

Pennsauken Township Energy Aggregation Program

Frequently Asked Questions



- 1. Who do I call if my electricity goes out?**
You will still call PSEG.
- 2. Do I have to be in this program?**
No. You can opt out by going to www.njaggregation.us/ptwp, calling 877-292-3904 or by returning the enclosed response card.
- 3. Can my information be sold to advertisers or energy companies?**
No. Your information, including your account number, is confidential and can only be used to enroll you in the program your municipality has set up.
- 4. What is a Community Energy Aggregation program?**
A municipality has the ability to pool together the usage of all their residents to obtain a lower electric or gas rate than what the Local Distribution Company is currently charging. If they are able to secure a lower price, the municipality can then offer it to all their residents.
- 5. Is there a fee to be a part of the program?**
No, there are no fees or penalties.
- 6. Is there a fee if I leave the program after it starts?**
No, there will never be a fee or penalty for a resident to leave the program, even after it starts.
- 7. Will I be penalized if I do not become a part of the program?**
No, there will never be a fee or penalty. If you do not want to be a part of it you are free to stay with your local utility company or choose your own Third Party Supplier (TPS).
- 8. Is Commercial Utility Consultants or Concord Energy Services an energy supplier?**
No. They are independent consultants that works with all the energy suppliers licensed to do business in New Jersey by the BPU to obtain the energy contract and work through the process to put the Aggregation program in place.
- 9. Am I going to have to pay more than one bill each month if I am a part of this program?**
No, you will continue to receive one bill each month from your utility company and will pay that bill directly to them as you always have.
- 10. Who do I call with service questions or questions about my bill?**
You will continue to call your local utility company just as you always have.
- 11. Who will now read my meter?**
Your local utility company will still read your meter.
- 12. Will the Budget Bill or Equal Payment Plan be offered?**
Yes, this will be offered for this program. You may experience a “true-up” prior to enrollment. Please see the budget bill page included in your mailer for more information.
- 13. Are the people knocking on my door asking about my electric bill a part of this program?**
No. No one associated with CES/CUC or this program will be calling or knocking on your door. All official program information is sent via USPS and can be found on the websites mentioned in the accompanying material.
- 14. What information will I receive about the program?**
Aside from public meetings and advertising, you will receive at least 2 letters. One is your official Information Packet and it provides the details such as the new rate, term, chosen supplier and the deadline for opting out. The second is a confirmation letter from the utility company stating you have elected to switch electricity suppliers and the date on which your account will be switched over. **Note that this is a form letter stating you have chosen to switch suppliers even though the program was chosen by your municipality as a benefit to you. You may disregard this letter.**
- 15. Is the price a “teaser” price that will go up after I am a part of the program?**
No. Your price will remain at the flat rate as indicated on the enclosed Opt-Out notification for the full term of this aggregation.
- 16. What happens after the initial term expires?**
A new rate and term will be offered which you will be notified of. If no savings can be offered, you will automatically be returned to the default service rate through the utility company.
- 17. Who supervises the Government Energy Aggregation process?**
The NJ Board of Public Utilities has enforcement authority over Aggregation programs in NJ. CUC/CES both must follow strict statutory guidelines implemented by the state agency. Key Documents are provided to Board of Public Utilities and Division of Rate Counsel staff for review and comment during the process.