

## Frequently Asked Questions

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

Yes. All residents of Pennsylvania have the power to choose their electric supplier. However, competitive offers may not be available in all areas. All customers of PPL Electric Utilities have the opportunity to be served by a competitive electric generation supplier.

**Comment [DAK1]:** "All" is not true for residents served by munis and co-ops. Suggest, since this will be with the EDC letter, an EDC-specific alternative.

### ***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.

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.

### ***What is the "Price to Compare"?***

This is the price, expressed in cents per kilowatt-hour, that PPL Electric Utilities charges for the generation and transmission part of your electric service. This price changes quarterly.

### ***Since the "Price to Compare" changes quarterly, should I steer clear of longer-term deals?***

It's really up to you and what you value the most. Some customers prefer the peace of mind and certainty of a longer-term contract. Others value the flexibility of an option that lets them jump to a better deal if one comes along. It's your choice.

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It's tough to predict future electricity prices. They rise and fall as factors like demand and fuel costs change. What's great is that electric choice gives you options.

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

No. Shopping for an electric supplier is easy. For information about how to choose an electric generation supplier, visit the Pennsylvania Public Utility Commission's Web site on Electric Choice at www.papowerswitch.com. That Web site also includes lists of suppliers making offers to residential and business customers in the PPL Electric Utilities service territory. 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 who currently receive a budget bill will remain on budget billing when they shop. Residential customers who desire to take advantage of budget billing may contact their electric utility and/or supplier PPL Electric Utilities and request budget billing at any time.

**DRAFT**

***How do I know that a ~~different supplier~~ other than PPL Electric Utilities will provide reliable service?***

If you choose a new electric generation supplier, the quality, reliability, and maintenance safety of your electric service will not change. Your current electric utilityPPL Electric Utilities will continue to provide the same transmission and distribution service. If your power goes out, you should continue to notify PPL Electric Utilities using our toll-free number 1-800-342-5775 (1-800-DIALPPL). And In addition, electric generation suppliers must be licensed by the Public Utility Commission (PUC) to do business in Pennsylvania.

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

No. Electric utilities arePPL Electric Utilities encourages itsing customers to shop around because you may be able to save money by switching to a competitive electric generation 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 lists of electric generation suppliers serving PPL Electric Utilities' residential and business customers and learn more about shopping for electricity by visiting the Pennsylvania Public Utility Commission'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>.