

## Consumer Advisory

### How to Choose a Retail Energy Supplier



District residents can choose their electric generation and transmission supplier and their natural gas supplier, while Pepco remains the sole electric distribution company and Washington Gas Light (WGL) remains the sole natural gas distribution company. Before choosing your retail energy supplier, the Public Service Commission of the District of Columbia (Commission) is encouraging consumers to **"BE INFORMED."**

#### How to Choose a Retail Energy Supplier

Choosing a retail energy supplier can be confusing and time consuming. However, if you take the time to research and ask the right questions, you can better understand and navigate the process, and make a choice that best fits your needs (e.g., lowering your rates and bills and/or supporting green energy). The following is a list of steps and tools to help you make an informed decision about choosing a retail energy supplier.

**Step 1:** Review your current Pepco and WGL bills to determine how much you pay for energy supply and your monthly usage.

**Step 2:** Check the Commission's website at [dcpssc.org](http://dcpssc.org) or contact the Office of Consumer Services on 202-626-5120 to obtain a list of approved suppliers to verify that the supplier is licensed and certified by the Commission.

List of Electric Retail Suppliers:

[http://www.dcpssc.org/PSCDC/media/PDFFiles/Electric/EGTS\\_Aproved.pdf](http://www.dcpssc.org/PSCDC/media/PDFFiles/Electric/EGTS_Aproved.pdf)

List of Natural Gas Retail Suppliers:

[http://www.dcpssc.org/PSCDC/media/PDFFiles/NaturalGas/NaturalGasSuppliers\\_AprovedContacts.pdf](http://www.dcpssc.org/PSCDC/media/PDFFiles/NaturalGas/NaturalGasSuppliers_AprovedContacts.pdf)

**Step 3:** Check price offerings and contact information for each licensed supplier serving the District from the Commission's website and check the website of any supplier you are considering.

Electric Retail Price Offerings:

[http://www.dcpssc.org/PSCDC/media/PDFFiles/Electric/Compare\\_ElectricSuppliers\\_Offers.pdf](http://www.dcpssc.org/PSCDC/media/PDFFiles/Electric/Compare_ElectricSuppliers_Offers.pdf)

Natural Gas Retail Price Offerings:

[http://www.dcpssc.org/PSCDC/media/PDFFiles/NaturalGas/Compare\\_NGSuppliers\\_Offers.pdf](http://www.dcpssc.org/PSCDC/media/PDFFiles/NaturalGas/Compare_NGSuppliers_Offers.pdf)

**Step 4:** Use the Commission's bill calculator to compare price offerings between your current supplier and other retail suppliers to determine potential savings.

Electric Bill Calculator: <http://www.dcpssc.org/Retail-Choice/How-to-Choose/How-to-Choose-an-Electric-Supplier/Electric-Bill-Calculators.aspx>

Natural Gas Bill Calculator: <http://www.dcpssc.org/Retail-Choice/How-to-Choose/Natural-Gas/Competitive-Natural-Gas-Provider-Bill-Calculator.aspx>

#### PEPCO CUSTOMER

Account number: 0123 4567 890  
Your service address: 2603 MAIN ST SE  
WASHINGTON DC 20020-3103  
Bill Issue date: Jan 29, 2014

#### Summary of your charges

Balance from your last bill	\$126.19
Changes to electric balance	\$0.16
Your payment(s) - thank you	\$110.00-
Balance forward as of Jan 29, 2014	\$16.35
New electric distribution charges - Pepco	\$23.48
New electric supply charges - SOS Provider Pepco	\$59.50
<b>Total amount due by Feb 19, 2014</b>	<b>\$99.33</b>

After Feb 19, 2014, a Late Payment Charge of \$1.07 will be added, increasing the amount due to \$100.40.

Information regarding rate schedules and how to verify the accuracy of your bill will be mailed upon request.

Your smart electric meter is read wirelessly. Visit My Account at [pepco.com](http://pepco.com) to view your daily and hourly energy use.

