



## ELECTRIC CUSTOMER CHOICE

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### What is electric customer choice?

Many electricity customers in Pennsylvania can choose their preferred electricity supplier for their home, business or other establishment that is served by an electric distribution company. The ability for customers to choose their supplier was authorized under [Act 138 of 1996](#), known as the Electricity Generation Customer Choice and Competition Act.

### What is an electric distribution company?

An electric distribution company is a public utility, city electric distribution operation or a rural electric cooperative that provides electric distribution service in a specific geographic area. They oversee and operate the distribution power lines and related infrastructure that physically connect a customer to an electric supply. There are about a dozen electric utilities and 13 rural cooperatives serving Pennsylvanians.

### What is an electric supplier?

An electric supplier procures the actual electricity for retail customers. There are hundreds of electric 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 electric supplier?

There are multiple benefits of electric competition and customer choice. These include the potential to purchase electricity at a lower cost than your utility purchases it 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 electric costs. Suppliers may also offer any number of incentives to choose them as a supplier.



In terms of how they price electricity, suppliers generally have the ability to provide electricity at fixed or variable rates, with some suppliers

providing unlimited usage at a fixed flat price. Customers may also choose to purchase electricity generated from alternative sources of fuel.

### **If I elect to change my supplier, who will deliver my electricity?**

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

### **What happens if I do not select an electric supplier?**

Nothing. Customers are not required to select an electric supplier. If a customer does nothing, then the electric utility – referred to as the default service provider – will purchase electricity from the market for delivery to that customer. The electricity 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 electric shopping website at [www.PAPowerSwitch.com](http://www.PAPowerSwitch.com). This website will also allow you to connect directly with licensed electricity 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 electric utility rate to compare with other competitive suppliers.