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ELECTRIC SUPPLIER CONSUMERS' BILL OF RIGHTS

Protecting Consumers in the Electric Supplier Market

1) Disclosure of comparative rates on customers' bills

Proposal: Require electric bills to show the rate charged by the supplier, rate of standard service, term of standard service, dollar amount billed by supplier and the dollar amount that would have been billed under standard service.

Purpose: Provide customers with information to make informed choice.

2) Disclosure of high and low rates charged/offered

Proposal: Require suppliers to disclose to PURA and list on their Web sites (and PURA's) the highest and lowest rate charged to customers.

Purpose: Allow customers and PURA ability to compare rates being charged by same supplier to different customers in the same period.

3) Initial three months fixed

Proposal: If a supplier markets a variable rate plan with an introductory "teaser" rate, that rate must be fixed for at least three months.

Purpose: Eliminate short-lived teaser rates.

4) Quick switching

Proposal: Require utilities to switch customers, at customer request, back to standard service within in 48 hours and to another supplier within 30 days; after a year, require utilities to switch customers to other suppliers w/in 48 hours, too.

Purpose: Prevent customers from being stuck for multiple billing periods with a competitive supplier charging excessive rates.

5) Combat “customer capture”

Proposal: Reduce or eliminate early termination fees.

Purpose: Allow customers greater freedom of choice.

6) Affirmative consent for variable-rate contracts

Proposal: Require affirmative written consent from customer before switching a customer from a fixed to a variable-rate contract.

Purpose: Prevent companies from taking advantage of customers who aren’t paying attention.

7) Regulating unfair and deceptive sales practices

Proposal: Require PURA to issue new regulations within a year to target abusive sales practices.

Purpose: Rein in abusive sales practices.

8) Enforcement

Proposal: Make funds available to PURA to increase enforcement staff.

Purpose: Increase market oversight and allow PURA to respond more effectively to abuses in market.