



COMPETITIVE ELECTRIC SUPPLY FACT SHEET

What you should know about third-party electric suppliers

What charges are on my electric bill?

- **Supply:** the cost of the actual electricity used
- **Delivery:** the cost of bringing electricity to your home, electric system maintenance, utility services, and public policy programs – always provided by your electric utility

What are my electric supply options?

Residential electric customers can choose to buy electric supply from 3 sources:

- **Fixed Basic Service:** electric supply from your electric utility
- **Municipal Aggregation/Community Choice Electricity:** electric supply from your city or town (if available)
- **Competitive Supply:** electric supply from a third-party electric supplier

Will I save money with a competitive supplier?

The Attorney General's Office has found that most competitive supply customers lose money in the long run. Our annual reports show that some households are even more likely than others to pay higher rates with competitive electric suppliers:

- Low-income customers
- Limited English-speaking customers
- Communities of color

Be aware of aggressive and misleading sales tactics

- Be cautious of telemarketing calls, door-to-door sales, tabling, mailings, Internet ads, and in-person interactions at retail stores and events
- Misleading sales tactics may include promising savings on your electric bill, offering gift cards/rewards in return for enrollment, and pretending to be a utility company
- Look out for unexpected price increases, automatically renewing contracts, and high cancellation fees
- Call your utility asking to block your account from unwanted supplier switches

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Resources from the Attorney General's Office (AGO):

- <https://www.mass.gov/competitive-electric-supply>
- <https://www.mass.gov/info-details/frequently-asked-questions-about-electric-and-gas-utilities>
- Consumer Complaint Hotline: (617) 727-8400



COMPETITIVE ELECTRIC SUPPLY DATA SHEET

Low-income communities, communities of color, and Limited English Proficiency communities are more likely to be enrolled in competitive supply than the rest of the state. These customers often pay higher rates than other competitive supply customers.

Low-income households represent about 12% of electric customers yet 18% of all competitive supply customers.

From July 2023 to June 2024, 26% of low-income households participated in competitive supply compared to 15% of non-low-income households.

Average Yearly Loss for Customers with Competitive Supply (July 2023 – June 2024)

Non-Low-Income Households

\$178

Low-Income Households

\$244

DOLLARS

0

100

200

300

Source: 2025 Update to the Attorney General's Report on Competitive Supply

Note: Loss is compared to what customers would have paid if they stayed on their utility's supply rate

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