

What must be in a Retail Supplier Contract

September 2023

All elements listed below must be included in a retail supplier contract.

Electricity Supplier Information Gas Supplier Information	Company name, License Number, Contact Information (email, website AND customer service telephone number for cancellations, questions, renewals, etc). Company logo, slogan or other marketing can appear here too.
Price Structure	State whether it is a fixed rate, an introductory rate/subsequent fixed or variable rate, or variable rate
Supply Price	«Rate» «Name» Plus «Monthly Fee» per month Fixed rate per kWh Hybrid: Fixed intro rate for X billing cycles, a fixed rate for remainder of term Hybrid: Fixed intro rate for X billing cycles; a variable rate for remainder of term Variable rate: description of formula or methodology, or the lack of it Any additional monthly or annual fee and description of purpose
Statement Regarding Savings	The supply price may not always provide a savings.
Incentives	«Marketing Messages» Such as gift cards, credit cards, budget billing, renewable energy characteristics, etc. If renewable energy is

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	claimed, specify the renewable energy percentage.
Contract Start Date	Describe when the term of the contract will begin (e.g. next applicable utility meter read date).
Contract Term/Length	Describe the term of the contract (e.g., XX months or XX billing cycles following the Contract Start Date).
Cancellation/Early Termination Fees	Yes, «ETF». Explain when due and how much,
Renewal Terms	Provide a description of renewal terms.

If you run into any issue or have questions, please feel free to contact Office of People's Counsel Monday-Friday, 8AM-4:30PM at 410-767-8150 or email through opc@maryland.gov.