

# 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