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Department of Public Utilities Launches New Shopping Tool for Electric Competitive Supply Products

Tool will allow electricity customers to compare competitive suppliers

BOSTON – November 9, 2015 - The Department of Public Utilities (DPU) today announced the launch of an online tool which will provide product information to residential electricity customers who seek to purchase their electric supply from the competitive market.

The launch of this online tool is consistent with the Administration’s concerns with high winter electricity rates, and reemphasizes the Governor’s ongoing efforts to reduce barriers to residential participation in the competitive market,” said Energy and Environmental Affairs (EEA) Secretary Matthew Beaton. “This competitive supply shopping tool will make it easier for residents to compare and take advantage of product offerings.”

DPU’s new shopping tool allows licensed competitive suppliers to list prices for up to two standard products, a six-month fixed price product and a twelve-month fixed price product. It also allows competitive suppliers to identify the broad range of products they offer, such as products with longer-term fixed prices and renewable energy resources that exceed the minimum required by law. Electric customers can go to DPU’s website to compare available electric products, and transfer to a competitive supplier’s website to purchase electric products.

The electric service provided to residential and business customers in the Commonwealth is composed of two components: (1) supply service, which is the electricity commodity that we use to power our homes and businesses, and (2) delivery service, which is the transport of electricity from the source of its generation to our homes and businesses. Customers of investor-owned local electric distribution companies can purchase their electric supply service from any competitive supplier licensed by DPU. Customers who do not choose to receive supply service from a competitive supplier receive a product called basic service from their local electric distribution company.

“This new tool is part of DPU’s ongoing efforts to ensure that customers have ready access to accurate and transparent information regarding competitive electric supply products,” said DPU Chairman Angela M. O’Connor. “With this website offering, we are able to provide interested electric customers with an online tool to easily compare available electric products, and to transfer to a competitive supplier’s website to purchase electric products.”

The shopping tool is available at: http://www.mass.gov/dpu/shoppingforsupply.

DPU is also developing an interactive Shopping for Competitive Supply website over the coming year that will replace this shopping tool. The final website will provide residential and small commercial customers with a one-stop source of information for the broad range of competitive supply products available to them.

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