

FAQs Regarding Electric Competitive Supply

(1) What does my electricity bill consist of?

Although there are other components to your electricity bill, your bill consists primarily of two parts: delivery and generation. The generation portion is also known as supply.

(2) What does the delivery portion of my bill cover?

Electric [delivery service](#) consists of the cost to maintain the electric grid and deliver power from its point of generation to your home or business. All customers pay the distribution company for delivery service.

(3) What does the supply portion of my bill cover?

The supply portion of your bill is the cost to generate the electricity you consume, including renewable energy costs. The supply portion of your service can be provided either by a purchase that your distribution company makes or an by electric competitive supplier.

(4) Can I choose to receive electricity supply from an entity other than my electric distribution company?

Yes. Beginning with the [Massachusetts Electric Industry Restructuring Act of 1997](#) (“[Restructuring Act](#)”), all Massachusetts consumers (residential, commercial, and industrial) can buy their electricity generation from an electric competitive supplier.

(5) Is it mandatory that I choose an electric competitive supplier?

No. If you do not select an electric competitive supplier you will automatically receive generation service from your distribution company, which is referred to as “[basic service](#).”

(6) How do I find an electric competitive supplier?

The DPU licenses electric competitive suppliers in Massachusetts. A list of licensed electric competitive suppliers can be found at <http://web1.env.state.ma.us/DPU/FileRoom/Licenses>. You can contact the suppliers to compare offers and make a choice.

(7) Will I save money if I purchase my energy from an electric competitive supplier?

You may or may not save money depending on the price and terms offered by the electric competitive supplier as compared to basic service.

(8) If I decide to talk with a competitive supplier what are some of the questions I should ask?

We cannot endorse electric competitive suppliers or advise you to choose one over the other. However, if you are considering buying energy, make sure to get the following information from the supplier:

- What is the price per kWh?
- What is the term/length of the contract?
- Are there minimum bill amounts?
- Are the energy prices fixed, or will they change throughout the term?
- Are there penalties for early termination of the contract?
- Will the electric competitive supplier bill you directly, or will charges be included in your current utility bill?
- What is included in the price per kWh?
- Does the contract contain an introductory price?
- Does the contract automatically renew at the end of the term?

(9) How do I enroll to get service from an electric competitive supplier?

You must contact a licensed electric competitive supplier. If you reach an agreement to buy supply from the competitive supplier, the supplier will then contact your local distribution company to enroll your account. You can find a list of licensed electric competitive suppliers at <http://web1.env.state.ma.us/DPU/FileRoom/Licenses>.

(10) What if I enroll with an electric competitive supplier and change my mind?

You have three days from when you receive your competitive supply contract to rescind, without charge or penalty. If you cancel your contract after three days you can return to basic service but there may be an early termination fee.

(11) Once I choose another electric competitive supplier, may I change back to my local distribution company?

Yes. If you who choose to discontinue service with an electric competitive supplier and you want to resume basic service you can have the supplier return the account to your local distribution company, or you may contact your local distribution company directly to have the account returned. However, check the terms and conditions of the contract with your electric competitive supplier; if you leave your contract before the end of its term you may incur an early termination fee.

(12) How will I be billed?

You will likely receive a single bill from your local distribution company, which will show your supply and distribution charges separately. However, depending on the electric competitive

supplier you choose, you may receive two bills: one from your local distribution company for the delivery of your energy, and another from your supplier for the energy itself.

(13) If I have questions about my bill, whom do I call?

If your questions are related to the delivery portion of the bill, contact your local distribution company. For questions about the supply portion of the bill, call your electric competitive supplier or your distribution company if you are on basic service. If contacting either of these entities does not resolve your complaint, contact the [Consumer Division](#) at the Department of Public Utilities.

(14) Can an electric competitive supplier turn off my service?

No. Only your local distribution company is authorized to connect or disconnect your service. In the event of nonpayment, the electric competitive supplier will inform your local distribution company, who is authorized to disconnect service only under defined circumstances.

(15) Who do I call if there is an emergency?

You will continue to call your local distribution company in case of an emergency such as a power outage.