



ENERGY SUPPLIER CONTRACT METHODS WHAT CONSUMERS NEED TO KNOW

- **IMPORTANT RULES:**
 - ONLY SAY YES WHEN AND IF YOU WANT TO
 - DO NOT SHOW ANYONE YOUR BILL, ACCOUNT NUMBER OR CHOICE ID NUMBER UNLESS YOU WANT TO SWITCH TO THEIR SERVICE
 - ALWAYS INSIST: YOU SIGN AND RECEIVE A HARD COPY OF A WRITTEN CONTRACT
 - KEEP THE CONTRACT WITH YOUR IMPORTANT PAPERS

- **Direct mail**
 - The written offer must contain all the major terms of the contract
 - Postcard offer: We do not recommend calling the company without knowing the contract terms before the call
 - You can sign the written contract offer and return it
 - Make a copy of your signed agreement before you return it
 - The offer may state that you can call the supplier to complete the agreement
 - If you call the supplier, and have the contract terms, the phone solicitation rules do **not** apply
 - State clearly during the call the price term, length of contract, any additional fees, cancellation policy and fee (if any) that you agree to
 - Ask questions and do not agree to sign up if you do not understand

- **Telemarketing**
 - Many suppliers use telemarketers to market their offers
 - **Do Not Call Registry:** If your name is on the registry, get the name of the supplier calling, hang up and file a complaint with the PSC about the supplier
 - The caller must identify herself and the company right away
 - The caller must explain the major terms of the offer
 - In order for this to be a valid agreement, you **MUST** receive a written contract after the call, sign it and send it back
 - **Exception:** ONLY If you have a prior business relationship OR you received the terms of the offer before the call
 - **TIP:** If these exceptions do not apply, say so on the call
 - Telemarketers will record the call or use a third party to verify (TPV) the phone agreement
 - The caller must answer all of your questions
 - If you do not wish to switch to their service, do **not** provide your Choice ID or utility account number

- **Solicitation in your home or outside your home (e.g., PTA, mall)**
 - **Supplier often use agents (non-employees) to do door to door sales**
 - Some counties require peddler licenses – the agent must have one
 - The agent must have a company and agent ID, and give you a business card with name of the company and agent
 - Your local utility will NOT come to your home asking to check your bill or your account number or to offer you a lower price
 - If someone says “I work for the utility” and is pushing a discount price, BEWARE – you are being **SLAMMED**. Close the door before you are switched to a supplier without your permission
 - You do not have to sign a contract “right now” or any time – it is better to “lose a deal” than agree without all the facts
 - The supplier must give you a contract and get your signature
 - You have the **RIGHT TO CANCEL IN 3 business days**
 - For persons aged 65 and over, the time to cancel is 7 business days
 - The supplier must give you a **NOTICE OF RIGHT TO CANCEL**
 - The Notice must be below your signature on the contract
 - **NEW: Use of e-tablets by door to door agents**
 - Electronic contracting and signatures may be allowed, but they can be a problem for consumers in door to door sales
 - **We do not recommend electronic contracts and sign-ups in door to door sales**
 - If you are interested in the offer, make sure that you see the entire contract and contract summary *before* you sign, and review them with the agent
 - The agent must provide you with a Notice of Right to Cancel
 - Do NOT let the agent fill out any checkoff or contract for you
 - You must consent to receive the contract by email
 - If you do consent, make sure you actually receive the contract, contract summary and Notice to Cancel
- **Internet**
 - Suppliers must have a website and post their offers both on their own website and the PSC website
 - You should review contract terms and contract summary on the website, and compare prices and other terms with other supplier offers listed in the PSC website or the OPC website
 - The contract terms and conditions must be printable
 - Your electronic signature is acceptable *if* you consent

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