



PAETEC Energy's Consumer Bill of Rights

Your Rights As A Consumer

As a PAETEC Energy customer, we believe you are entitled to:

- A clear description of the services that U.S. Energy Partners, a PAETEC Company (hereafter referred to as "PAETEC Energy") offers.
- Receive energy delivery and 24-hour emergency services from your utility company.
- Clear procedures for switching energy suppliers, including information about the enrollment process.
- Disclosure, in simple and clear language, of the terms and conditions of the agreement between you and PAETEC Energy including:
 - Price and all variable charges or fees
 - Length of the agreement
 - Terms for the renewal of the agreement
 - Cancellation process and any early termination fees, which are limited by law; and
 - Conditions, if any, under which PAETEC Energy can offer guaranteed cost savings
- Rescind an agreement with PAETEC Energy within three days of receiving the agreement if you are a residential customer
- A description of how pre-payment agreements work, if offered.
- Notice from the PAETEC Energy, no less than thirty days prior to the contract renewal date, of the renewal terms and the options you have as a customer.
- A fair and timely complaint resolution process.
- Provision of any written documents (contracts, marketing materials, and this ESCO Consumer Bill of Rights), in the same language used to enroll you as a customer.
- If you are a residential customer you are also entitled to the rights and protections of the Home Energy Fair Practices Act (HEFPA) which requires that all utility customers be treated fairly with regard to application for service, customer billing, and complaint procedures. For more information go to <http://www.dps.state.ny.us/resright.html>.
- Energy Service Companies that do not assure these consumer rights could lose their eligibility to provide service in New York. Please report any complaints to the Department of Public Service at 1-800-342-3377 (8:30 am – 4:00 pm), by mail at Office of Consumer Services, NYS Department of Public Service, 3 Empire State Plaza, Albany, NY 12223, or online at <http://www.dps.state.ny.us>.
- You can find more information about your energy alternatives by visiting: www.askpsc.com