



## **Have you received a letter from us with exciting news about your electricity service? Here is more information!**

We have great news! Volterra Energy has joined forces with Cirro Energy (a Retail Electricity Provider that has been serving customers since) to bring you even more resources and better customer service. Your retail electricity service will be transitioned from Volterra Energy to U.S. Retailers LLC, dba Cirro Energy during November 2018. **This transition will be seamless to you and you need to take no action at this time. There will be no interruption in your service and your current contract terms and pricing plan will stay the same.**

Once the transfer of your service is complete, you will receive a final bill from Volterra Energy for service through the date of the transfer. After that, all future invoices and correspondence will come from Cirro Energy.

### **Questions? We have answers.**

**Check out the most commonly asked questions from Volterra Energy customers.**

#### **Q: Why did I receive a letter from you?**

A: As mentioned in the letter, **Volterra Energy has joined forces with US Retailers LLC dba Cirro Energy, a Retail Electricity Provider that has been serving customers in Texas since 2008.** This has been done to provide you more resources and a better customer service experience.

#### **Q: Who will be my retail electricity provider after the transition?**

A: After your account transitions, Cirro Energy will be your retail energy provider.

#### **Q: Who is Cirro Energy?**

A: **Cirro Energy and US Retailers LLC have been serving customers in Texas since 2008.**

#### **Q: Do I need to do anything on my end?**

A: No. **The transition to Cirro Energy will be seamless and automatic.** There is no action required by you. Your account will be transitioned in November 2018.

**Q: Will I experience any interruption in my electricity service with the transition?**

A: No. **The transition will not cause any service interruption whatsoever.**

**Q: When will my service begin with Cirro Energy and when can I expect my first bill?**

A: Your account will transition in November 2018. **If you have an email address on file with Volterra Energy, you will receive notification when service begins with Cirro Energy. If you do not have an email address on file, you will receive your first bill within 45 days after the account transitions.**

**Q: What will happen to my current energy charges that I am paying with Volterra Energy?**

A: Your **current energy rate will stay the same, as will all other terms of your contract including duration and early termination fees etc.**

**Q: Will my current plan change once my account is transferred?**

A: No. **Your current plan including the expiration date of the plan, will remain intact. However, you will have a new account number with Cirro Energy. Your electricity service will be under the same plan structure, term length and rate and other contract terms that you had with Volterra Energy.**

**Q: What if I want to cancel my account and not transition to Cirro Energy?**

A: **Your contract is still valid, and you will be charged an early termination fee as applicable in the contract if you cancel before the last date of your contract with Volterra Energy.** Since your contract is being transferred with no changes to the terms, you do not have the option of cancelling your account. **This transition is consistent with the rules of the Public Utility Commission of Texas.**

**Q: How do I make my final payment to Volterra Energy?**

A: There is no need to do anything differently. **Your last invoice, along with any payments for your remaining balance (for your Volterra Energy account), can be made in the same manner you have used to pay your previous invoices.**

**Q: What happens to electronic payments or automatic payments that I have set up?**

A: For the security of your payment information your Auto Pay, this will NOT transfer automatically. **If you are on Auto Pay with Volterra Energy, you will need to set up Auto Pay separately with Cirro Energy (after your Cirro Energy account has been created\*).**

Once your Cirro Energy account is established, you may go online to [Cirro.Energypower.com/myaccount](http://Cirro.Energypower.com/myaccount) or call Cirro Energy at 1.877.455.4674 to have Auto Pay added to your new account.

\*Once your account transition and if you already have an email address on file with Volterra Energy, you will receive an email from Cirro Energy with your new account number. Once you receive your new account number, you are ready to set up Auto Pay. If you do not have an email address on file, you will receive your new account number with your first bill from Cirro Energy.

**Q: I am enrolled on automatic bill payment through my bank. Do I need to notify them?**

A: Yes. **You will need to update your payment information per the remittance instructions on your first invoice with Cirro Energy. However, you will need to use your current payment information to pay the last bill you receive from Volterra Energy.**

**Q: When can I set up my Cirro Energy online account management tool?**

A: You will need your new Cirro Energy account number to complete setup., which will be provided to you after your account transitions to Cirro Energy. If you already have an email address on file, you will receive an email from Cirro Energy with your new account number. Once you receive your new account number, you are ready to set up Auto Pay.

If you do not have an email address on file, you will receive your new account number with your first bill from Cirro Energy.

Once you receive an email or your first bill, please visit [Cirro.Energypower.com/my](http://Cirro.Energypower.com/my). Click on the “First time here? Register now” button and complete the enrollment process.

**Q: How do I contact Cirro Energy?**

A: You may call them Monday through Sunday from 7 a.m. to 10 p.m. CT at 1-800-364-2153 or email them at [service@CirroEnergy.com](mailto:service@CirroEnergy.com). Please note, Cirro Energy will not have record of your service until your account has transitioned to Cirro Energy and you have received an email or your first bill from Cirro Energy. For any questions regarding your account prior to the transition, please contact us at the number below.

**Q: What happens to the credit balance I had with Volterra Energy?**

A: Volterra Energy will refund your credit balance to you once your account is transferred to Cirro Energy and your final Volterra Energy bill will show this credit.

**Q: What will happen to my Volterra Energy online bill pay account?**

A: Your **Volterra Energy online bill pay account will remain open for a period of time to allow you to pay your final bill and access any previous billing history.** Once your final bill has been paid, the bill pay account will close automatically. Please contact us for any additional questions regarding online account access.

**Q: I promised to make a past-due payment before a certain date in order to not be disconnected. Is that still in order?**

A: Yes. **In order to avoid disconnection prior to the transition from Volterra Energy, you must maintain any previous payment arrangements made with Volterra Energy.** Payment must be made to Volterra Energy to restore power should your account get disconnected.

**Q: Will my account continue on the deferred payment plan I accepted with Volterra Energy? Will my account still be unable to transfer to another Retail Electric Provider?**

A: No. The amount on the deferred payment plan will NOT transfer to Cirro Energy. **After your account is transferred from Volterra Energy, you will receive your last bill from Volterra Energy, and your entire balance, including the amount that was included in the deferred payment plan, will be due in full at that time.** If you have questions about your last bill from Volterra Energy, please contact us.

**Q: I currently receive my bills from Volterra Energy via email. Will that continue?**

A: Yes. Volterra Energy will transfer your preferred billing method (eBill notification and/or paper billing) with your account information to Cirro Energy.

**Q: What will happen to the deposit I paid when I enrolled with Volterra Energy?**

A: For your convenience, Volterra Energy will transition all deposits, including accrued interest, to Cirro Energy. This means you will NOT have to pay an additional deposit due to the switch. Your deposit will continue to accrue interest and will be returned after 12 consecutive on-time payments.

**Q: My contract is coming up for renewal soon – how do I renew my account?**

Please contact Volterra Energy. Based on where you are in the transition process, Volterra Energy agents will either be able to renew your account or get you in touch with members of the Cirro Energy team who would be able to renew your account.

**Question Not Answered? We are available at Volterra Energy to answer any other questions. You can call us at 1-877-250-9983. Our hours are Monday to Friday 8:30 a.m. to 5:30 p.m. CT.**