

# Frequently Asked Questions

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Licensed in deregulated markets throughout the U.S.



*Electric Advisors*

## What is energy deregulation?

Deregulation unbundled some of the functions traditionally provided by regulated utilities. Historically, utilities owned and/or controlled the generation, transmission, and distribution of electricity and natural gas. Now, customers in deregulated energy markets are able to choose the company that generates (or supplies) their energy. Transmission and distribution functions are still regulated; as such, they are still controlled by the local utility.

## What is a supplier?

A supplier is a company that provides electricity or natural gas to commercial and/or residential customers in a competitive market. For example, PEPCO is a utility, while SUEZ Energy Resources NA is a supplier.

## Do I have to choose a new energy supplier?

No, but it is in your best interest to compare prices and services offered by competitive suppliers. Your utility company buys energy from the same suppliers but usually include a markup in the rates it charges you.

## Will I save money if I switch suppliers?

Electric Advisors can generally help you save anywhere from 10% to 25% on your electric and/or natural gas supply rates. Your savings will depend on several factors, including:

- Your current rate for electricity or natural gas;
- Your current consumption of electricity or natural gas;
- Your current agreement with the utility/supplier.

## How can I find other suppliers in my area?

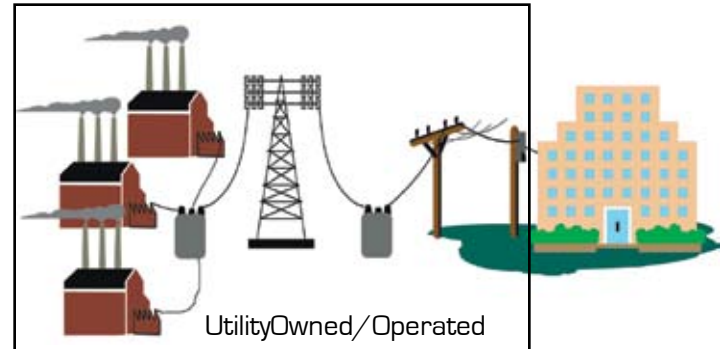
When you use Electric Advisors, you don't have to find energy suppliers or negotiate with them. We do all the legwork for you, at **no charge**. If you were to undertake this project yourself, you'd have to:

1. Navigate your current utility's web site, and eventually find a list of electricity and/or natural gas suppliers in your service area.
2. Wade through each supplier's voice mail system to find the right department and person to speak with.
3. Repeat Step 2 with each supplier.
4. Gather offers from each supplier.
5. Compare offers to determine which one is right for you; keeping in mind that a lot of these offers won't be in layman's terms.
6. Sign the offer that's best for you.

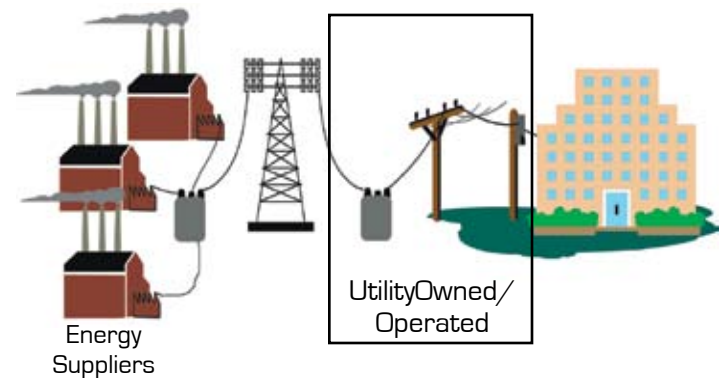
**With Electric Advisors, you don't have to worry about any of these complicated, time-consuming steps. We do all of the "heavy lifting."**

**You just approve the paperwork.**

## Before Energy Deregulation



## After Energy Deregulation



**MORE** ➡

## **MORE ON SWITCHING SUPPLIERS**

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### **If I switch suppliers, will I have to worry about the reliability of my energy service?**

No. Regardless of who supplies your energy, the utility will continue to deliver it uninterrupted.

### **Will I lose power/gas service when I switch companies?**

No. There will be no interruption of service if you switch to a competitive supplier or from one utility to another.

### **Once I choose a new supplier, can I switch back to the utility?**

Each utility may have different procedures for returning to their service. Contact the utility's Web site or customer service for more information. Be aware, though, that there may be a substantial penalty for breaking your contract with your supplier.

### **How will I be billed?**

Depending on the utility and supplier involved, you may see:

- One bill – from either your current utility or your new competitive supplier.
- Two bills – one from the supplier for energy generation, and one from the utility for delivery.

### **What if my supplier cancels their contract with me?**

The supplier must notify both you and the utility – in advance – that it will no longer be your supplier. In some cases, a supplier may go out of business or become ineligible to operate in your service area. In either case, your service would be switched back to your utility. EA would then negotiate a new contract with a different supplier, based on rates at the time when the new contract is signed.

### **Can a competitive supplier turn off my service?**

No. Only your current utility is authorized to connect and/or disconnect your service.

## **MORE ON ELECTRIC ADVISORS' (EA) ROLE**

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Put simply, we negotiate your rate for electricity and/or natural gas that comes from the generator or supplier of those forms of energy, just as you do today for phone services or mortgages. As brokers, we put together the best deal for your company from our large network of suppliers who compete with each other for your business. We also provide "green" or "renewable" energy sources. Please ask your EA energy-services advisor for details.

### **Does EA "take over" my company's utility services?**

No! We are only brokers of energy supplies between you and your suppliers. We do not:

1. Read your meter.
2. Service and maintain the power lines/gas mains into your business or property.
3. Provide emergency services, if your utility service goes out or you smell gas.
4. Bill you.

Your current utility provides these services. After you switch, the contact numbers for these services are provided on your monthly bill(s).

### **How does EA make money?**

We are directly paid by the electric and natural-gas suppliers in our network. As our client, you are never charged for the negotiation of your energy rates.