

SERVICE AREA	First Energy	AEP	Duke	Dayton	
New Service Transfer/Moving	✓	✓	✓	✓	Ohio 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	✓	✓	✓	✓	12 day window, First-in
Account Numbers	20-digit Customer Number	17-digit Service Delivery ID Number	First 10 digits Account Number	10-digit Account Number	
Budget Billing	✓	✓	✓	✓	Stream offers budget billing in all four Ohio 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	✗	✗	✗	✗	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 NOT become a Stream customer.
Percentage of Income Payment Plan	✗	✗	✗	✗	If the customer is on PIPP, they cannot 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.