

# FAQs

## WHAT IS POWERLOCK?

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### **What is PowerLock?**

It is a new WGL Energy fixed price residential electric supply product with 100% renewable energy included.

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### **Where is PowerLock being sold?**

All Pennsylvania electricity utilities.

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### **How was my price calculated?**

We base your price on your historical usage which we received directly from your utility.

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### **Will my price change? How long is the contract?**

Your monthly price quoted is good for the entire 1-year contract term. At the end of the term, you will receive an initial renewal price 45-60 days prior to the expiration of your PowerLock contract; you can decide at that point if you want to continue with PowerLock or switch to another WGL Energy product.

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### **Who will respond to my emergencies & read my meter?**

Your current utility company will respond to emergencies, repair issues, and perform meter readings.

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### **Who will send my monthly electricity bill?**

You will see a section for electricity supply labeled "PowerLock" to identify your electric supply charge.

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### **I tried to sign-up online but was told "no offer found". What can I do?**

There are a few reasons why this may occur. We rely upon information received from your utility in order to provide you with the best offer. If we receive insufficient or no data, it does not allow us to give you the best price possible. We update this information frequently so you may have a quote in the future.

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### **Is 100% Renewable Energy included in PowerLock?**

Green-e® certified Renewable Energy Certificates (REC) will be included with your fixed priced electricity supply purchase. Renewable Energy is clean WindPower generated from wind farms throughout the U.S. to include PA to match your electricity usage. A REC represents approximately one megawatt hour (MWh) of renewable energy paired with electricity.

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### **What if I don't like PowerLock or it is not right for me?**

Although we require a 1-year commitment, there is no cancellation fee for this product. If you are dissatisfied for any reason, we will gladly assist you in finding another energy product that will fit your needs.