QUESTIONS TO ASK POTENTIAL SUPPLIERS

✓ Is the supplier certified by the Delaware Public Service Commission?
✓ What is the total price per kilowatt-hour (kWh)?
✓ Does the price stay the same or does it vary?
✓ Is there a limit to how high or low the variable rate can go?
✓ Is there an introductory rate, how long does it last and what will the price be at the end of the introductory period?
✓ Will the supplier provide their rate at the beginning of the month or in advance of service being used?
✓ Does the price depend on usage?
✓ Are there built-in-price increases or decreases?
✓ Can the supplier provide history pricing information? (for example: average price for the 12 months)
✓ What is the length of the contract? Can your price change during that time period?
✓ How will you be notified of any changes in price?
✓ Are there any other fees such as a monthly service charge?
✓ Is there a fee for early cancellation of the contract or switching to another supplier?
✓ Will I receive notification before the contract expires? What happens when the contract expires?
✓ What billing options does the supplier offer?
✓ Will you receive one bill or two?
✓ Is there a bonus or any customer incentive for signing up?
✓ Are there any additional services offered?
✓ What fuels are used to produce the electricity?
✓ Contact name and phone number
✓ Customer service hours