

SERVICE AREA	RG&E (E&G)	Nat Grid (E&G)	NYSEG (E&G)	ConEd (E&G)	
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	✓	✓	✓	✓	15 day window
Account Numbers	15-digit POD ID (Electric-begins R01, Gas-begins R02)	10-digit Utility Account Number	15-digit POD ID (Electric-begins N01, Gas-begins N02)	15-digit Utility Account Number (Energy & Gas numbers may differ)	
Budget Billing	✓	✓	✓	✓	Nat Grid/ConEd: The utility will budget the Electric Services Company (ESCO) charges with the utility charges on customer bill.
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	✓	✓	✓	✓	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	✓	✓	✓	✓	Nat Grid: If this customer is on CAP, they can switch to another provider. RG&E/NYSEG/ConEd: Yes, so long as the customer does not have a current past due balance. The customer can switch and still remain on CAP. There are other assistance programs such as LIHEAP, LIURP, MEAF and the Smart Saver rebates where the customer can choose a supplier.