



PROTECT YOUR ELECTRIC ACCOUNT

Avoid common pitfalls and learn how to make the energy choices that are right for you!

Has anyone ever knocked on your door, sent you mail, or called you on the phone trying to sell you electricity? These marketers work for companies called “competitive electric suppliers.” They want to sign you up for an electric contract so their company can supply your electricity.

KEY FACTS

- From 2015-2019, Massachusetts customers served by competitive electric suppliers overpaid by \$340 million for their electricity.
- Over the course of a year, the average household served by a competitive electric supplier overpaid by \$226 for their electricity.
- Since 2015, thousands of formal complaints have been filed against competitive suppliers.

PROTECT YOURSELF FROM “IMPERSONATOR” SCAMS

Sometimes marketers and scam artists pretend to work for your utility when they do not.

- Decline electric supply contracts from people claiming to work for, or with, Eversource. Eversource will never reach out to you to discuss your electricity supply options.
- Call Eversource to verify any requests or offers. Don't dial the number a stranger provides.

PROTECT YOURSELF FROM “SLAMMING”

Slamming is when your electric account is switched to a new supplier without your consent.

- Never provide personal or financial information to anyone without seeing their employee identification information and verifying their credentials.
- Only provide account information after you agree to sign a contract, and not before.

ASK KEY QUESTIONS ABOUT THE ELECTRICITY CONTRACT

- How long is the contract?
- How will the electric rate change over time?
- Does the contract automatically renew at the end of the contract's term?
- Is there an early termination fee?

REMEMBER

- Ask for a contract in your native language and be sure you understand all the terms and conditions of the contract.
- Most residents who sign electric contracts with electric suppliers lose money by doing so.
- You have 3 days after signing a contract to cancel that contract without any fee or penalty.

For more information, visit: [boston.gov/electric-bill](https://www.boston.gov/electric-bill)