

## What must be in a Retail Supplier Contract

May 2021

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

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|--|---|
| <p>Electricity Supplier Information<br/>Gas Supplier Information</p> | <p>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.</p>   |
| <p>Price Structure</p>   | <p>State whether it is a fixed rate, an introductory rate/subsequent fixed or variable rate, or variable rate</p>   |
| <p>Supply Price</p>  | <p>«Rate» «Name» Plus «Monthly Fee» per month<br/>Fixed rate per kWh<br/>Hybrid: Fixed intro rate for X billing cycles, a fixed rate for remainder of term<br/>Hybrid: Fixed intro rate for X billing cycles; a variable rate for remainder of term<br/>Variable rate: description of formula or methodology, or the lack of it<br/>Any additional monthly or annual fee and description of purpose</p> |
| <p>Statement Regarding Savings</p>                                   | <p>The supply price may not always provide a savings.</p>   |
| <p>Incentives</p>  | <p>«Marketing Messages» Such as gift cards, credit cards, budget billing, renewable energy characteristics, etc. If renewable energy is</p>   |

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State of Maryland

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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](mailto:opc@maryland.gov).