



## RETAIL ENERGY SUPPLIERS WHAT EVERY CONSUMER SHOULD KNOW BEFORE YOU SIGN

- You can choose to purchase your gas or electricity supply from your utility or a retail energy supplier
- If you buy your gas or electricity supply from a licensed energy supplier:
  - Your gas utility will deliver your gas – you pay distribution rates
  - Your electric utility will deliver your electricity – you pay distribution rates
- The supplier must be licensed by the Public Service Commission
  - Check [www.psc.state.md.us](http://www.psc.state.md.us) to see the list of active suppliers in your service area
  - Verify that a supplier is on the list before you agree to a contract
  - Make sure the license # is on your contract
- Suppliers must follow the rules for supplier marketing and contracting
  - No slamming (utility customer is the only person authorized to contract)
  - Marketing and solicitation
    - No unfair and deceptive practices
  - Provide specific contract terms
  - Use specific contract methods
- The Commission does not control the prices charged by suppliers
  - The price terms are set in your supplier contract
  - **BUT:** suppliers cannot be misleading or deceptive about the price term when marketing or contracting with you
- You can file a complaint with the Commission if you have a disagreement and cannot resolve it with the supplier
- Most suppliers include their charges separately on your utility bill
  - Some suppliers may send a separate bill
- If you cancel or do not renew a contract, you will return to utility supply service unless you enter into a contract with another supplier.
  - **If suppliers do not comply with the Door to Door Sales Act, the Telephone Solicitation Act, or Commission regulations, they are in violation of their supplier license and should be reported to the Commission.**