

Questions to Ask a Potential Service Provider

Pricing and Charges:

1. What type of pricing structure do you offer? Fixed or variable?
2. If variable, how will the price be determined?
3. If fixed, are there PJM pass-throughs in addition to my fixed price such as ancillary service or open access transmission charges?
4. Are there any maximum charges to mitigate price volatility for variable rates? If yes, can you please provide an example?
5. What is the price per kilowatt hour that I can compare to APCo's rate schedules and what future rate increases are you assuming for APCO?
6. Does APCo's FRR rate charge apply to you? If so, will that be passed through to me?
7. Are there demand charges? If so, how are they determined?
8. Are there any time of use restrictions or incentives?
9. Are there any choices of energy sources, such as green or renewable energy?

Contract Provisions:

10. Are there any options for contract length? Do you offer contracts that cover the minimum 5 year stay out provision under Virginia law?
11. Are there any minimum or maximum usage provisions in the contract? If so, what are the related charges?
12. Are there any savings guarantees? If so, how will any potential credits be calculated?
13. What are the cancellation or early termination charges? Are they time sensitive?
14. Under what circumstances can you cancel my contract?
15. What happens at the end of the contract term? Does it automatically renew?

Billing & Other:

16. Will I be billed from actual metered usage, or will my initial bill be based upon PJM initial settlement values derived from forecasted LSE load?
17. Can we be made to pay as we go weekly if PJM is charging our supplier in this fashion?
18. What procedures are in place if I have a question or a complaint with you as my supplier?
19. Will I be refunded for settlement errors found after the PJM 60 day final true up, like regulated tariffs require?
20. What are the late payment provisions?
21. Is a security deposit, collateral or other initial fees required?