



Stream

ENJOY **FREE**EVERYTHING™

Welcome to **FREE**EVERYTHING*

Imagine being able to put the money you spend on your energy bill* each month towards something else, like paying off debt or taking a family vacation.

As an Associate and Stream customer, you have the unique opportunity to earn free* services with our **Free Everything*** program. This means you and your customers can spend less on bills and more on fun.

Here's how it works.

- As the asterisks(*) on these pages note, we can't eliminate charges from third parties. So always remember that "free" applies only to the services portion of your bill and not to other items on your bill like taxes and other passed-through fees.

STREAM

FREE EVERYTHING

What is Free Everything*?

When you participate in the **Free Everything** program by enrolling in Stream services and having your friends and family do the same, you have the chance to earn Free Energy and in the near future, Free Mobile.

Every new, qualified Stream customer you enroll will count towards your free credits. You can earn 25, 50 and up to 100 percent off your energy charges--the more qualified customers you enroll, the more you earn!

FREEENERGY*

As part of the **Free Everything** program, Free Energy gives you the potential to earn credit for the energy portion of your bill, based on your customer acquisition efforts and paying your bill on time. Once you enroll 15 new customers, you could earn your Free Energy credit.

Highway to Freedom

You can also enjoy savings along the way with our Highway to Freedom program.

- **Enroll 5 new, qualified customers and you could save up to 25 percent off your energy charges*.**
- **Enroll 10 qualified customers and you could save up to 50 percent off your energy charges*.**
- **Enroll 15 qualified customers and you could receive up to 100 percent off*!**

(Beginning November 1, 2015, you will have six months to qualify for Free Energy. The six-month period begins from the date you earn your first discount.)

1 2 3 4 5
up to
25%

6 7 8 9 10
up to
50%

11 12 13 14 15

FREEENERGY

Qualifications for Free Energy*

Earning Free Energy is open to all Associates and residential Stream customers for both electricity and natural gas services.

To earn a Free Energy credit, your customers must meet the following qualifications:

- Be a newly enrolled residential customer
- Complete one full billing cycle
- Pay invoice by the due date
- Be in good standing with the company
- Not on a Deferred Payment Plan
- Not be the account designated to receive Free Energy credit

Associates – If you don't have energy services in your market, you can still participate without having an energy account of your own. Just designate your Free Energy credit to an account of your choice.

If you are in a dual-commodity market, you can get Free Energy credit for both electricity and natural gas services, but you must qualify separately for each commodity. For an electricity Free Energy credit, you must enroll 15 qualified electricity customers and designate an additional account to receive the credit. These same requirements apply towards earning a gas credit -- enroll 15 qualified natural gas customers and designate the account to receive the credit.

How Free Energy* Works

Once you obtain 15 new qualified customers, you will officially be eligible to earn your Free Energy* credit! Don't worry—we track everything for you and will notify you immediately once you've qualified.

Each month, your Free Energy* credit is either the energy charges of your designated account's bill or the average of the energy charges of your qualified customers' bills (whichever is less). We calculate this amount each month as your invoice is generated. The credit you earn will appear on your next energy bill if your account is in Texas. Designated accounts in other regions will receive a check in the mail.

To ensure you receive your Free Energy* credit, we recommend that you enroll more qualified customers than the minimum requirement. This provides a cushion in case one or more of your customers does not meet the qualification requirements or fails to pay their bill in any given month.



How to Get Started

If you're a Stream Associate:

- **ENROLL** as a Stream energy customer and designate an account to receive the Free Energy credits.
- **SHARE** Stream with your family, friends, and neighbors.
- **EARN** by helping 15 friends sign up, and the charges on your bill could be free!

In order to receive your Free Energy credit, you MUST go online to your **Power Center**, click on **My Free Energy** and designate an account to receive your free credits.

To help you share Stream and the opportunity to earn Free Energy, we've provided social media graphics and fliers that you can share on Facebook, Twitter, Pinterest or your blog. Here are a few examples:



If you're a Stream Customer:

- **ENROLL** in the **Free Everything** program.
- **SHARE** Stream with your family, friends, and neighbors.
- **EARN** by helping 15 friends sign up, and the charges on your bill could be free!

To enroll, visit the **Free Energy page** under **Energy Services on MyStream.com**. Once you enroll, you'll receive a personalized website and a referral link that will help you share this opportunity with your friends and family.

Learn More

If you still have questions or would like to learn more, please contact our Support Team, or talk to a Stream Independent Associate, and we'll be happy to help. We look forward to helping you grow your business with our **Free Everything** program.

