

SERVICE AREA	BGE (Gas)	BGE (Electric)	DELMARVA	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 Energy. 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	10-digit Gas Choice ID Number	10-digit Electric Choice ID Number	22-digit Utility Account Number	22-digit Utility Account Number	
Budget Billing	✓	✓	✓	✓	Stream offers budget billing in all four Maryland territories.
Dual Billing	✗	✗	✗	✗	Customers on dual billing cannot switch to Stream Energy. 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	✗	✓	✓	✓	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 Energy customer and continue to receive reimbursement for any energy they produce.
Customers on Other Assistance Programs	✓	✓	✓	✓	If this customer is on CAP, they can switch to another provider. All customers that are on any customer assistance programs (LIHEAP, LIURP, MEAF) including CAP can switch providers. They can switch and still remain on CAP.