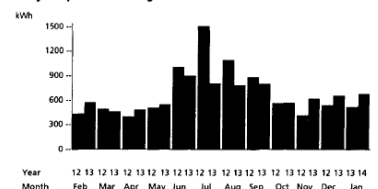
Visit [pepco.com/res/documents/dc\\_terms.pdf](http://pepco.com/res/documents/dc_terms.pdf) for information on how payments are applied to balances from Pepco and any competitive supplier.

#### How to contact us

Customer service (Mon-Fri, 7am - 8pm) **202-833-7500**  
Hearing Impaired (TTY) **202-872-2369**  
¿Problemas con la factura? **202-872-4641**  
Electric emergencies & outages (24 hours) **1-877-737-2662**  
Visit [pepco.com](http://pepco.com) for service, billing and correspondence information.  
Pepco is regulated by - DC Public Service Commission, [dcpssc.org](http://dcpssc.org)  
1333 H St NW, Washington DC 20005, 202-626-5100  
Consumer Advocate - Office of People's Counsel, [opc-dc.gov](http://opc-dc.gov)  
1133 Fifteenth St NW, Washington DC 20005, 202-727-3071

#### Your monthly Electricity use in kWh

Daily temperature averages: Jan 2013: 40° F Jan 2014: 38° F



*People Selecting & Choosing!*

**Step 5:** Ask the right questions to learn about each supplier's terms and conditions. The Commission has compiled a list of "Frequently Asked Questions" consumers should ask when choosing a retail energy supplier.

**Questions for Electric & Natural Gas Retail Suppliers**

- Do I have to sign a contract? If yes, what are the terms and conditions of your contract?
- Does the price vary month to month?
- If the price is fixed, for how long?
- Is there a minimum charge?
- What kind of billing and payment options are available?
- Is there a penalty for switching suppliers before the end of the contract? If yes, how much is the fee?
- How will I be billed? Separately by the supplier, by Pepco, or by WGL?

**Questions for Electric Retail Suppliers- [http://dcpsc.org/Electric/Electric\\_FAQ.asp#A1](http://dcpsc.org/Electric/Electric_FAQ.asp#A1)**

- What is your generation and transmission rate?
- Are renewable resources used and to what extent?

**Questions for Natural Gas Retail Suppliers-[http://dcpsc.org/Gas/Gas\\_FAQ.asp#A1](http://dcpsc.org/Gas/Gas_FAQ.asp#A1)**

- What is your natural gas supply price?
- Does this price include a "balancing charge?" If yes, how much is the balancing charge?

Your charges in detail		Page 2 of 3
Rate Class:	Residential Heating Delivery Service	
Meter number:	Next read date:	Oct 20, 2016
<b>Gas you've used this period</b>		
Sep 21, 2016	Actual Meter Reading	1893
Aug 23, 2016	Actual Meter Reading	1875
Total CCF used		18
Total Therms (TH) used for 29 days		18.7
total CCF x 1.039		
Payments/Credits	You paid on Sep 6, 2016	-\$28.48
	Thank you	
Total Payments/Credits		-\$28.48
Distribution Service	Previous Bill Amount	\$19.23
	Payments/Credits Applied	-\$19.23
Balance brought forward		\$0.00
DISTRIBUTION SERVICE		
	Customer Charge	\$9.90
	Distribution Charge 18.7TH x \$0.3834	\$7.17
	PROJECT pipes Adjustment	\$0.35
TAXES		
	Sustainable Energy Trust Fund 18.7TH x \$0.014	\$0.26
	Energy Assistance Trust Fund 18.7TH x \$0.0051	\$0.10
	Right of Way Fee	\$0.72
	Delivery Tax 18.7TH x \$0.0707	\$1.32
Total Current Washington Gas Charges		\$19.82
Total Washington Gas Charges This Period		\$19.82
The utility Purchase Gas Charge (PGC) is \$0.4368 this month which includes a balancing charge		
Natural Gas supply service	Previous Bill Amount	\$9.25
	Payments/Credits Applied	-\$9.25
Balance brought forward		\$0.00
	Commodity 18.7TH x \$0.52	\$9.72
	Balancing 18.7TH x \$0.0058	\$0.11
WGL Energy Services subtotal		\$9.83
Actual Monthly Distribution and		\$29.65



