

## Natural Gas Customer Choice

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### What is natural gas customer choice?

Many natural gas customers in Pennsylvania can choose their preferred natural gas supplier for their home, business or other establishment that is served by a natural gas distribution company. The ability for customers to choose their supplier was authorized under [Act 21 of 1999](#), known as the Natural Gas Choice and Competition Act.

### What is a natural gas distribution company?

A natural gas distribution company is a public utility or city natural gas distribution operation that provides natural gas distribution service in a specific geographic area. They oversee and operate the distribution pipelines and related infrastructure that physically connect a customer to a supply of natural gas. There are about a dozen natural gas utilities serving Pennsylvanians.

### What is a natural gas supplier?

A natural gas supplier procures the actual natural gas for retail gas customers. There are hundreds of natural gas suppliers licensed by the PA Public Utility Commission ([PA PUC](#)) which are operating within Pennsylvania.

### What are the benefits of a competitive market to choose your natural gas supplier?

There are multiple benefits of natural gas competition and customer choice. These include the ability to purchase natural gas at a lower cost than your utility purchases it for on your behalf. Additionally, many suppliers offer the ability to lock in a rate for an extended time period, which provides a customer predictability with respect to their natural gas costs. Suppliers may also offer any number of incentives to choose them as a supplier.

In terms of how they price natural gas, suppliers generally have the ability to provide natural gas at fixed or variable rates, with some suppliers providing unlimited usage at a fixed flat price.



### If I elect to change my supplier, who will deliver my natural gas?

Regardless of whether you choose to shop for your natural gas supply or not, your local natural gas utility will continue to deliver natural gas to your home, business, or other establishment. As a shopping customer, you will see no difference with respect to the natural gas service you receive, other than in the potential rate paid for the natural gas you utilize. For more on switching, click [here](#).



### **What happens if I do not select a natural gas supplier?**

Nothing. Customers are not required to select a natural gas supplier. If a customer does nothing, then the natural gas utility – referred to as the default service provider – will purchase natural gas from the market for delivery to customers. This natural gas is purchased at market prices and these purchases are regularly reviewed and must be approved by the PA PUC.

### **Where can I learn more about customer choice and competitive suppliers in my area?**

To learn more about customer choice and to review potential supply offerings available in your area, you can visit the PA PUC's official natural gas shopping website at [www.PaGasSwitch.com](http://www.PaGasSwitch.com). This website will also allow you to connect directly with licensed natural gas suppliers.

Customers can also sign up for email alerts from the PA PUC when rates for their default service provider are scheduled to change. These alerts assist customers in their shopping experience by providing the latest natural gas utility rate to compare with other competitive suppliers.