “Energy Certified.” The certification training is available in your Virtual Office under Energy Program, or on My.5LINX.com.

### **Q. Does 5LINX provide any energy training?**

A. Yes, 5LINX has commercial training documents in the Virtual Office, along with information in the commercial enrollment portal.

### **Q. How do I enroll a Commercial Lead into the Commercial Energy Services Program?**

A. Getting started is very easy. To submit commercial energy leads, go to your Virtual Office and choose the 5LINX Energy link, then choose commercial energy from the web page. This will take you to the Commercial Energy Enrollment portal.

### **Q. Where do I send the lead packet?**

A. The LOA and 1 recent bill copy can be faxed: 585-359-0233 or emailed to: [commercialenergy@5LINX.com](mailto:commercialenergy@5LINX.com).

### **Q. Why do I have to submit my leads online?**

A. To properly track and manage all commercial energy leads, the information must be submitted online through the enrollment form (link in the portal).



**Q. Is the LOA a contract?**

A. No, the LOA is not a contract. In energy, the LOA only gives permission to access the customer's historical usage information for the past year. The LOA provides a free evaluation and is without obligation, which allows the broker to conduct an analysis and provide the best service possible to the customer. The LOA clearly states "this is not a contract" to avoid any potential confusion.

**Q. What if I have questions about my commission or the compensation plan?**

A. For all questions pertaining to your commission payments, commission amounts, and any general inquiries regarding your organization or compensation plan. call 585.359.2922 or email [repservices@5linx.com](mailto:repservices@5linx.com).

**Q. When will I hear back about my lead packet?**

A. Within 24 hours, as soon as a lead is submitted through the website, an Analyst will contact you to make sure that we have all of the appropriate information and assist you in any way possible.

**Q. What if my customers has multiple locations and are outside of my own state?**

A. First, be sure that your customer's locations are located in deregulated energy markets served by 5LINX. Include all locations on the LOA. If your customer has locations in more than one LDC, then include all of the LDCs that apply.

**Q. What is a Local Distribution Utility (LDC)?**

A. This is the regulated distribution company that is responsible for the transmission and distribution of electricity or natural gas. They respond to emergencies, outages and delivery of the energy to the business.

**Q. What if my customer is currently under contract. Will they still qualify?**

A. In most cases, yes. The analysis and evaluation is to gather the pertinent information so that the account can be evaluated.

**Q. What if my customer doesn't have bill copies?**

A. In order to start the process, 5LINX must have 1 recent bill copies. We only need copies, not originals. If the customer does not have them, they can always request these from their current energy supplier or even access them online in some cases.