

## 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.

### *Can I save money by choosing a supplier?*

You may be able to save money by purchasing the electricity you use from a competitive electric generation supplier. 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, depending on your utility's Price to Compare and how much electricity you use.

Deleted: Yes.

### *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. Reference PAPowerSwitch

Deleted: 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 charged by your supplier.¶  
In addition, electric suppliers offer fixed priced service. 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.¶

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

Yes. You can purchase the electricity you use from a competitive supplier and remain on your utility's Budget Billing Program.

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

Regardless of whichever supplier you choose, your utility will continue to safely deliver electricity, provide billing and customer support, and respond to outages and other emergencies for ALL customers.

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

### *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.

Deleted: 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 electric suppliers must be licensed by the Public Utility Commission (PUC) to do business in Pennsylvania.¶

### *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/>.

Another helpful resource is the Office of Consumer Advocate's Shopping Guide, which is available at <http://www.oca.state.pa.us/Industry/Electric/elecomp/ElectricGuides.htm>.