

In Pennsylvania you have the power to choose the company that supplies the electricity you use in your home or business.

As the company that delivers your electricity, (UTILITY NAME) strongly encourages you to learn more about the competitive market and the choices available to you – you may be able to save money by shopping among competitive suppliers. Your decision to choose a new supplier will not hurt us and may very well help you. Regardless of whichever competitive supplier you choose, (UTILITY NAME) will continue to safely deliver electricity, provide billing and customer support, and respond to outages and other emergencies for ALL customers.

Just as you shop for other services, you can now shop for an electric supplier based on your own needs and preferences. Generation service charges comprise about two-thirds of the typical electric bill. This is the portion of your bill that is passed along to your new generation supplier. You can shop based on price, environmental preferences or special services and deals. To get started, visit [www.PAPowerSwitch.com](http://www.PAPowerSwitch.com) – the Pennsylvania Public Utility Commission’s (PUC) one-stop shop for electric consumers.

When you visit PAPowerSwitch.com, simply enter your zip code and the amount of electricity you use, on average, each month. The information can be found on your electric bill. You can compare how our “Price to Compare” at the top of the chart stacks up against offers from competitive electric suppliers. The Price to Compare is the key to shopping, and can change every three months as market prices for electricity fluctuate. Pricing offers from suppliers may be for longer or shorter terms, so make sure you know the length of a supplier’s contract along with other contractual terms and conditions, including but not limited to introductory rates; a fixed or variable rate product; and cancellation fees.

You can still shop for energy suppliers even if you do not have Internet access. You can call the PUC’s Bureau of Consumer Services at 1-800-692-7380 and request a list of competitive suppliers currently making offers in your area. Additionally, current offers from competitive suppliers can be obtained through the Pennsylvania Office of Consumer Advocate at 1-800-684-6560 (or via the web at [www.oca.state.pa.us](http://www.oca.state.pa.us)).

Investing a few minutes now to shop for your electricity supplier could provide you with access to innovative energy products and services that can best meet your needs and may even save you money. In Pennsylvania, the power is in your hands, and the choice is yours. Either way, (UTILITY NAME) will be here and stands ready to continue providing safe, reliable electric service to your home or business.

## Frequently Asked Questions

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

Most Pennsylvania residents have the power to choose their electric supplier, the exception being rural electric cooperatives and most municipal-owned utilities that are not regulated by the Public Utility Commission. 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 upon your utility's Price to Compare 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.