

Competitive Energy Supply Protecting Consumers

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Competitive Utility Market— Buyer Beware

- Mass deregulated its electricity supply market in 1997 and market for gas soon after that
- Purpose of deregulation was to spur innovation and competition but not what has resulted
- The individual market for competitive energy supply is almost always a bad deal. Large & numerous losers. Small & rare winners.
 - Municipal aggregation is different—where municipalities buy in bulk from a supplier; is often in fact cheaper for consumers
- Mass. AGO report found that individual residential customers who received their electricity from competitive suppliers paid \$426 million more on their bills over 5 years: <https://www.mass.gov/competitive-electric-supply>

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Problems with the Competitive Utility Market Besides Just Cost

- Targeting of vulnerable populations—elders, LEP individuals, low-income communities
- Also some reverse redlining, targeting communities of color
- Use of deceptive tactics in door-to-door marketing and telemarketing
 - misrepresentations that from or associated with the utility
 - Misrepresentations that will save money
- Slamming – Switching costumers without them realizing it
- Also, risky/misleading solar deals; risky energy efficiency financing for low-income households

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Look at a bill to figure out if someone has a competitive supplier

EVERSOURCE
Account Number: [REDACTED]
Customer Name: [REDACTED]
HYDE PARK MA 02136

Billing Cycle: 07
Current Read: 03/07/19, Previous Read: 03/01/19, Current Usage: 719, Reading Type: Actual

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Meter Number	108	233	366	221	30	147	497					
Current Read			3797									
Previous Read			3042									
Current Usage			719									
Reading Type			Actual									

Monthly kWh Use

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Usage	512	919	715									

Contact Information
EverSource: 800-992-2000
www.eversource.com
CustomerService@eversource.com
Pay by Phone: 800-992-2000
Customer Service: 800-992-2000

Important Messages About Your Account
DISHING? STATE LAW REQUIRES YOU OR YOUR CONTRACTOR TO CALL US 24 HRS AT 811 AT LEAST THREE BUSINESS DAYS PRIOR TO DIGGING. FOR MORE INFORMATION VISIT DISHING.COM. IMPORTANT SAFETY INFORMATION IS ALSO AVAILABLE IN THE "SAFETY" SECTION OF EVERSOURCE.COM.

THIS BILL WAS PRIORITIZED BECAUSE IT DOES NOT COVER A SINGLE NORMAL MONTH PERIOD.

Total Amount Due by 04/07/19: \$260.91

Electric Account Summary
Amount Due On 03/09/19: \$181.29
Last Payment Received On 02/22/19: -\$35.15
Balance Forward: \$148.14

Current Charges/Credits

Electric Supply Services	\$107.18
Delivery Services	\$7.50
Other Charges or Credits	\$0.00
Total Current Charges	\$114.77
Total Amount Due	\$260.91

Total Charges for Electricity

Supplier (PROVIDER POWER)	715 kWh X 1.4990	\$107.18
Generation Service Charge		\$107.18
Delivery (Rate A2 R2 RESIDENTIAL ASST)		\$5.13
Customer Charge (Prepaid)		\$5.13
Distribution Charge	715 kWh X .06396	\$45.73
Transmission Charge	715 kWh X .02065	\$-0.37
Revenue Decoupling Charge	715 kWh X .00086	\$18.48
Distributed Solar Charge	715 kWh X .00086	\$-0.41
Renewable Energy Charge	715 kWh X .00060	\$0.63
Energy Efficiency	715 kWh X .00063	\$0.36
Assistance Rate Discount		\$2.60
Subtotal Delivery Services		-\$4.96
Total Cost of Electricity		\$114.77

nationalgrid

Account Number: [REDACTED]
JAMAICA PLAIN MA 02130

nationalgrid
Please Pay Upon Receipt \$68.82

Summary of Charges

Electric Charge	\$110.00
Rate Charge	\$12.25
Basic Distribution Charge	\$8.63
Distribution Fee	\$16.06
Gas Delivery Charge	\$46.92
TOTAL CURRENT CHARGES	\$46.92
Charges from EDCO: Gas Charge	\$6.41
Other Pay Items	\$6.41
Your EDCO Charge	\$31.92

IMPORTANT MESSAGES
Pay your bills online. Get alerted today if your computer. For free online access to your bill history, visit us at www.ngrid.com or register your account. Record-breaking cold and your energy bill. A prolonged period of very cold weather is impacting bills with increased usage and higher natural gas supply costs. Our rate programs and services that can help. Visit ngrid.com/energy for details.

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Action steps

- **File complaints with DPU and AGO**
- **Removal from eligible consumer list**
- **Advocate for legislation** or regulation to stop or put limits the market
 - AGO has proposed legislation regulating new entry into the market
- **Litigation or arbitration against suppliers**
- **Bankruptcy**

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Where to file complaints about competitive suppliers:

- Department of Public Utilities (DPU) Consumer Division
 - (877) 866-5066
 - DPUConsumer.Complaints@mass.gov
- Attorney General Consumer Complaint Line
 - 617-727-8400 (M-F, 8am-4pm)
 - <https://www.mass.gov/how-to/file-a-consumer-complain> (for link to complaint form)

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Removing yourself from the “eligible customer list”

- Eversource
 - If you do not want your information included, contact Eversource at 866-746-1110 or fill out an online form (<https://www.eversource.com/content/ema-c/residential/my-account/billing-payments/choose-competitive-alternate-supplier>)
 - Register with the Federal Trade Commission's Do Not Call list

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Removing yourself from the eligible customer list

- National Grid
 - To opt out, fill out an on-line form at https://www9.nationalgridus.com/masselectric/business/forms/5_opt_out.asp
 - Or call National Grid Customer Service
 - Register with the Federal Trade Commission's Do Not Call list

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Questions?

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