

Your Home and Business Energy Shopping Guide

Who Do Retail Energy Suppliers Serve in Maryland?



Residential Customers
(homes)



Small & Medium Business Customers
(individual: restaurants, gas stations, apartment complexes)



Large Commercial & Industrial Customers
(shopping complexes, manufacturing facilities, chambers of commerce affinity groups and government compounds)

Did you know you can shop for energy?

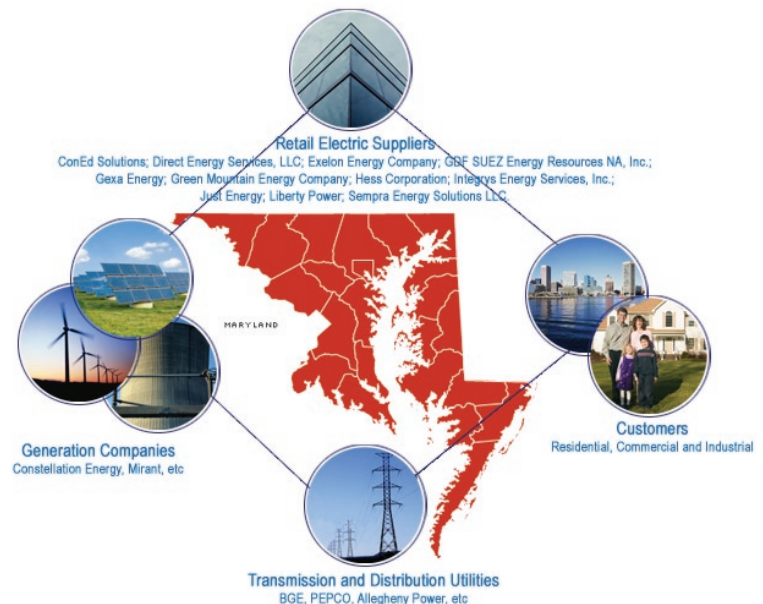
Just as you shop for food, clothes, airline tickets or a new car, you now have the ability to shop for energy. You have the power to control your energy bill and purchase the product of your choice, whether you are a homeowner or business owner.

Q. If I shop for electricity will my electric service still be reliable?

A. Yes, your local utility will continue to maintain the power lines and make sure that the electricity gets to your home or business safely and reliably. In the event of a power outage, your local utility will restore service just as they do now. Your local utility will not treat you differently after you choose a competitive retail supplier and will provide the same level of responsiveness and customer service as they did before you shopped.

Q. Is it difficult to switch to competitive supply?

A. No, it is easy to make the switch. Simply find a retail supplier of your choosing and contact that company. (Follow the simple steps on the following page)



Step-by-step instructions on how to shop for electric supply in Maryland

1. Go to "Suppliers Page" on the Maryland State Public Service Commission web site:
http://webapp.psc.state.md.us/intranet/supplierinfo/electricsupplier_new.cfm
2. Enter your customer type (if you are not a business you are "residential"), and the utility that currently provides your electric service
3. Select "List Suppliers Actively Seeking New Customers ONLY"
4. Click the "Search" button
5. Scroll through the list of active suppliers – take note of their web address and phone and email contact information
6. Contact suppliers to determine what products and offers are currently available and best fits your needs
7. Be sure to ask the supplier how long you will be under contract with them, how to terminate the contract, and if there are any associated fees with termination

In the past, utilities were exclusively responsible for supplying and delivering electricity supply. Now you can choose to purchase commodity supply from any energy supplier that is licensed in your state, or you can choose to continue receiving your energy supply from your local utility.

Q. How should I compare prices?

- A. Check your current utility bill to view the price you pay per kWh, and compare this to the supplier/aggregator's price per kWh.

Select a Customer Type and Utility Service Area:

<input type="radio"/> Commercial <input type="radio"/> Government <input type="radio"/> Industrial <input type="radio"/> Institutional <input checked="" type="radio"/> Residential <input type="radio"/> Self-Use <input type="radio"/> Other	<input type="radio"/> Allegheny Power <input checked="" type="radio"/> BGE <input type="radio"/> Choptank <input type="radio"/> Delmarva <input type="radio"/> Pepco <input type="radio"/> SMECO <input type="radio"/> All Service Areas
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☐ All Licensed Suppliers ☒ List Suppliers Actively Seeking New Customers ONLY

Search Reset

BGE
We're on it.

(BILL FRONT SAMPLE)

Name: John Q. Customer
Service Address: 4065 Anywhere Street
Account Number: 12345-67890

Next Scheduled Reading: June 1, 2009

Summary Billing Date: May 1, 2009

Electric Usage Profile

Important Information About Your Bill

Effective November 14, 2008, our Price to Compare is 11.82 cents (\$.1182) per kWh. When shopping for electric suppliers, compare this price to those proposed by other companies. This price reflects the average annual amount a customer on this schedule pays per kilowatt-hour for BGE Electric Supply.

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Moving? To stop or transfer service, contact BGE at least 3 business days prior to your move date. You are responsible for all service at your present address until you notify us.

