



# NEW JERSEY DIVISION OF THE RATEPAYER ADVOCATE

## CUSTOMER CHOICE Q & A

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- **What does customer choice mean?**

Customer choice means that you can purchase your actual energy from a supplier other than your traditional utility, if you choose. Customer choice is here today because of the Electric Discount and Energy Competition Act (the “Act”).

- **How will customer choice affect my service?**

Even though you can purchase your energy from your supplier of choice, your utility will continue to deliver that energy to you across electric distribution lines and natural gas pipelines. Your local utility will continue to maintain and repair the lines (electric and/or gas). You should also continue to enjoy the same level of customer support you get from your utility today.

- **How much will I save?**

You will see a 5% reduction in your electric rates beginning August 1, 1999. You may be able to save even more by investigating offers from other energy suppliers.

- **What will I gain from customer choice?**

You can now experience the benefits of competition in the energy market while gaining control of where your supply comes from. You can shop to buy a package of energy and energy services which are specifically tailored to your needs. You could also obtain lower rates for your energy and energy service.

- **What is an Electric Generation Supplier?**

Any electric generation supplier other than your existing utility.

- **How do I find out about other electric power suppliers?**

First, call your local utility for an enrollment package which will provide a list of energy suppliers. You can also obtain the list of certified electricity suppliers by accessing the New Jersey Board of Public Utilities website at [www.njin.net/njbpu](http://www.njin.net/njbpu) or by calling 1-877-NJ5-5678.

- **What do I need to know in order to make an informed choice?**

All local utilities must continue to provide safe, adequate and reliable service when delivering your energy. Before selecting an alternate generation supplier inquire as to their energy service and always make sure you are familiar with all the terms of your agreement before you commit to an energy supply contract.

- **Who should I call if I have an outage or other delivery problems?**

You will call your traditional utility, just as you always have.

- **What if my electric generation supplier defaults, and is unable to supply my electricity?**

Your traditional utility will supply your electricity needs. It will remain the supplier of last resort.

- **If I choose another electric generation supplier, who will send me my bill?**

You will receive one combined bill from your traditional utility unless you request a separate bill from your energy generation supplier.

- **What is “green” power?**

Green power is energy generated using environmentally friendly methods such as solar, wind or hydro electric plants. New Jersey’s new energy law requires electric suppliers to provide an “energy label” that lets you know the source of the electricity and the level of certain pollutants associated with its generation. This information can help you choose a supplier that provides “greener” or “cleaner” power.

- **Who is allowed to supply electricity?**

Only electric generation suppliers approved by the New Jersey Board of Public Utilities can supply electricity.

- **When can all consumers choose an Alternative Natural Gas Supplier?**

January 1, 2000 is the target date set by the Act for customer choice for natural gas.

