



Discount Power FAQs for Participating Connex Members

What is deregulation and what does it mean to me?

Deregulation allows for companies other than the public utilities to offer electric power (generation only) to consumers. This allows for competition which results in lower prices.

How much will I save?

Depending upon Discount Power's then current Generation Service Charge (GSC) rate versus that of the utility, you and other typical residential consumers should see up to a 20% saving in the generation portion of your utility bill each month.

What do you mean by the generation portion of my bill?

There are two elements to your electric bill: one is the cost of generating the electricity and the other is the cost of delivering the electricity to your home or office. The generation portion of your bill is the cost you pay to buy the electricity.

Is a security deposit, enrollment or other similar fee required?

There are no fees of any kind due when you sign up for Discount Power.

Is there a credit check, late payment fee or other similar fee assessed?

No credit check, no late payment or other fees.

Is the rate Discount Power offers fixed or variable?

Discount Power offers both kinds of programs.

If the rate is variable, how does it vary?

The rate Discount Power offers can vary by month (fixed for 30 days.)

If the rate is fixed, how long is the rate fixed for?

Fixed-rate contracts are available in 12-, 24- and 36-month terms.

Is your rate per kWh all inclusive?

Yes, Discount Power's GSC rate is all inclusive. This means that the GSC rate per kWh reflects the full cost of generation and there are no additional charges that will be added to your electric bill.

If the rate Discount Power offers changes, when and how will I be notified?

The Discount Power GSC rate changes on a monthly basis. It is posted on CTEnergyInfo.com.

Will I get two electric bills?

No, you will still receive only one bill. That bill will come from the public utility (CL&P or UI.)

Do I pay Discount Power and the public utility?

No, you only pay the public utility. The public utility pays DPI.

Will my bill look different?

No, your bill will look the same. The only difference you will see is Discount Power will be listed as the electric supplier.

Who do I call if my power goes out?

You still call the public utility if your service goes out or you have any other repair issues.

For CL&P, call 1-800-286-2000

For UI, call 1-800-7CALLUI or 203-499-3333

Do I have to sign any type of contract?

Yes, but for the variable product, members can cancel anytime.

If I cancel, do I have to pay a fee or penalty?

No, Discount power does not charge any fees if you switch your service to another supplier.

I have a deposit with my utility company, will I get that back?

Yes, you will get your deposit back. It is up to you, the member, to contact your utility company directly to get your deposit back.

When I switch, how long does it take before I see savings?

When you enroll, you are officially switched on your next meter reading. Once you are switched, you will have to wait until the bill after you switch to see the change.

When I switch does Discount Power need to install a new meter?

No, the switch is seamless. The only difference you will notice is that on your bill you will see Discount Power and a lower rate. There is no interruption of service.

Do you offer any other services?

We do not at this time offer any other energy-related services such as energy audits, conservation services or load management.