

## Be a smart shopper.

There are several variables to consider when shopping for an energy supplier. Use this list of questions as a guide as you compare various energy suppliers' prices, terms, enrollment processes, billing and customer service.

Name of Agent \_\_\_\_\_ Name of Representative \_\_\_\_\_

Date \_\_\_\_\_ Phone Number \_\_\_\_\_

### Pricing

What is the price per kilowatt-hour (kWh)? \_\_\_\_\_

What does the price include? \_\_\_\_\_

What is the total price for, say, 500 kWh of electricity usage? \_\_\_\_\_

Is it a fixed rate or a variable rate? \_\_\_\_\_

If it is a fixed rate, how long does it stay fixed? \_\_\_\_\_

Are there any other charges that could change during the term of the agreement? \_\_\_\_\_

Is there more than one rate plan to choose from? \_\_\_\_\_

### Terms

What is the length of the agreement? \_\_\_\_\_

Is there a penalty for cancelling an agreement before the term is up? \_\_\_\_\_

What happens if I move outside the service territory during the contract term? \_\_\_\_\_

Are there any other terms in the agreement? \_\_\_\_\_

### Enrollment

Will there be a credit check? \_\_\_\_\_

Will I be asked for a deposit? If so, how much? \_\_\_\_\_

What steps must I take if I want to change suppliers or return to supply service with the Ameren Illinois Utilities? \_\_\_\_\_

What will be the date my service starts? \_\_\_\_\_

When will I receive my first bill? \_\_\_\_\_

### Billing

How will I be billed? \_\_\_\_\_

Am I able to participate in different billing plans, such as budget billing or deferred-payment arrangements? \_\_\_\_\_

Do you accept bill payments online or by phone? \_\_\_\_\_

### Service

Will notices (disconnection, tree-trimming, claims, etc.) be sent to me if the bill is not provided by the utility? \_\_\_\_\_

What are the customer service hours and phone number? \_\_\_\_\_