

SERVICE AREA	Duquesne Light	PECO (E&G)	PPL	
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	16 days First-In	11 days First-In	16 days First-In	
Account Numbers	10-digit Supplier Agreement ID Number	10-digit Utility Account Number	10-digit Utility Account Number	
Budget Billing	✓	✓	✓	DLCO: Customer MUST contact DLCO to be placed on or removed from budget billing. Customer has the option to pay EITHER the budget amount or the actual amount each month. EGS is remitted depending upon which amount the customer pays. LDC BR/LDC RR: Customer MUST contact the utility to be placed on or removed from budget billing. Remits on ACTUAL invoice amount minus the POR discount and not the budgeted amount.
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	✓	✓	✓	Duquesne Light: If the customer is on CAP, they can switch to another provider if that provider offers dual billing. PPL: If the customer is on CAP, they can switch to another provider. PECO: If the customer is on CAP, then PECO is their default supplier. They can choose to remove themselves from CAP and sign up with a supplier. But they lose CAP when they switch. There are other assistance programs such as LIHEAP, LIURP, MEAF and the Smart Saver rebates where the customer can choose a supplier.

SERVICE AREA	MetED	West Penn Power	Penelec	Penn Power	
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	✓	✓	✓	✓	16 Day Window – Last-in
Account Numbers	✓	✓	✓	✓	20-digit Customer Number
Budget Billing	✓	✓	✓	✓	The supplier must calculate and maintain the budget bill balance for the supplier charges.
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. MetEd: If the customer is on CAP, then MetED is their default supplier. They can choose to remove themselves from CAP and sign up with a supplier. But they lose CAP when they switch. 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.