AlleghenyPower
an Allegheny Energy company

Name: CUSTOMER, JOHN Q
Service Address: 123 MAIN STREET
Residential

Account Number: 1 99 99 999 9999 9
Amount Due: \$100.44
Due Date: JAN 18, 2009
Rate Code/Schedule: 181/10 Check Digit: 989

To report an emergency or outage, call 24 hours a day at 1-800-ALLEGHENY (1-800-255-3443). For account related questions, call weekdays from 8:00 a.m. until 6:00 p.m., or weekends from 8:00 a.m. until 4:00 p.m.

Important Information
This is your new Allegheny Power bill. The enclosed insert contains details of the new format. Please call us with any questions.

Usage Information Meter # 31878249
Present DEC 23, 2008 - Actual Reading: 24145
Previous NOV 23, 2008 - Estimated Reading: 23218
Total kWh Used for 30 Days: 929

Important Information
This is your new Allegheny Power bill. The enclosed insert contains details of the new format. Please call us with any questions.

Price to compare is 8.73 centers per KWH.

Balance Remaining: 19.87
Current Basic Charges: 18.87 CR
Generation Charges: 5.00
Current Supplier Charges: 17.41
Supplier Amount Due: 4.80
Total: 127.21

AlleghenyPower
an Allegheny Energy company

MD CUSTOMER: RESIDENTIAL
Service Location: 5 DELAWARE AVE
SALISBURY MD 21801-3502

Account Number: 1234 5678 9999

Electric Meter Information
Meter Number: 1428021826
Current Meter Reading: Sep 29 (actual): 064793
Last Meter Reading: Aug 29 (actual): 064628
Total kWhs Used: 767

Your Next Scheduled Meter Reading is Oct 28, 2009

Electric Delivery Charges
Current charges for 31 days - Winter Rates in Effect - Residential Service

Electric Delivery Charges
The class average annual price to compare is 11.11 cents per kWh

Temp: 68° F 71° F
KWh: 20.7 24.7



A PHL Company

Additional Contact Information		Account Details	
PEPCO CUSTOMER SERVICE CENTERS		Services for May 5, 2009 to Jun 8, 2009:	
Washington, DC		Summer rates in effect	
701 Ninth Street, NW		Distribution Services:	
2800 Martin Luther King, Jr. Ave., S.E.		Customer Charge	500 KWH x 0.03200000 16.00
Hours		Energy Charge	at 0.0000090 per KWH 0.02
8:30 am - 5:15 pm		Demand Side Management Surcharge	at 0.0006200 per KWH 0.31
9:00 am - 5:00 pm		Franchise Tax (Delivery)	0.37
Maryland		Universal Service Charge	at 0.0001500 per KWH 0.08
200 West Gude Drive	10:00 am - 2:00 pm	MD Environmental Surcharge	at 2.0408000% 0.48
Rockville, Maryland	10:00 am - 2:00 pm	Gross Receipts Tax	1.50 CR
8300 Old Marlboro Pike*		REGI Rate Credit	at 0.0053379 per KWH 2.67
Potomac, Maryland		Montgomery County Energy Tax	at 0.0010550 per KWH 0.53 CR
*The customer's window at this location is open to receive payments on Mondays, Wednesdays and Fridays only.		Administrative Credit	
Information regarding rate schedules and how to verify the accuracy of your bill will be mailed upon request.		Total Charges - Distribution	24.55
PAYMENTS		Generation Services:	
Pepco, Correspondence Section		Energy Charge	500 KWH x 0.1278700 63.94
P.O. Box 4863		Procurement Cost Adjustment	at 0.0026940 per KWH 1.35 CR
701 Ninth Street, NW		Total Charges - Generation	57.23
Washington, DC 20008-0001			
WRITTEN INQUIRIES			
Pepco, Correspondence Section			
701 Ninth Street, NW			
Washington, DC 20008-0001			
Notice About Electronic Check Conversion: When you provide a check at payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back.			

Price to Compare (Generation and Transmission Services)
Based on average usage for your rate class 12.51 cents per kWh

Energy Usage History

	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09
DAYS	32	29	31	28	34	29	33	34	30	29	30	29	34
KWH	420	450	350	540	310	230	300	330	240	240	210	500	

Additional Questions & Answers:

Q. Will my power still be reliable?

A. Yes. Energy is a heavily regulated commodity and there are rules and regulations in place to ensure reliable energy supply and delivery.

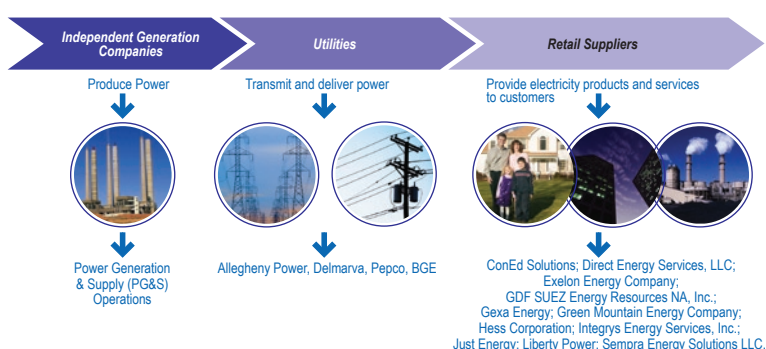
Q. Are retail suppliers licensed and subject to state monitoring?