**Ways to pay**

**Automated Payment Plan**

The easiest way to pay your bill and avoid late payment charges. Get more information, or sign up today at [washingtongas.com](http://washingtongas.com)

**Phone**

Pay your gas bill over the phone any time by check, credit or debit card on our automated Special Services line at 703-750-7944

**Budget Plan**

Spread higher winter heating bills over the entire year. Call 703-750-9444 to enroll

Washington Gas protects customers' account information. It is shared only with the person whose name appears on the account.

**Q Online**

Pay your bill online anytime, day or night, at [washingtongas.com](http://washingtongas.com). Enroll to receive bill notifications and ask for services.

**eMail**

Please send your check (made payable to Washington Gas) with this remittance stub to Washington Gas, PO Box 37747, Philadelphia PA 19101-5047

Please note: If you pay by check, you authorize us to clear it electronically. We will not return your check to you. Your payment receipt and bank statement are proof of payment.

**About your supplier**

Your gas is supplied by WGL Energy Services. To contact WGL Energy Services: 1 844ASKWGL (1-844-427-5945)

Washington Gas is regulated by the Public Service Commission of the District of Columbia. Washington Gas will furnish rate schedule and bill calculation data upon request.  
DC Commission phone: 202-626-5100  
Fax: 202-393-1389 TTY/TTD: 711 or 202-855-1234  
DC Commission address: 1325 G Street, NW, 8th Floor, Washington DC 20005

**Other Contacts**

Bill Inquiries: 703-750-1000  
711 for TTY/TOO-voice relay

Bill inquiries outside your local calling area: 1-800-752-7520

If you smell gas: 911 or 703-750-1400  
Office of People's Counsel OPC represents District of Columbia utility ratepayers before the Public Service Commission in matters regarding the rates and services provided by utilities in DC. Visit the OPC website at [www.opc-dc.gov](http://www.opc-dc.gov), or write to 1133 15th Street, NW, Ste 500, Washington DC 20005, or call 202-727-3071.

**Useful Information**

CCF: A unit of measurement for the amount of gas used. One CCF = 100 cubic feet.

Therm (TH): A measure of the energy in natural gas, equal to the amount of gas (in CCFs) times a heat content factor.

Distribution charge: Covers the monthly cost of transporting your gas through our pipes and storage tanks to your meter. The charge is based on the amount of gas used.

Customer charge: Covers certain other costs of providing your service, including depreciation of equipment, taxes, maintenance and repair of customer lines, and expenses such as meter reading and billing.

PGC (Purchased Gas Charge): The cost of the natural gas we buy, plus the cost of transporting it to our system.

For more information about this bill or terminology used, please visit our web site at [washingtongas.com/pages/UnderstandingYourBill](http://washingtongas.com/pages/UnderstandingYourBill)

Questions? Any inquiries about this bill should be made prior to the due date in order to avoid late charges. Call 703-750-1000 or write to Washington Gas, Customer Care, 6801 Industrial Road, Springfield, VA 22151-4294

**Payment locations IM-F 8am-4pm**

1100 H Street, NW, Washington DC  
2300 Martin Luther King Jr Ave, SE, Wash DC  
350 Hlandale Lane, Winchester VA  
1800 N Market St, Frederick MD

Payment Drop boxes are available at each of the above offices. Payment drop boxes are also located at: 101 Constitution Avenue, NW, Washington DC 6801 Industrial Rd, Springfield VA 4000 Forestville Road, Forestville MD

Multiple Global Express locations listed at [washingtongas.com](http://washingtongas.com) or by calling 1-800-989-6669

Need to change your information? If you've changed your mailing address or other personal detail call us on 703-750-1000