

What is electric choice?

In Massachusetts, the two primary charges included in your monthly electric bill are for “supply” and “delivery.” Customers can shop and compare offers for the “supply” portion of their bill and choose a supplier other than their local utility.

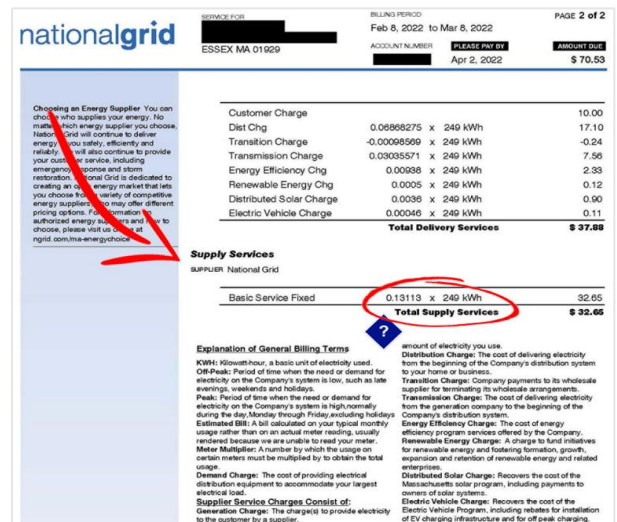
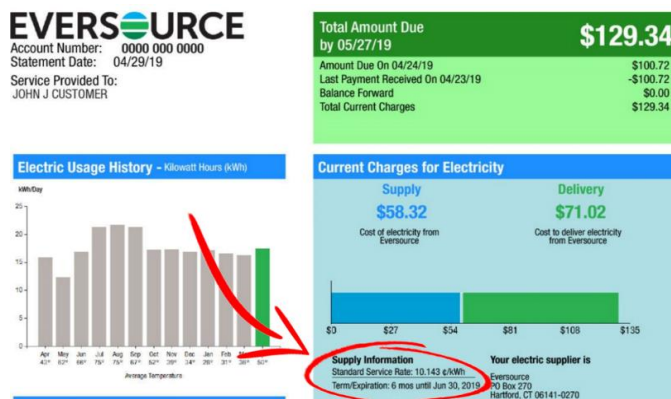
What are some of the reasons for shopping?

- **Price** – Customers who do not shop remain on default service with their local utility and will pay the price per kilowatt hour noted in the table below. Throughout the year, your local utility will periodically increase or decrease its price per kilowatt hour. Customers can shop offers from competitive suppliers and take advantage of less expensive short-term rate contracts or lock in a rate for a long-term contract that may be slightly higher than what they are currently paying but will be lower than the rate the utility will be charging in the next term.
- **Renewable energy** – Many customers like to purchase clean energy to reduce their carbon footprint. Massachusetts utilities and suppliers are required to source renewable energy for 59% of the supply provided to ratepayers. However, customers are able to offset more of their carbon footprint by selecting competitive supplier offers which include up to 100% renewable energy.
- **Special products** – In competitive markets, companies can provide unique and innovative products and services based on a customer’s individual energy needs. Some examples of special products include free nights and weekends for residential electric vehicle charging, home warranty products, smart home devices, and digital tools to help customers control their energy usage.

How to Shop:

Find out how much you are currently paying for electric supply by looking at the “standard service rate,” “supplier rate” or “supply services” on your electric bill.

That is multiplied by the number of kilowatt hours you use per month to generate your “supply” charge.



2 Visit www.EnergySwitchMA.gov, select “Home,” enter your home address zip code and click “start shopping.”

ENERGY SWITCH MASSACHUSETTS

GO SHOPPING YOUR ELECTRIC SERVICE ABOUT THE WEBSITE CONTACT US

LET'S GO SHOPPING — FOR ELECTRIC SUPPLY

Electricity consumers in Massachusetts have a choice regarding who provides their electric supply. The Massachusetts Department of Public Utilities has developed this website to assist consumers in shopping for electric supply products.

1. I am shopping for my: Home Business

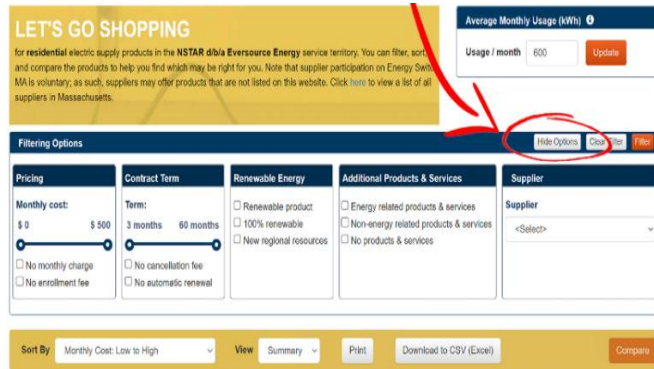
2. My zip code is:

[Start Shopping](#)

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Select “Show Options” to filter the results based on your preferences.

