



Return to Utility Service Form (Power)

(all states but Texas)

We received your recent request to **return to utility service for your electric supply**. In order for us to complete this, we need you to confirm that you have read and understand the following by writing your initials next to each statement and complete the form:

- ___ The premise address is not in the state of Texas. If the **premise address is located in Texas, do not complete this form**—instead, please contact Customer Relations at 888-925-9115.
- ___ If you are located in California, please email DEB_Customer_Solutions@directenergy.com to confirm whether or not additional forms are needed. Please do not send this form in until you receive a confirmation from Customer Solutions.
- ___ Pursuant to the terms of my energy service agreement with Direct Energy Business, I understand that I may incur Actual Damages (i.e. cancellation fee) as a result of terminating my agreement prior to the end of its term. For questions about your contract end date, contact Customer Relations.
- ___ I confirm that if I'm **switching to another supplier** and my contract start date with the new supplier doesn't begin immediately after my Direct Energy Business contract ends, that I have reviewed the minimum stay requirements on page 2 and am comfortable with them. However, if you have signed a contract with another supplier to begin immediately¹ or immediately at the end of your Direct Energy Business contract, do not complete this form. Your new supplier has started the process of switching you to service with them.
- ___ I confirm that I'm not requesting my power to be turned off. If you want your power turned off, please contact your local utility.¹
- ___ Refer to page 2 to determine if your utility has a minimum stay requirement. If they do, I acknowledge the minimum stay requirement and understand that I will be unable to switch to any supplier—including Direct Energy Business—until the minimum stay obligation is met.
- ___ I confirm that my business is not being sold to another owner/business with the intent of assigning the contract to the new owner. If you **are assigning the contract to a new owner, do not complete this form**—instead, contact us for information on the assignment and assumption process.
- ___ I confirm that my business is not being relocated within my current utility. If **you are relocating to another address within your current utility area, do not complete this form**. Instead, contact us for information on the relocation process.

Please complete **all fields below** so that we may quickly process your request to return to utility service.

Contact Information		Final Billing Address Information	
Legal Entity Name		Company Name	
Contact Name		Street Address	
Title			
Phone		City	
Fax		State	
Email		Zip	
Request to Return to Utility Service (Actual date that you return to the utility will be determined by your local utility.)			
Date to return to the utility ²	Utility	Utility Account Number	Billing Account Number
By signing and returning this form, I am requesting that the account number(s) listed above be returned to the utility for generation service.			
Authorized signature		Printed name	
Title		Today's date	

If you have more accounts than the allotted space provides for, please attach an additional sheet that contains the information in the table above.

Return this completed form to Customer Relations at: CustomerRelations@directenergy.com
or via fax to 866-421-0257

¹ Actual Damages may apply as a result of terminating my agreement prior to the end of its term.

² Please note that this process can take up to 30 days.



By leaving Direct Energy Business and returning to the utility for generation service, I acknowledge the minimum stay requirements (see below) and understand that I will not be able to switch to a supplier (except in COMED and NSTAR), including Direct Energy Business, until the minimum stay obligation is met. For questions or additional information on minimum stay requirements, we encourage you to contact your local utility for clarification.

STATE	UTILITY	ONCE YOU RETURN TO THE UTILITY, YOU HAVE THE FOLLOWING MINIMUM STAY REQUIREMENT(S):
CA	Pacific Gas & Electric (PGE)	60 days to select a new supplier; if you don't select one, you must stay for 24 months
CA	San Diego Gas & Electric (SDGE)	60 days to select a new supplier; if you don't select one, you must stay for 24 months
CA	Southern California Edison (SCE)	60 days to select a new supplier; if you don't select one, you must stay for 24 months
DC	Potomac Electric Power Company (PEPDC) (PEPCO)	12 months , unless you are selecting the "hourly service price" with PEPCO. If you select hourly service, the 12-month stay rule is not applicable
IL	Ameren	60 days to select a new supplier; if you don't select one, you must stay for an additional 12 months
IL	COMED	If under 100 kW (mass market), you must stay with the utility 12 months before you can switch back to Direct Energy Business. If you want to switch to a new supplier, there is no minimum stay. If 101 kW or more , there is no minimum stay requirement.
MA	NSTAR – Boston Edison, Cambridge Electric, Commonwealth Electric	You must stay with the utility for 6 months before you can switch back to Direct Energy Business. If you want to switch to a new supplier, there is no minimum stay requirement.
ME	Central Maine Power	12 months , otherwise, there will be an Opt Out Penalty. This penalty (fee) is equal to two times the amount of your highest bill.
MI	Consumers Energy (CE)	12 months , then you may return to the enrollment queue (which is a waiting list for customers who want to select a supplier—there is a 10% cap on shopping in MI)
MI	Detroit Edison (DTE)	12 months , then you may return to the enrollment queue (which is a waiting list for customers who want to select a supplier—there is a 10% cap on shopping in MI)

Return this completed form to Customer Relations at: CustomerRelations@directenergy.com
or via fax to 866-421-0257

The information in this document is being presented for your convenience and is for informational purposes only. This document is in no way binding and is subject to change without notice.

For questions on this form, contact Customer Relations at 888-925-9115.