



Business

[Recommend](#)  0

Key questions to ask before choosing an electricity retailer

12:00 AM CDT on Sunday, October 4, 2009

David Roylance, president of SaveOnEnergy.com, suggests asking electricity retailers these questions before signing up. SaveOnEnergy is a retail electricity broker that vets retail electricity providers before offering their services on its Web site.

What would my average monthly bill be?

Often the bill includes fees that aren't part of the electricity rate a company might quote. Plus, this question would send up a red flag if you were going to be billed for a skyscraper rather than an apartment.

If I have a question, how would I communicate with the company?

Some retailers offer 24-hour customer service over the phone, while others answer calls only during business hours. Some retailers only communicate online. Make sure you feel comfortable with the communication method.

What are my rights if we have a billing disagreement?

Ask whether you pay what you believe is the correct amount and dispute the rest or whether you must pay the full amount and ask for a refund.

Is there a fee for breaking my contract?

Know when your contract ends and the policy for breaking it.

Does the quoted rate fluctuate each month?

If it does, find out how the monthly rate is set.

SOURCES: SaveOnEnergy.com, DMN research

© 2009 WFAA-TV, Inc. All Rights Reserved.