A. Yes, all retail suppliers/aggregators of gas and electric must be licensed to do business in Maryland and must comply with all state and federal laws related to the competitive energy supply.

Q. Would my utility discourage me from choosing an alternative gas or electric supplier?

A. No. In fact, many utility companies are encouraging their customers to choose an electric or gas supplier because consumers can get access to lower cost or alternative energy through competitive suppliers.

Electric Industry



Q. Do I have to give out personal information if I want to choose an electric or gas supplier?

A. Retail energy suppliers will need you to provide information from your electric bill to authorize the switch, but should not need any personal financial information.

Q. Is there a charge to switch to a competitive retail electric or gas supplier?

A. Typically there is no charge to make the switch, however you should ask to be sure. Additionally, most suppliers do not have a cancellation fee to end a contract, but some do. Be sure to ask about all fees before signing a contract.

Q. Will my new supplier start billing me separately for my electric or gas service?

A. No, you will continue to receive one energy bill from the utility. The only difference will be the rate you pay for the gas or electric commodity.

Q. Are the savings really worth making the switch to competitive supply?

A. Depending on the offer, you can currently (as of 1/10) lower your energy bill by 10% or more by using a competitive supplier versus a standard offer service rate through the utility.

Q. Is the rate per kWh the only cost I will be charged?

A. Yes, if your supplier fee is “all-inclusive.” This means the rate per kWh reflects the full cost of the commodity supply and there should be no additional charges added to the supply side of your electric bill.

If the rate is NOT all-inclusive, ask the supplier/aggregator to list and describe all additional generation/supply related charges that you may be responsible for, as well as the cost associated with each item.

Q. Should I lock into a fixed or variable rate contract?

A. Some suppliers offer month-to-month rate plans while others offer fixed rates over various time periods. This choice is really more about your own personal budget style. If you are risk adverse you will likely want to lock into a fixed price plan. If you want to go up and down with the market, you may want to choose a variable rate plan. If you choose this option your rate could vary monthly, by the amount of electricity you use, by time-of-day or in other ways. You should ask the supplier what makes the best sense for you given your unique energy use situation. Then choose the plan that best meets your needs.

Q. Do I have to sign a contract or other agreement with a supplier?

A. Yes, so be sure to fully read and understand the length and terms of the agreement. If you have questions, ask for clarification.

Q. If my electric supplier goes out of business will I lose service?

A. No, electric service will not be interrupted if a supplier goes out of business. You will be returned to utility supply or have the option to choose another commodity supplier.

Q. What happens if I have to move?

A. You can carry your contract to your new home if you are in the same service territory. If you are moving out of the service territory you must terminate your contract and choose another supplier or revert back to utility service.

Q. Can my new electric or gas supplier shut off my service?

A. No, only the utility can terminate electric or gas service to your home or business. Termination is an option of last resort and strictly regulated by government authorities.

Q. Is there a credit check, late payment fee or are other similar fees assessed?

A. This will vary by company. If yes, be sure to get a list of the charges and what each will cost.

Q. If I have a complaint about my electric or gas supplier whom should I contact?

A. First contact the company to see if an error has been made or if they are able to help you rectify your complaint. It may be a distribution matter, not a supply matter and you may need to deal with the utility. If it is a supply issue, the company should address your concerns. If you feel your concerns have not been properly addressed, please contact the state agency responsible for oversight of suppliers in your area.

Q. Do retail suppliers offer any other services?

A. Some retail suppliers may offer energy audits, conservation services, load management or other energy related services. They may also offer green and renewable energy products. Be sure to ask what types of services they offer and determine if they can be of benefit to you.

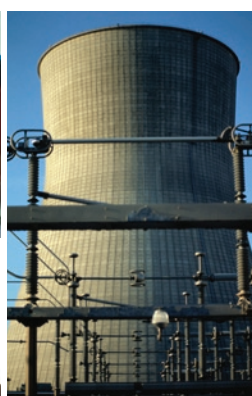
Q. Where do I go if I have questions?

A. Check the web for assistance. The Maryland Public Service Commission is a good place to start.

Q. If I have questions about choosing a competitive electric or gas supplier where should I go to find additional answers?

A. If you live in Maryland, you have the right to shop and choose your energy supplier. To find companies offering competitive energy supply in Maryland, simply visit webapp.psc.state.md.us/Intranet/home.cfm. All electric and gas energy suppliers and aggregators must abide by state and federal laws regulating their offerings and many state utility websites provide shopping tips. You can also visit www.resausa.org to learn more about the competitive market and click on your state for specific news and customer information in your area.

The Retail Energy Supply Association is a broad and diverse group of retail energy suppliers who share the common vision that competitive retail energy markets deliver a more efficient, customer-oriented outcome than regulated utility structure. We are devoted to working with all stakeholders to promote vibrant and sustainable competitive retail energy markets for residential, commercial and industrial consumers.



Competition Works

For more information, visit www.resausa.org or www.competitionworksmd.org