

Can I go back to my utility company for generation service if I have switched?

Yes, but you should be aware that there could be penalties or fees for breaking the terms of your agreement with your electric generation supplier.

Where and how does this supplier generate electricity?

Depending on your preferences, you might want to ask for more in-depth information about a supplier. For example, you may prefer to purchase electricity generated by renewable sources, such as wind, solar, hydroelectric or biomass.

Will programs to assist low-income customers be affected?

The Electric Competition Act (1996) requires that “protections, policies and services” now available to assist low-income customers remain in place. All of the special programs offered today by your electric distribution company, such as weatherization or customer assistance programs, will continue. If you are in one of these programs, ask potential suppliers how you will receive those benefits if you switch. More information about programs for persons with limited income can be found at <http://www.staywarm.com/> and clicking on Get Help; or by accessing <http://www.puc.state.pa.us>. Click on electric shopping.

Does the supplier have time-of-day (off-peak) prices?

Some suppliers may offer lower or higher prices at different times of the day. For instance, you may be able to receive a discount for using your clothes dryer at night instead of during the day, when electric use tends to be higher. Ask the supplier if you need a special meter to take advantage of time-of-day use options.

Next Steps After Choosing a Supplier

If choice is offered in your area and you decide to select a new electric generation supplier, here are the steps:

Contact your new supplier.

The supplier will send you a statement of the terms of your agreement. You may cancel (without penalty) this contract within three business days of receiving it.

The supplier will notify your electric distribution company.

You will receive a letter from your electric distribution company confirming your choice.

Make sure it is the supplier you chose. If it isn't, you will have 10 days to notify your electric distribution company and correct the mistake.

Will I receive one bill or two bills?

If you choose a new supplier, you may have a choice of receiving one or two bills. You will be able to receive a single monthly bill from your current electric distribution company for your electric service, including the charges from your new generation supplier. However, some suppliers may want to bill you separately for your electric generation and transmission charges. In this case, you would receive two electric bills each month.

Who will you call after the switch occurs?

If you have questions about power outages, wires, equipment, or repairs you will still call your local electric distribution company. Call your new electric generation supplier if you have questions about electric generation billing or other questions related to generation.

What if you decide not to switch?

You will remain a customer of your current electric company. This will include the generation part of your service.

Explanation of Bill Charges

In 1999, the format of everyone's electric bill changed. Electric bills are now “un-bundled.” This means that the component charges that make up your electric service are listed separately on your bill (see explanations below). Remember, most charges will vary depending on how much electricity you use.

Generation Charge - This charge is for producing electricity. The Public Utility Commission does not regulate electricity if you purchase supply from an EGS, and your charges will depend on the contract between you and your supplier.

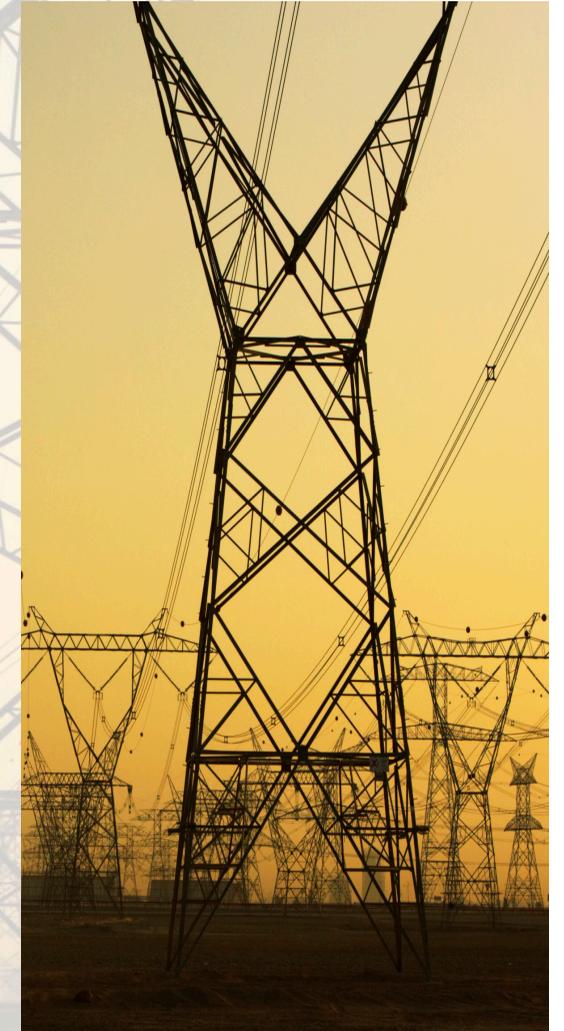
Transmission Charge - The cost for transporting electricity from the generation source to your electric distribution company. For most electric customers who select a new supplier, transmission costs will be included in the charges from your new supplier.

