

## Frequently Asked Questions

### **Who is U. S. Energy Partners?**

U. S. Energy Partners is an Energy Services Company (ESCO), a competitive electric supplier authorized by the New York State Public Service Commission. In March of 2010, PAETEC acquired U. S. Energy Partners as part of the ongoing strategy to develop energy solutions for commercial and industrial customers.

### **What information will I need to enroll online?**

You will need just the basic information located on your utility invoice including: the utility company name, account number (sometimes listed as "POD ID"), sales tax rate, your name, address, and contact information.

### **Will my bills now come from U.S. Energy Partners instead of the utility?**

No. U.S. Energy Partners' charges will appear on your utility bill. Your bill currently has charges relating to two services: electricity supply and electricity delivery. The electric supply portion is what has been deregulated and will now be charged by U.S. Energy Partners. The electric delivery portion is not deregulated and will continue to be charged by your utility. With consolidated billing, you will receive both U.S. Energy Partners' and the utility's charges on a single bill.

### **Will my electric service continue as usual?**

Yes. The physical electricity supplied to your home or business will not change whatsoever by switching to U.S. Energy Partners. The only change being made is a financial one: U.S. Energy Partners will pay for the electricity being used by its customers and those customers will in turn pay U.S. Energy Partners (via a consolidated bill) for that electricity usage. Your utility will continue to read your meter and deliver the energy to your home or business, and provide all the other services they do now. You will not experience any change in reliability when switching to U.S. Energy Partners since no changes to the electric delivery system are required. The utility continues to be responsible for the infrastructure (wires, meters and transmission facilities etc.) and responsible for delivering the power. The utility will provide equal service to all of its customers on a non-discriminatory basis, and will maintain the critical infrastructure to do so safely and effectively.

### **What if I'm currently under contract with another ESCO?**

Please check the terms and conditions of your current contract. If you are under a term agreement, term penalties could apply. We wouldn't want you to incur any penalties and would encourage you to switch to U.S. Energy Partners only after you have fulfilled your current contractual obligations.

### **I have friends and family in the RGE, National Grid (NIMO) or NYSEG territories... Can I encourage them to enroll as well?**

Absolutely! If you were given a referral code, please make sure that they use the same code when enrolling online. One question on the enrollment form asks, "How did you hear about us?" Please encourage your friends and family to indicate you by name so that we know you were kind enough to recommend PAETEC Energy.

### **Why should I choose U.S. Energy Partners as my ESCO?**

U.S. Energy Partners is the best choice as an ESCO for the following reasons:

1. Our electric program is always lower than what you would pay with your utility.
2. Dedicated team of Energy Professionals.
3. Excellent Customer Service Levels.
4. Convenient one-bill service.

### **What is Deregulation?**

Deregulation of the electricity market has allowed new market entities, called Energy Service Companies (ESCOs) to offer electricity supply to consumers at a competitive price. Now customers have the ability to choose their electricity supplier and seek out lower-priced electricity than what was once only available through their utility.