

SERVICE AREA	PEPCO	
New Service Transfer/Moving	✓	Customers establishing new service, transferring or moving, must establish service with the utility company first. Once they have established service they can switch to Stream. They do not have to wait until they get their first bill to switch to us, but they will be with the utility for at least one billing cycle.
Switching	✓	The enrollment transaction must be received by the utility 12 days prior to the customer's meter read for the switch to be effective on the customer's next meter read date.
Account Numbers	✓	10-Digit Account Number
Budget Billing	✓	The supplier must calculate and maintain the budget bill balance for the supplier charges. If you switch from the utility to a Third Party Supplier (TPS) that does not offer budget billing, you will lose budget billing for your supplier charges only.
Dual Billing	✗	Customers on dual billing cannot switch to Stream. It is difficult to know if a customer is on dual billing if they are a current local utility customer—have them contact their local utility for any questions about dual billing.
Co-generation	✓	Electric Only: Customers who produce energy for their home (windmill and solar panel users are the two most common). If a customer uses this type of generation, they may become a Stream customer and continue to receive reimbursement for any energy they produce.
Customers on Other Assistance Programs	✓	Customers can switch to a supplier and remain on CAP. There are other assistance programs such as LIHEAP, TRUE Program, Comfort Partners and Universal Service Fund where the customer can choose a different supplier. However, the customer will need to call the utility every month to have the credits applied to their invoice.