Free Everything FAQs

What is the Free Everything* program?

The **Free Everything** program provides Associates and Stream customers the ability to earn a credit on your designated customer account for the energy portion of your bill, based on customer acquisition efforts and paying your bill on time. The chance to earn **Free Mobile credit is coming soon.**

Who can earn free credits?

Free Energy credits are open to all Associates and customers who choose to participate in the Free Everything program. As a Stream Associate, we encourage you to enroll as a Stream energy customer when possible, but being an energy customer is not required to participate in the Free Everything program -- you can always designate a different customer account to receive your credits.

When can I start qualifying for the Free Energy* program?

If you're a Stream Associate, you must designate an account to receive your **Free Energy** credit. Once you've designated an account, every new, qualified customer you enroll in Stream's services will count towards your 15 Free Energy customers.

If you're a Stream customer, you can begin qualifying for Free Energy credit once you enroll in the Free Everything program.

Do existing customers count toward my Free Energy* credit?

Customers already enrolled with Stream will not be counted towards your Free Everything credits. You must enroll 15 new, qualified customers.

How do I earn my Free Energy* credit?

To earn Free Energy credit, you must pay your bill on time and have at least 15 qualified electricity or natural gas customers.

- Be a newly enrolled residential customer
- Complete one full billing cycle
- Pay invoice by the due date
- Be in good standing with the company
- Not on a Deferred Payment Plan
- Not be the account designated to receive Free Energy credit

What happens in a market with both natural gas and electricity?

Separate Free Energy credits may be earned for electricity and natural gas. To earn each credit, however, you must enroll 15 qualified customers for each commodity. If you enroll 15 dual-commodity customers (with both electricity and natural gas), you can qualify for both Free Energy credits on your bill!

Free Everything FAQs (cont.)

How many customers should I enroll?

You must have 15 qualified customers to earn your full Free Energy credit, but bear in mind that not every customer will meet the program's qualification requirements every month. Having a handful of customers beyond the required 15 will give you a cushion in case one or more of your customers doesn't qualify in any given month. We recommend 18 to 20 customers to be safe.

How is my Free Energy* credit calculated? Are there any limits?

Each month, your Free Energy credit is the lesser of either the energy charge portion of your designated account's bill or the average of the energy charge portion of your qualified customers' bills (based on the 15 highest bills). The energy charge portion of a bill is the portion measured by kilowatt hours (for electricity) or dekatherms (for gas). The dollar amount of your energy credit will either be applied to your next bill or, if you live in Georgia or the Northeast, will be mailed to you by check.

If one of your qualified customers becomes eligible for his own free energy and designates his account to receive free energy credits, his account will no longer count as one of your qualified customers.

How do I get my Free Energy* credit?

We'll track your eligibility every step of the way and notify you once you have successfully met the qualification requirements for Free Energy credits.

We'll also notify you when you qualify for the Highway to Freedom's 25 and 50 percent credits. The credit will be applied to the next bill on the energy account you designate, or a check will be mailed to you if your account is in Georgia or the Northeast.

When is my Free Energy* credit applied?

Your Free Energy credit is calculated shortly after your Stream bill is generated each month. Because your customers must have Stream service for one full billing cycle before they are qualified, it may take up to one month before your first credit is applied to your bill.



Sponsor gets 15 Customers --

ONE FULL BILLING CYCLE --

Calculate and apply credit.

Free Everything FAQs (cont.)

As an Associate, how do my Free Energy* customers affect my MEI?

All Free Energy customers will also count toward your usual Stream compensation, including your Monthly Earned Income. However, the account designated to receive your free credit will not be eligible to count toward your MEI.

Are Free Energy* and Free Mobile* credits taxed?

Yes. Because of an August 2014 tax court ruling, it is apparent that tax law requires all points or credits earned through any rewards program to be reported as income. To learn more, please reference the article found on Forbes.com.

How will the Free Everything* credits be taxed?

Free Energy credits will be treated as compensation to the Program Participant for federal and state income tax reporting purposes. It will be reported in box 7 of Form 1099-Misc when the Free Energy Credits exceed \$600, the reportable threshold.

Could you just withhold a percentage of my Free Everything* credits and send that amount to the IRS?

The Free Energy program is designed to give you the full benefit of the Free Energy credits, so withholding any portion is not an option.

FREEMOBILE*

Coming Soon

For additional details about the FREE EVERYTHING Program
or information on how you can become a Stream Independent Associate, please contact:

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