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## NH Retail Association's Energy Purchasing Program *Making Power Affordable*

### Frequently Asked Questions

*Note: Some locations may not be eligible for this program, depending on location and current supplier.  
Ask us for more information.*

#### 1. What changes will occur if I switch?

When you switch to the NH Retail Association's Energy Purchasing Program (EPP), there is nothing to buy, nor any habits to change. You will continue to get a single monthly bill; the only change you will notice is the name of the company who supplies the energy on that monthly bill. Your current company will continue to deliver the electricity to your home or business but the source, or the supply, of the electricity will come from another, less expensive company. It's just like changing cell phone service companies in order to get a lower rate.

#### 2. Will I have to pay two separate bills?

No. When you switch to the NH Retail Assoc's Energy Purchasing Program, you will pay only one bill just like you do now. You will continue to be billed by the utility for the transmission and distribution services provided by the utility; the electricity provided by the NH Retail Assoc's Energy Purchasing Power will be included on that same bill.

#### 3. How can I start saving money with the NH Retail Association's Energy Purchasing Program?

Simply fill out the online enrollment form. It's quick and easy - all you need is to have your utility bill handy. Once enrolled, you will be notified of your new, lower rate via email (quickly and cost-effectively) or by mail if you don't have an email address. Typically, we will notify you with your new rate within a few weeks of the time of your enrollment.

#### 4. How is the NH Retail Assoc's EPP able to sell electricity for less than my current company?

The NH Retail Association's EPP will group members and their electricity consumption together. The larger quantity of kWh equals combined buying power, giving the NH Retail Assoc's EPP the ability to negotiate directly with suppliers to purchase electricity at reduced rates, rates which we will pass onto our members.

#### 5. How does the NH Retail Assoc's program save me money over my current supplier?

Your current supplier owns its own generating plants, limiting its options to purchase lower cost generation available in today's deregulated electricity market. Unlike your current supplier, the NH Retail Associations Energy Purchasing Program is free to choose the most competitive supplies and then lock-in that lower rate.

#### 6. How much money will we save every month or year?

The amount that you save may vary each month depending on 1) the number of members we are able to group together and the utility service area in which they reside; 2) the suppliers from whom we purchase; and, 3) amount that we're able to negotiate for the electricity. **It will absolutely be less than what you are currently paying and we estimate that you will save an average of 10 - 25% over the course of the year.**

#### 7. If I purchase from another supplier, will my business still be a priority if power goes out?

The *physical* delivery of power is the responsibility of your local utility company. What that means is when power goes out in a neighborhood or business district, that company is required by the Public Utilities Commission of New Hampshire to restore the distribution system as quickly as possible. So, if your power goes out, you call your local utility company as you always have done in the past.

**8. Is this program just for my business, or can I sign up my home?**

We specifically wanted a program for residential and businesses. So you can sign your business up, as well as your home. **You can even offer the NH Retail Assoc's Energy Purchasing Program as a benefit for your employees.**

**9. Does every member of the NH Retail Assoc have to sign up in order for me to get the savings?**

No. Any member who signs up to save money with our Energy Purchasing Program can save money regardless of their location.

**10. What if we change our minds and want out?**

You will be given the option to opt out before we make our first group purchase of power; however, in order to negotiate the lowest possible rates from electricity suppliers, we need a commitment for a 1 year period of time. You may opt out of the rate quote we sent you, but you have committed your account to us so we may negotiate for lower prices for all NH Retail Assoc members. The choice to actually accept the rate is up to you.

**11. Is there anything I need to install?**

Nothing needs to be installed; no tax rebates forms to complete. The electricity will come through the same wires and no master electrician is required to rewire your house.

**12. How long is the contract?**

You may choose either a 1 or 2 year agreement with a guaranteed fixed rate during which time you won't have to worry about it going up.

**13. I am involved with Energy Efficiency Programs with my Utility. How will this affect them?**

Switching to the NH Retail Assoc's Energy Purchasing Program will not interfere with any energy efficiency programs that you have entered into with your local utility. However, if you are on a flexible payment plan or on a late payment plan with your existing utility, please confer with your existing utility before you make the switch.

**14. Other than the name on the bill will anything else change?**

No. Instead of your current supplier's name appearing in both places on your bill, the only difference is that the name of the company from whom you purchase your electricity will now appear on the top of your bill as the supplier and your current utility's name will remain on the bill as the delivery company. The only noticeable difference is that you will save money each month on your electricity bills by purchasing through our's Energy Purchasing Program.

**15. How financially viable are the suppliers who provide the electricity?**

The companies from whom we purchase electricity are the same companies that your current supplier and other utilities purchase. Those suppliers are held to the same standards as any regulated utility. In the unlikely event a supplier fails to supply electricity for any reason, your account would automatically revert back to your initial supplier with no loss of power, period.

**16. What experience does the NH Retail Assoc's Energy Purchasing Program have?**

Our's Energy Purchasing Program's management team has nearly 100 years of collective experience in the energy markets. The company's management team was involved in the start up of Freedom Energy Logistics (FEL), a NH-based NH-owned corporation steeped in energy consultation and procurement experience.

**17. How do I know if I should be with Freedom Energy or Resident Power?**

If your electrical costs are \$1500 a month or lower, or your kilowatt hours (kWh) per month are 10,000 or less, you'd do well with our Resident Power program. If your energy costs are higher than \$1500 a month, you'll benefit from a private analysis with Freedom Energy. You'll have a plan tailored to suit just your business.

