

---

## Frequently Asked Questions

---

### *Can everyone shop for a competitive electric supplier?*

Yes. All residents of Pennsylvania have the power to choose their electric supplier. However, competitive offers may not be available in all areas.

### *How can I save money by choosing a supplier?*

~~Yes.~~ Just like you shop for any household item, you can shop for your electricity to find the best deal and the best service for your needs. Saving just one cent per kWh could translate into ~~more than \$100 a year in savings~~ meaningful savings over the course of the year.

~~Currently, electric suppliers are offering a rate that would save the average residential customer as much as \_\_\_% compared to the current default service price offered by the utility. But, the amount you can actually save will depend on how much electricity you use, your “Price to Compare” and the~~ price-price and other terms and conditions in the supplier’s offer, charged by your supplier.

~~Suppliers offer different electricity products and whether you can save money or purchase a product that meets other needs is something you should consider when you shop and compare offers. In addition, Some~~ electric suppliers offer fixed priced service for terms of a year or more. Other suppliers offer variable prices that can change every month. Some suppliers also offer products that primarily or exclusively come from “green” or renewable resources. Customer choice gives you the opportunity to select a product that best meets your electricity needs. Given that the utility’s price will change throughout the year, a fixed price product will provide price/budget certainty. At the end of the year, your fixed price product may result in a savings as compared to the utility’s variable rates.

### *Is it a hassle to choose a supplier?*

No. Shopping for an electric supplier is easy. To select a supplier, you can call a supplier, visit a supplier’s website or respond to a written offer from a supplier.

### *Will I still be able to take advantage of “budget billing”?*

Yes. Residential customers may contact their electric utility and/or supplier and request budget billing at any time.

### *How do I know that a different supplier will provide reliable service?*

If you choose a new electric supplier, the quality, reliability, and maintenance of your electric service will not change. Your current electric utility will continue to provide the same transmission and distribution service and will continue to respond to any service disruptions or emergencies. And In addition, all electric suppliers must be licensed by the Public Utility Commission (PUC) to do business in Pennsylvania.

### *Will shopping hurt my electric utility?*

No. Electric utilities are encouraging customers to shop around because you may be able to save money by switching to a competitive supplier.

*How can I learn more about shopping?*

We are committed to helping every customer understand how they can shop for electricity and potentially save money by choosing the right energy supplier for their needs and circumstances.

You can find competitive electric generation suppliers and learn more about shopping for electricity by visiting the PUC's website at <http://www.papowerswitch.com> ~~or by calling the PUC toll free at xxx-xxx-xxxx.~~

Formatted: Default Paragraph Font

Another helpful resource is the Office of Consumer Advocate's Shopping Guide, which is available at <http://www.oca.state.pa.us> or by calling the OCA toll free at 800-684-6560.

149105