

This Consumer Pamphlet summarizes the rights and responsibilities of retail energy consumers in the District of Columbia and is made available by SmartEnergy Holdings, LLC ("SmartEnergy") to all consumer, as required by the Public Service Commission of the District of Columbia rules and regulations.

Para obtener una versión del Panfleto del Consumidor en español, comuníquese con el equipo de atención al cliente de SmartEnergy al 1-800-443-4440 (sin costo), de lunes a viernes de 8:00 a.m. a 7:00 p.m. E.T., y sábados de 9:00 a.m. a 6:00 p.m. E.T. o visite nuestra página web [www.smartenergy.com](http://www.smartenergy.com).

## Definitions

- **SmartEnergy:** an electric supplier licensed by the Public Service Commission of the District of Columbia to offer and supply electric generation services to residential and small commercial customers in the District of Columbia.
- **Utility:** your local distribution company, Pepco-DC. They deliver the electricity and natural gas to your home through their infrastructure.
- **Generation charges:** the cost for the provision of electricity supply.
- **Delivery charges:** the cost for the delivery of the energy supply.

## Billing

You will receive one bill from your utility monthly, in which your SmartEnergy supply charges will be listed separately from your utility's delivery charges. Your utility may or may not charge a fee for switching service to SmartEnergy. SmartEnergy may offer budget billing for the generation portion of the bill if permitted by your utility. Please see your utility's terms and conditions for its payment terms and estimation standards.

## Meter read

SmartEnergy will rely on the meter reading (actual, estimated, or customer meter readings) provided by the utility to calculate the supply portion of your bill. If you have a question about the accuracy of the distribution portion of your bill, please contact your utility.

## Payments

To determine the amount you pay for generation portion of your bill, your rate per kWh is the will be multiplied by the amount of electricity you use in the billing cycle, plus any applicable fees, charges or taxes. Payments are made directly to your utility. You have thirty (30) days to pay your bill on time.

## Contact Information

**Address:** SmartEnergy Holdings, LLC  
7450 Tilghman Street, Suite 100,  
Allentown, PA 18106-9030,

**Toll-free number:** 1-800-443-4440

**Schedule:** Monday to Friday 8:00 am - 7:00 pm E.T.  
Saturdays 9:00 a.m. to 6:00 pm E.T.

**website:** [www.smartenergy.com](http://www.smartenergy.com)

**email address:** [customer.care@smartenergy.com](mailto:customer.care@smartenergy.com)

## Payment arrangements

Please contact your utility for information on payment arrangements.

## Deposits

SmartEnergy does not require a security deposit to initiate service.

## Disconnection

SmartEnergy cannot disconnect your service. Failure to make full payment of Pepco-DC charges may result in you being disconnected in accordance with Pepco-DC's tariff. Only your utility has the ability to disconnect and reconnect your service.

## Cancellations

You can cancel your energy supply service with SmartEnergy at any time, for any reason, without fees or penalties. After you select SmartEnergy, you have three (3) days to cancel your enrollment and there will be no impact to your account. If you have an active account and you choose to cancel your service with SmartEnergy, you will be billed for the energy you use prior to the termination of the contract. Unless you choose another electric supplier, you will receive Standard Offer Service (SOS) which means that Pepco-DC will deliver and supply the electricity once your account with SmartEnergy is canceled.

## Consumer complaints

If you have questions or concerns regarding your energy supply portion of your bill, please contact our customer care team at the information provided above. If you have any questions or concerns regarding your utility or delivery charges or if you have any service issues, please contact Pepco-DC.

## Public Service Commission Consumer Complaint Resolution

If a billing or other dispute involving our energy supply services cannot be resolved, a complaint may be submitted by contacting the Public Service Commission's Office of Consumer Services at:

The Public Service Commission of the District of Columbia

Address 1333 H. St., N.W. Suite 200, West Tower

Washington, DC 20005

Telephone 202-626-5100

Website [www.dcpsc.org](http://www.dcpsc.org)

You may also obtain assistance and legal representation by contacting the Office of the People's Counsel (OPC) for the District of Columbia at:

The Office of the People's Counsel for the District of Columbia

Address 1133 15th St., N.W. Suite 500, Washington, D.C. 20005

Telephone 202-727-3071

Website [www.opc-dc.gov](http://www.opc-dc.gov)