

Customer Bill of Rights Regarding Third-party Suppliers

As a New Jersey residential customer, you are entitled to the following Rights established by the Board of Public Utilities:

- If you sign up for service from a Third-party Electric and/or Gas Supplier, you have the right to receive a one-page summary of your contract that will highlight and summarize the most relevant contract terms.
- You have the right to be told, both in advertising and in contracts, the price per kWh or per therm over the term of the contract, the projected savings if applicable, and the period of time for which the price is valid.
- Your contract must include a complete list of fees, including contract termination penalties, late fees and interest charges, including the amount and circumstances for which they can be imposed.
- Your contract must explicitly show prices for services other than electric and natural gas supply and must identify those prices separately.
- You may not be charged a fee to switch to or from a new supplier.
- You cannot be denied electric or natural gas service because of your race, color, national origin, age, gender, religion, source of income, receipt of public benefits, family status, sexual preference or geographic location within the service territory of an electric or natural gas distribution company.
- You have the right to be told the environmental characteristics of the electricity you are being offered, including pollutants, the generator's effort to conserve energy, and the types of fuel used to generate electricity. The type of fuel usually determines the amount and type of pollution the generator emits.
- If a deposit is required, the money must be held in escrow and you must receive a receipt.

- You have the right to choose a new supplier, at any time, subject to your contract terms. Business customers who return to basic generation service may be prohibited under certain conditions from switching again for a one-year period; residential customers are not subject to the one-year minimum.
- Your Electric Distribution Company or Natural Gas Distribution Company must confirm, in writing, your decision to choose a new supplier. As a residential customer, you have seven days to notify your Electric Distribution Company or Natural Gas Distribution Company that you have changed your mind.
- Slamming: Unless your municipality or county has authorized the switch through a government energy-aggregation program, you cannot have your supplier changed without your express consent. If you are switched from one supplier to another without your authorization, you may have been “slammed,” which is prohibited by law. For your protection, there are severe penalties against any company engaging in slamming. If you feel you have been slammed or have questions about a supplier’s license, call the Board of Public Utilities at 800-624-0241 or 609-341-9188. If you are slammed, you must pay only what you would have paid the supplier you authorized to provide your electric or natural gas service.
- If you are receiving natural gas and electric supply from a single supplier, failure to make payment for one cannot result in termination of the other, unless your contract explicitly permits it.
- You have the right to terminate your contract within 48 hours notice to your supplier if you move.
- You have the right to have your personal or business records kept confidential by the supplier and by your Electric Distribution Company or Natural Gas Distribution Company unless you give written consent to have them disclosed.
- You must receive written notice at least 30 days in advance that a supplier intends to terminate your service and be told, as part of your contract, the circumstances under which your service can be terminated.

