

## Frequently Asked Questions

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### *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.

### *What is the difference between “default service” and choosing a competitive electric supplier?*

If you do not choose a competitive electric supplier, you will receive generation services called “Default Service” from your utility. In almost all cases, your utility purchases supply for Default Service customers from third parties under a competitive bidding process, and resells it to you at cost. **You may save money by choosing a competitive electric supplier.** Default Service is mostly a “one size fits all” product. A competitive electric supplier may offer you other generation products you may like better at lower or higher price, like 100% wind energy. Your utility will still provide distribution services to deliver energy to you whether or not you choose a competitive electric supplier.

### *What is the “Price to Compare”?*

The Price to Compare is the amount your utility charges you for Default Service. It may go up or down periodically as your utility’s costs change over time. You should compare prices from multiple competitive electric suppliers for the products and services they offer to find the electricity product that best meets your needs. If you do not choose a competitive electric supplier, you should expect to pay the Price to Compare for generation services.

### *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.

### *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 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/>.

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>.