- Contract Term** – This is the number of months in your contract at the price per kilowatt hour rate you lock in.
- Early Cancellation Fee** – If you decide to change suppliers prior to the end of your contract term, some suppliers charge an early cancellation fee. This will be noted in the terms of your contract.
- Automatic Renewal** – Your contract will be automatically renewed at the end of term. With an automatic renewal, your contract will be renewed with the same supplier, but that product may no longer be available and the renewal may include different terms or a different price. With automatic renewals, your supplier is required to provide a notification of renewal 30 to 60 days prior to the expiration of the original contract. This will include any updated terms.

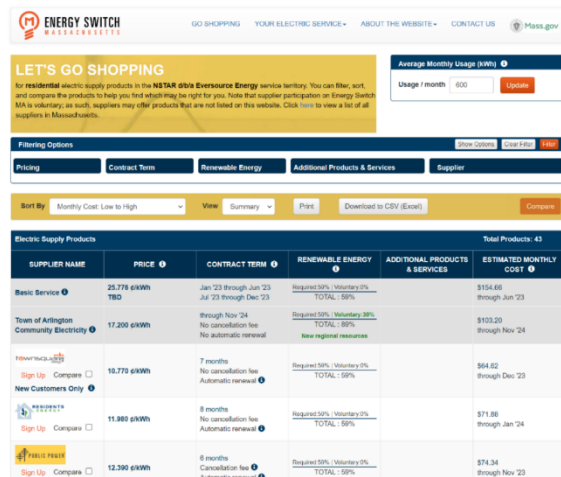


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Compare the price per kilowatt hour you are paying from your electric bill with the available offers under “Price.” Consider upcoming rate increases that have been announced by your utility.

Check the varying lengths of contracts under “Term Length.” The renewable makeup of the product is located under “Renewable Energy.”

Your estimated monthly costs based on your personalized inputted usage at the top is the final column. If you do not adjust this, the estimated monthly costs are calculated using the typical monthly usage of 600 kWh.



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After you choose your product and click “Sign Up,” you will be directed to the supplier’s website. If you are not immediately directed to a page with the offer you have selected, review the supplier’s available offers and be sure to select the same product you chose on the Energy Switch MA platform.

Carefully review the terms and conditions before signing up. If you are in the middle of a billing cycle, your updated rate and supplier information will be reflected on the bill following the close of the current cycle you are in.

Additional Shopping Considerations:

- Type of plan: The difference between fixed and variable rates - Some competitive suppliers offer fixed pricing where customers can lock in a rate for a term ranging from 3 months to 36 months. If that rate is lower than the current or future utility rate, customers will save money. These are called fixed-rate plans.
- Some competitive suppliers offer deals with shorter contract periods or no contract period. If the rate is lower than the current utility rate, the customer will save. These are called variable rate plans. With variable rate plans, the rate is not guaranteed after the term ends, and it is important for customers to watch for price increases based on possible volatility in the market.
- Which plan is right for you? It depends on how risk-averse you are and whether you are willing to stay updated on potential changes in the monthly price changes to determine if you should switch suppliers. Most customers prefer fixed-rate contracts. People who choose variable plans can take advantage of market lows but could also be affected by market highs. On a variable rate plan, you're charged based on the current market value of electricity. It is important to read the terms of your contract and understand the type of plan you choose.

Smart Shopper Tips:

- When you sign up for a new supplier, note the contract end date and set a reminder on your calendar in advance of the end date to review the terms of the contract (if it will be automatically renewed) or shop for a new supplier.
- Even if you are in a long-term contract, check the Energy Switch MA site monthly to determine if you can find an offer that better suits your needs.
- If you are shopping for cost savings, consider your local utility's upcoming rate increases in addition to the current rates. Many suppliers provide long-term, fixed-rate contracts. While the price might not be lower than the current utility rate, it may be lower than what the utility rate will be in the upcoming term and worth switching for future savings.

Unhappy with your Service?

If you are not happy with the service your supplier is providing or the rate you signed up for is not the rate you are paying, review the terms of your contract and contact your supplier. If you are unable to resolve the issue with the company, you can contact the Commonwealth resources below for assistance.

Contact: Massachusetts Department of Public Utilities
Phone: (877) 886-5066
[File a complaint online](#)

Massachusetts Attorney General's Consumer Advocacy & Response
Division
Phone: (617) 727-8400

About this Guide:

This guide was developed by the Retail Energy Advancement League to help educate customers on the benefits of shopping for a competitive electric supplier and how to make informed decisions in the market. While price is not the only reason customers shop, Massachusetts customers on default service are facing significant rate increases and this guide provides price-specific shopping tips and information on how to shop and compare rates and terms.

If you have a suggestion for how to improve this guide or questions, please email info@retailenergychoice.org.