Distribution Charge - The cost for delivering electricity from the electric distribution company to your home or business.

Transition Charge - A charge on every customer's bill to recover an electric distribution company's transition or “stranded costs” in a deregulated environment. Most of this charge is not new; it has always been part of your rates. (If you are a customer of Wellsboro Electric Company, this charge does not apply.)

Customer Charge - The basic service charge to partially cover costs for billing, meter reading, equipment and service line maintenance. If you select a new supplier, the name, address and telephone number for both your distribution and supplier company will appear on your bill.

Shopping for an Electricity Supplier



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Shopping for an Electricity Supplier

The shopping guide will help you understand what you are choosing when you shop for a new supplier, steps in choosing a supplier, basic definitions and what has changed with your bill.

What Are You Choosing

Electric service includes three parts: (1) generation, (2) transmission and (3) distribution. The first part, electric generation, is now a competitive business, which means that if you live in area that offers choice, you can shop for an electric generation supplier that best suits your needs. In addition to shopping for better prices and service, you also might want to compare other supplier factors, such as where and how the energy is generated.



Remember, your current electric distribution company will still deliver electricity to your home or business no matter which generation supplier company you choose. You can still count on the same reliable service.

How to Find a Supplier

Call 1-888-PUC-FACT for a list of electric generation suppliers licensed by the Public Utility Commission (PUC). You can also contact the Office of Consumer Advocate

for a list of suppliers and their prices at www.oca.state.pa.us or 1-800-684-6560. In addition, a supplier might contact you, or you can check a supplier's Web site.

How to Choose a New Supplier

In those areas where choice is available, you can compare suppliers serving your area and shop around for the one that best fits you. When you decide that a supplier is right for you, contact that company. There is no deadline for selecting an electric generation supplier. Your choice will typically take effect 30 days after your next meter reading date.

Questions to Ask a Supplier

To help you make the best choice, consider these tips and suggestions as you review information and agreements from electric generation suppliers.

What questions should I ask a supplier before making a choice? Ask those questions that are important to you. If you are interested in billing options, make sure you get a clear explanation of any options available to you. Most Pennsylvania electric customers can participate in the Electric Choice Program by shopping for an electric generation supplier.

Is the supplier licensed by the PUC?

Where can I find my price to compare?

What does the supplier's price per kWh include?

What are the supplier's customer service hours and is the call toll-free?

Will you get something in writing from the supplier you choose?

What are some of the items included in the agreement?

Do I have to switch from my present electric company?

Can I go back to my utility company for generation service if I have switched?

Where and how does this supplier generate electricity?

Will programs to assist low-income customers be affected?

Does the supplier have time-of-day (off-peak) prices?

Is the supplier licensed by the PUC?

It is against the law in Pennsylvania to offer electric generation service without being licensed by the PUC. Call the Utility Choice hotline (888-782-3228) for a list of licensed suppliers. You can also visit http://www.puc.state.pa.us/electric/electric_suppliers.aspx for a list of licensed suppliers.

Where can I find my price to compare?

The price to compare can be found on your bill or by calling your electric distribution company. To determine your monthly savings, take the difference between your EDC's price to compare and the supplier's price per kWh and multiply it by the average amount of kWh you use in a month. This gives you your approximate monthly savings.

NOTE: You will need to know your monthly kWh usage to determine savings. Look at some of your past electric bills to find your typical monthly usage.

What does the supplier's price per kWh include?

Some suppliers might include special services or incentives in their agreement. Be sure to consider this when comparing prices. Make sure to find out if the

supplier's price per kWh includes transmission costs if you are a customer of PECO Energy, GPU Energy, PPL Electric Utilities, UGI, Duquesne Light, Citizens' Electric or Wellsboro Electric. For customers of Allegheny Power, Penn Power and Pike County Light & Power Company, transmission costs will be billed by these companies, not by a new supplier.

What are the supplier's customer service hours and is the call toll-free?

Most Electric Generation Suppliers (EGSs) customer service representatives are available during regular business hours and at other times. Check with your EGS for customer service hours. Most calls are toll-free.

Will you get something in writing from the supplier you choose?

Electric generation suppliers are required to give you a written copy of your service agreement. If you agree to the terms of the agreement, they will provide your generation service. However, you may cancel your agreement for any reason within three business days of receiving the supplier's agreement.

What are some of the items included in the agreement?

Items included in the agreement may include: price per kWh for generation and transmission; variable pricing; the length of agreement, including start date and ending date; sign-up bonuses, add-ons, limited time offers or other promotions you agreed to; prices, terms and conditions for special services; cancellation and renewal provisions; penalties, fees or exceptions; customer contact information.

Do I have to switch from my present electric company?

No. If you decide not to switch, you will remain a customer of your current electric company for distribution services and, in most instances, for generation as well.