

Decision Checklist for Customers Shopping for an Energy Supplier

Is the supplier licensed to conduct business as an energy supplier in your state? Yes No

Is the supplier financially stable? Yes No

Does the supplier offer a variety of products to fit your specific needs? Yes No

Does the supplier offer both fixed and indexed prices? Yes No

Does the supplier offer trigger rights? Yes No

Does the supplier make product recommendations after reviewing usage patterns? Yes No

Does the supplier have sophisticated risk management capabilities? Yes No

What are the key components of the supplier's fixed price (see below)?

Electric

- Energy
- Capacity
- Transmission
- Ancillaries
- Low-Carbon Power
- Applicable Taxes

Natural Gas

- Commodity
- Upstream interstate pipeline firm transportation
- Fuel Costs
- Utility required pooling
- Low-Carbon Power
- Applicable Taxes

Does the supplier's price include both the gross receipts tax and the sales tax? Yes No

How long is the supplier's price valid? _____

Will the customer incur extra charges if the business' usage goes significantly above or below the contract's agreed upon usage? _____

What options does the supplier offer for lengths of contracts (i.e., 1 year, 2 years, 3 years)?

What are the supplier's contract renewal and contract extension terms? _____

What penalties will the supplier impose on a customer if he or she should decide to end the contract earlier than the agreed to contract end date? _____

Are the contracts easy to understand? Yes No

What billing options are available (i.e., consolidated or single bill)? _____

Is there a high level of customer service? Yes No

Do they offer renewable energy products? Yes No