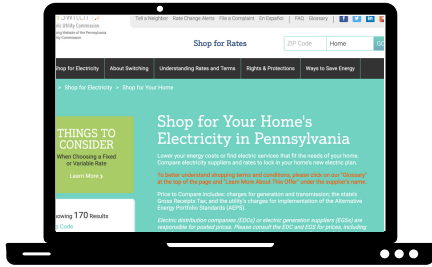


HOW TO SHOP FOR ELECTRICITY & GAS

HOW TO FIND & COMARE PLANS IN PENNSYLVANIA

The Pennsylvania Public Utility Commission (PUC) created the PAPowerSwitch.com website, which provides information on licensed suppliers, products, various plans and more to help consumers decide what works best for their own needs. RESA strongly supports the efforts of the PUC to educate consumers on different plans and options so they can choose what is best for their circumstances.



1 GO ONLINE

- For electricity, visit: PA Power Switch at papowerswitch.com
- For gas, visit: PA Gas Switch at pagasswitch.com
- Type your ZIP code into the box located in the upper right corner of the page and click "Go."

2 EXPLORE OFFERS

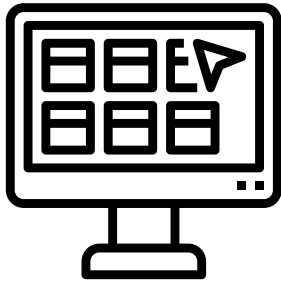
- Explore the fixed, variable, and unlimited rate offers available in your area.
- Consider a renewable plan (green energy) if you're interested
- Add your average monthly electricity or gas usage to see estimated prices across different plans.

3 COMPARE PLAN & PRODUCTS

- Review and compare different offers and plans.
- Read the contract term. How long is this rate good for?
- Understand the difference between fixed & variable rate plans.
- Find out if there are fees/penalties for switching suppliers.
- Ask about budget billing. (pay a fixed price each month)
- Find out the price to compare (price per kilowatt-hour the electric distribution company charges). This rate is displayed at the top of the offer page.

4 SIGN UP

- Click the online option with the best plan for you.
- You will be redirected to the electricity or gas supplier's website to complete your registration and sign up for the offer presented, or other offers that the supplier might have available that are not displayed on the PUC shopping website.



WHAT IS RETAIL ENERGY CHOICE ?

The Electricity Generation Customer Choice & Competition Act of 1996 opened Pennsylvania's retail power market. Today 1.9 million Pennsylvania customers are served by 200+ licensed retail suppliers. Customers who shop around for a competitive supplier have saved money, purchased renewable products & explored innovative new offers & plans. In partnership with the PUC, RESA supports educating consumers on available options so consumers can make the best choice for their energy needs.

HELPFUL TIPS

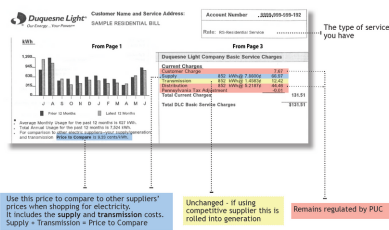
- Make sure any electric supplier or gas supplier you choose is licensed by the PA Public Utility Commission. (www.puc.pa.gov)
- Do not share your electric or gas account numbers unless you intend to change suppliers.
- Receive a solicitation call to switch providers? The number to call and verify the company is a licensed energy supplier is **800-684-6560**.
- Don't understand how to shop online? Consider asking for help from your area senior center, your place of worship, or by calling a supplier directly to ask about competitive offers in your area.
- Actions that should be reported immediately:
 - Telemarketers using high-pressure tactics to get you to switch power or gas suppliers. This includes harassment or intimidation to switch power suppliers, including making false threats of shutoffs.
 - A salesperson telling you your current energy supplier is going out of business and you will therefore lose service if you don't switch.
 - Slamming (switching a customer to another supplier without consent)
 - A door-to-door sales person that doesn't identify whom they work for and provide verifiable identification.

YOU HAVE THE RIGHT TO:

- Unbiased, accurate, and easy-to-understand information to help you shop for energy and save money.
- Be protected from suppliers' unfair, deceptive, fraudulent, and anti-competitive practices.
- A "price to compare" from the utility and competitive suppliers to make an apples-to-apples comparison. (Fixed vs. variable rates)
- Read & understand your contract's disclosure statement and the terms and conditions of the agreement before agreeing to the contract.

**Do You
Know
Your
RIGHTS?**

Electric Bill Breakdown Understanding Your Electric Bill



Distribution Charge - Charges for the use of local wires, transformers, substations, and other equipment used to deliver electricity to end-use consumers from the high voltage transmission lines.

Customer Charge - A monthly basic distribution charge to cover costs for billing, meter reading, equipment, maintenance, and advanced metering when in use.

State Tax Adjustment Surcharge - A charge, or a credit, or electric rates to reflect changes in various state taxes included in your bill. The surcharge may vary by bill component.

Consumer Education Charge - A monthly charge for ongoing consumer education concerning your bill, shopping for electricity, energy efficiency and conservation.

Transmission Charge - Charges for moving high voltage electricity from a generation facility to the distribution lines of an electric distribution company. Based on federally regulated charges.

Generation Charge - Charges for the production electricity.

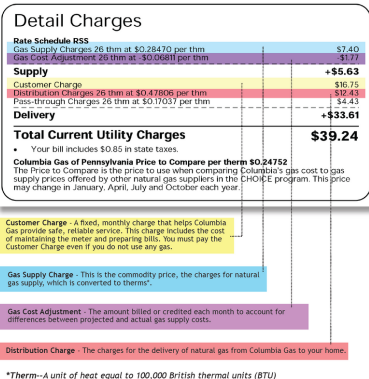
KWH - (kilowatt-hour) - The basic unit of electric energy for which most customers are charged. The amount of electricity used by ten 100-watt lights left on for 1 hour. Customers are usually charged for electricity in cents per kilowatt-hour.

RSD - The rate for service to a private home.

UNDERSTAND YOUR ENERGY BILLS

Gas Bill Breakdown Understanding Your Natural Gas Bill

Columbia Gas
of Pennsylvania



IF YOU ENCOUNTER AN AGGRESSIVE SALES AGENT OR POTENTIAL SCAMS
CONTACT THE PUC'S BUREAU OF CONSUMER SERVICES AT **1-800-692-7380**