

Consumer Rights and Responsibilities

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

To get a copy of this Consumer Pamphlet in Spanish, contact our customer service team at (800) 917-9133 (toll free), Mon-Fri 9am-7pm ET (hours subject to change).

Para obtener una versión de este folleto del consumidor en español, comuníquese con nuestro equipo de servicio al cliente al (800) 917-9133 (línea gratuita), de lunes a viernes de 9am a 7pm ET (horas sujetas a cambios).

Definitions

- **Atlantic:** an electric and natural gas supplier licensed by the Public Service Commission of the District of Columbia to offer and supply electric generation services and natural gas supply services to residential and commercial customers in the District of Columbia.
- **Utility:** your local distribution company. They deliver electricity and/or 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 Atlantic electricity and/or natural gas 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 Atlantic. Atlantic 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

Atlantic 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 which you pay for the supply portion of your bill, your electric generation is the rate per kWh multiplied by the amount of electricity. Your natural gas is the rate per therm multiplied by the amount of natural gas 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: Atlantic Energy MD, LLC
P.O. Box 7780
Spring, TX 77387

Website: www.atlanticenergyco.com

Phone: (800) 917-9133

Schedule: M-F 9am to 7pm Eastern time, subject to change

Fax: (516) 922-2055

Email: info@atlanticenergyco.com

Payment Arrangements

Please contact your utility for information on payment arrangements.

Deposits

Atlantic does not require a security deposit to initiate service.

Disconnection

Atlantic cannot disconnect your service. Failure to make full payment of your utility charges may result in you being disconnected in accordance with your utility's tariff. Only your utility can disconnect and reconnect your service.

Cancellations

Depending on the product you select upon enrollment, you may be subject to an early cancellation fee as specified in your agreement. After you select Atlantic, you have three (3) business 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 Atlantic, you will be billed for the energy supply you use prior to the termination of the contract. Unless you choose another supplier, you will receive Standard Offer Service (SOS), which means that your utility will deliver and supply the electricity and/or natural gas once your account with Atlantic is cancelled.

Consumer Complaints

If you have questions or concerns regarding your energy supply portion of your bill, please contact our customer service team using the information provided on this page. If you have any questions or concerns regarding your utility or delivery charges or if you have any service issues, please contact your utility directly.

Public Service Commission Consumer (PSC) Complaint Resolution

If a billing or other dispute involving your energy 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
1333 H. St., N.W. Suite 200, West Tower, Washington, DC 20005
202-626-5100
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
1133 15th St., N.W. Suite 500, Washington DC 20005
202-727-3071
www.opc-dc.gov