

SERVICE AREA	Delmarva	
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	✓	12 Day Window - Last-in
Account Numbers	✓	22-Digit Account Number
Budget Billing	✓	Stream offers budget billing in Delaware.
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	✓	If the customer is on CAP, they can switch to another provider. There are other assistance programs such as LIHEAP, LIURP, MEAF and the Smart Saver rebates where the customer can choose a supplier.