

# DIRECT CHOICE PROGRAM FAQs

## WHAT IS THE DIRECT ENERGY DIRECT CHOICE PROGRAM?

The Direct Choice Program is a partnership between Direct Energy and Lancaster-Lebanon Intermediate Unit 13 (IU13) to provide MetEd residents in Pennsylvania with a competitive electric supply rate.

## AM I ELIGIBLE?

In order to participate in the Direct Choice program, you must;

- Have a residence within Pennsylvania
- Have your utility supply delivered to you by MetEd
- Be current with your utility bill payments

## HOW DO I ENROLL?

It's easy! Simply call our Customer Service Department at 1-877-330-8250, and tell the Customer Care Specialists that you are calling to enroll in the Direct Choice Program for Lancaster-Lebanon IU13; or go online to [www.directenergy.com/IU13](http://www.directenergy.com/IU13). Also, please be sure to have your utility bill readily available when you call because you'll need information on the bill to enroll.

Direct Energy will work with the utility on your enrollment request. If your enrollment request is not received or accepted by the utility before your billing cycle, then your service with Direct Energy may not begin until after the next applicable meter reading date, after enrollment is accepted. If you are currently with another supplier, you should verify with them whether your current contract has an early cancellation fee before you cancel with them and take advantage of this special offer.

## WHAT IS MY RATE?

Direct Energy will supply you with a low fixed electricity supply rate. There is no enrollment fee to join the Direct Choice Program. Please note, Direct Energy's rate does not include utility charges or taxes.

## ARE THERE ANY CANCELLATION FEES IF I CANCEL MY SERVICE?

There are no cancellation fees. With Direct Energy, you may cancel your service at any time without penalty, but it typically takes 1 - 2 billing cycles for the utility to process the change.

## CAN I STILL ENJOY THE BENEFITS OF BUDGET BILLING?

Absolutely! If you are currently on Budget Billing with your local utility, you won't have to do a thing because it will continue after you've enrolled with Direct Energy through the Direct Choice Program.

Your utility will continue to provide you with Budget Billing for the delivery portion of your bill, and will adjust your bill to reflect your utility charges only. If you are not signed up for Budget Billing and you are interested in doing so, you will need to contact your local utility to sign up for Budget Billing, either before or after you call Direct Energy to enroll in the Direct Choice Program for Lancaster-Lebanon IU13.

## WHAT HAPPENS AFTER THE END OF MY INITIAL TERM?

As a current customer with Direct Energy your agreement will automatically renew into the current IU 13 offer, unless you receive a written notice indicating otherwise. You will always have the option to cancel your agreement without an early cancellation fee.

## WHO IS SENDING MY BILL AND WHERE DO I SEND MY PAYMENT?

Your local utility will continue to send your monthly electricity bill and you will send just one payment to the local utility for the utility's service charges and Direct Energy's generation service charge. Your local utility will also continue to provide service for any emergency and/or maintenance issues.

## WHO DO I CONTACT IF I HAVE ADDITIONAL QUESTIONS?

If you have any additional questions about eligibility, this offer, or any of the other services that Direct Energy provides, please contact our Customer Service Department at 1-877-330-8250 Monday through Friday from 8:00 a.m. to 8:00 p.m. EST, and Saturday from 8:00 a.m. to 5:00 p.m. EST (contact center hours subject to change without notice).

To learn more about us, you may also visit our web site at [www.directenergy.com](http://www.directenergy.com).