

SERVICE AREA	PSE&G (Gas)	PSE&G (Electric)	ACE	JCP&L	NJNG (Gas)	
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. Outside of new service, all customers in the Northeast market can switch to Stream without establishing service with the utility.
Switching	✓	20 days Last-in	20 days Last-in	20 days Last-in	✓	PSE&G/NJNG: Enrollments submitted prior to the 1st become effective the start of the billing cycle the following month.
Account Numbers	20-digit POD ID (begins with PG)	20-digit POD ID (begins with PE)	12-digit Utility Account Number	20-digit Customer Number	12-digit Utility Account Number	
Budget Billing	✓	✓	✓	✓	✓	Stream offers budget billing in four New Jersey territories. NJNG: You must contact NJNG to set up Budget Billing.
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. New Jersey customers can be put on dual billing if they are 60 days delinquent in their payments. Customers placed on dual billing in New Jersey are required to remain on dual billing for a year before they may switch to a supplier who does not offer dual billing.
Co-generation	✗	✓	✓	✓	✗	PSE&G: If a customer uses this type of generation, they may become a Stream customer and continue to receive reimbursement for any energy they produce. JCP&L: 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	✓	✓	✓	✓	✓	Yes, so long as the customer is not past due, they can switch and remain on CAP. However, the customer will need to call the utility every month to have the credits applied to their invoice. There are other assistance programs such as LIHEAP, TRUE Program, Comfort Partners and Universal Service Fund where the customer can choose a supplier. However, the customer will need to call the utility every month to have the credits applied to their invoice.