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Information for Residential Customers Enrolling with an Electric Supplier

Your electric bill is divided into four parts: Supply, Local Delivery, Transmission, and Public Benefits. The **Supply** portion of your bill reflects the cost of the generation of electricity, which is deregulated, meaning that customers can get their electricity supply through the utility's standard service rate¹ or enroll with a third-party supplier. If you enroll with a supplier, you will still receive your bill from your utility and enrolling with a third-party supplier affects only the Supply portion of your bill.

Frequently Asked Questions

1. How do I enroll with a supplier?

- Always use [EnergizeCT.com](https://www.energizect.com) when enrolling with a supplier. Do not enroll with a supplier based on a call, mailer, email, online advertisement, or social media link. [EnergizeCT.com](https://www.energizect.com) shows the current utility standard service rate and compares available electric supplier rates so you can ensure you are receiving the best rate.
- Always enter [EnergizeCT.com](https://www.energizect.com) directly into your browser URL or follow or bookmark the links provided here. Entering terms like "Energize CT" into a search engine sometimes produces sponsored websites before linking you to [EnergizeCT.com](https://www.energizect.com). These sponsored websites are often affiliated with individual suppliers and do not display all available rates.
- When using [EnergizeCT.com](https://www.energizect.com), you may click on the supplier rate in which you want to enroll, follow the link to the supplier's website, and follow the steps to enroll. For some rates you may also call the telephone number listed on the rate, however, suppliers are not required to enroll via the phone and some suppliers will enroll only online.
- When enrolling, have a copy (electronic or paper copy) of your electric bill available. You will need to provide your account number or POD-ID, your billing cycle, and your name key. These can be found on the left side of page two of your bill. It is important that you enter or provide the correct account information when enrolling, or the enrollment will be rejected and likely delayed for at least another billing cycle.
- If you are not currently enrolled with an electric supplier, your enrollment will become effective on your next meter read date if you enroll at least two weeks prior to the meter read date. You can find your meter read date on the left side of the second page of your electric bill.

¹ The standard service rate is subject to a competitive bid and is a pass-through rate, meaning the utilities charge you what it costs them and the utilities do not profit from it.

2. How can I tell if I am getting a good price?

- EnergizeCT.com clearly shows your utility's standard service rate to compare to the various supplier offers. Although you are free to choose any price you prefer, you should be aware that paying a higher rate than the standard service rate will increase your electric bill higher than necessary for you to enjoy electric service.
- Any customer may enroll with an electric supplier. If you have a financial hardship or medical protection designation you cannot contract with a supplier for a rate higher than the standard service rate. If your supplier's rate exceeds the standard service rate, you will be returned to the utility's standard service rate.
- The utility's standard service rate changes twice each year – on January 1st and July 1st. Supplier contracts must be for at least four billing cycles, but can span multiple standard service rate changes. It is important to look at the Supply Summary on your bill each month (on the right side of the first page) to compare your current rate with the standard service rate to ensure you continue saving.
- The majority of supplier contracts automatically renew and they may renew at a rate higher than your initial rate. Anyone enrolling with a supplier should calendar two months prior to the end of their supplier contract to find out their renewal rate—this recommended two-month buffer will help ensure you are not locked into a higher rate for any billing cycle. Once you find out your renewal rate, you may then renegotiate with your current supplier, enroll with a new supplier, or return to the utility's standard service rate. Your current supplier must contact you 30-60 days before the contract renews to disclose what your auto-renewal contract terms will be.
- Auto renewal contracts may or may not be for the same length as the original contract but must have a term of at least 4 months.

3. Does switching to a supplier mean that I will no longer be an Eversource or UI customer?

- No. Enrolling with a supplier only impacts the Supply portion of your bill – Eversource or UI will still be your electric distribution company and will still handle all customer service issues, outages or issues with your electricity, and all billing matters.
- Your supplier cannot shut off your power. Only Eversource or UI can terminate your electric service.
- You may continue to participate in budget billing or a payment arrangement if you contract with a supplier. The utility will still issue your entire bill, and you will pay only your utility (Eversource or UI). You will not pay the supplier directly.
- Switching to a supplier will only impact the “supply side” of your utility bill. Switching to a supplier does not avoid rate increases from the other portions of the bill which include transmission, local delivery, and public benefits.

4. What if I change my mind or realize that I am paying my supplier too much?

- You can cancel your supplier contract at any time, and no supplier may charge a cancellation fee to a residential customer. You can choose to either switch from a supplier back to the standard service rate, or to another supplier.

5. How do I switch back to standard service?

- You DO NOT have to call the supplier to switch back to standard service. To switch back, you may call your utility (Eversource or UI) directly or log onto your utility online account. Your utility can return you to the utility's standard service within two business days.

6. How do I switch to another supplier?

- You may change suppliers at any time. Your new contract will go into effect on your next meter read date if you enroll at least two weeks prior to the meter read date.
- You may change by simply enrolling with the new supplier. The new supplier will send the change to your utility and it will show on your bill. You DO NOT have to contact your current supplier to cancel or to tell them you are switching.
- Your current supplier may not charge you a cancellation fee for ending the contract early or for changing suppliers.
- You should continue to use EnergizeCT.com to find new supplier rates.

7. Can I negotiate the price with my current supplier?

- You may contact your current supplier and request to renegotiate your rate at any time. The supplier is not required to renegotiate the rate.
- It will take at least two billing cycles for your new rate to appear on your bill and the timing depends on when you renegotiate relative to your meter read date.
- You can request that your supplier refund you the difference between your current rate and your new rate until the new rate goes into effect. Suppliers usually will not offer to do this, but often will do it if requested. Consider if you wish to remain with a supplier who won't provide a refund.