**Frequently Asked Questions**

# Can everyone shop for a competitive electric generation supplier?

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

# What happens if you do not switch to a competitive electric supplier?

If you do not choose a competitive electric supplier, your utility provides generation services through “default service”. The utility purchases power for default service customers through a competitive bidding process, and resells it at cost. That cost is reflected in the utility’s “price to compare” (PTC), which is the price per kilowatt hour (kWh) charged to customers. Often times, competitive suppliers can beat the PTC. As you shop for electricity, ask competitive suppliers to provide you with a PTC so that you can make a comparison on price for the generation portion of your bill. In making the decision to switch, be sure to ask how long the price is effective and verify if taxes or other fees are included in the PTC.

# 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 half a cent per kWh could translate into savings, depending upon your utility’s PTC and how much electricity you use.

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. 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.

# Is it a hassle to choose a supplier?

No. You can find out how to contact suppliers and learn more about shopping for electricity by visiting [www.PAPowerSwitch.com](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>.

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, 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. Residential customers who desire to take advantage of budget billing may contact their electric utility and/or supplier and request budget billing at any time.

# How do I know that a supplier other than my local utility will provide reliable service?

If you choose a new electric generation supplier, the quality, reliability, and safety 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. 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 customers 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 a list of competitive suppliers serving a particular area 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 800-692-7380.

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> or by calling the OCA toll free at 800-684-6560.

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