

Frequently Asked Questions

Can everyone shop for a competitive electric supplier?

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

Can I save money by choosing a supplier?

~~Yes.~~ Just like you shop for any ~~other~~household item, you can shop for your electricity to find the best deal and the best service for your needs. ~~Actual savings~~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. **[Without an explanation, will most customers know what is meant by “Price To Compare”?]**~~

~~When the contract with your supplier expires, you will have the right to choose a different supplier if you can find a better deal.~~

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~~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.~~

Is it a hassle to choose a supplier?

You can find out how to contact suppliers and learn more about shopping for electricity by visiting the 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>.

~~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.

If I am a residential customer, wWill 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 other than my local utility 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~~ electric suppliers must be licensed by the Public Utility Commission (PUC) to do business in Pennsylvania. ~~Furthermore, your current electric utility will continue to deliver the electricity to you.~~

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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/>.~~

~~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>.~~

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