

In Maryland, early termination fees for exiting a contract early is legal and there are no maximums.

This is an email to a night-shift worker. Earns \$22,000 a year with 2 kids. Account did enroll with SFE because "guy said I would save."

Learned this 3-year "innovative billing" contract was expensive, cancelled and received this email.

Exit fee = \$517.50

Have a great day!

Energy Supplier Reform Coalition

Reply Delete Junk Block ...

Re:[## [redacted]##] Please cancel residential account-CS # is busy!!!!!!

CS SFE Energy <cs@sfeenergy.com>

Wed 12/9/2020 6:57 PM

To: [redacted]

Customer Name: [redacted]

Contract Number: [redacted]

Account Number [multiple accounts]: [redacted] for gas and [redacted] for electricity

Thank you for contacting SFE Energy regarding your agreement with us.

As requested, we confirm that your contract has been cancelled and your confirmation number is 8049244. Please be advised that an early cancellation fee of \$517.50 (Electricity: \$255.00, Gas:\$262.50) would apply for cancelling both Electricity and Gas before the 3 years contract ends.

SFE Energy has sent a request to your utility to remove SFE Energy Program(s) from your account. Your utility will set the effective cancellation date of cancellation; after which you will no longer see supply from SFE Energy.

You may contact SFE Energy Customer Service at 1-877-316-6344 if you have any further questions or concerns.

Thank you for doing business with SFE Energy. Have a great day!

Sincerely,

Customer Service

SFE Energy

Tel: 1-877-316-6344

P.O. Box 967 Buffalo, NY 14240-0967

Email: cs@sfeenergy.com

----- On Tue, 8 Dec 2020 13:33:35 -0500 "[redacted]" <[redacted]> wrote -----

I have tried to get through to your customer service toll-free number for 2 days.

Please cancel my SFE supplier account for BGE account [redacted] Both electric and gas. Please email me a confirmation number. This is very unsettling that I can't get through.

Thank you,

[redacted signature]

Baltimore MD 21218

[redacted signature]

Reading a utility bill is a ^bot
like playing "Where's Waldo?"

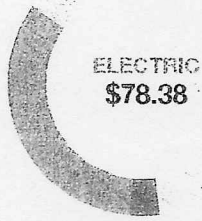
This Bge bill is low-income
household applying to energy
assistance. Later learned account
was on a third-party supplier and
paid \$571 more in 1 year.



BGE BILL (ESRC)
NOV. 2020
During pandemic

ID 21213

BGE
ELECTRIC
DELIVERY



TAXES & FEES

NRG Retail Solutions

nrghomepower.com
(855) 500-8703
Electric Choice ID: [REDACTED]

BGE
GAS
DELIVERY



TAXES & FEES

NRG Retail Solutions

nrghomepower.com
(855) 500-8703
Gas Choice ID: [REDACTED]

BGE Outstanding Balance	\$2,343.11
Electric Supplier	\$50.36
Gas Supplier	\$15.87
Budget Billing USPP	\$107.00

Total amount due by December 7, 2020 \$2,516.34

\$2,516.34

Payment received after December 7, 2020 will incur a late charge.

A late payment charge is applied to the unpaid balance of your BGE charges. The charge is up to 1.5% for the first month; additional charges will be assessed on unpaid balances past the first month, not to exceed 5%.

The amounts shown in the circles reflect charges from this bill period.

extra \$571
in one year!

Low-income
walmart



An Exelon Company

Return only this portion with your check made payable to BGE. Please write your account number on your check.

Pay your bill online, by phone or by mail.

See reverse side for more info

Account # [REDACTED]

Total amount due by Dec 7, 2020 \$2,516.34

Payment Amount \$

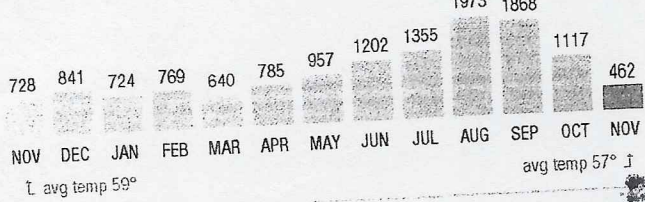


BGE
P.O. Box 13070
Philadelphia, PA 19101-3070

00010002516341342600025234200

Electric details

ANNUAL ELECTRIC USAGE
2019 2020



Residential - Schedule R
Billing Period: Oct 12, 2020 - Nov 10, 2020
Next Scheduled Reading: December 9, 2020
Meter # 3162031903 Read on Nov 10
Days Billed: 29

Current Reading	Previous Reading	Units	Therm Factor
49228	39766	462 kWh used	
ELECTRIC SUPPLY			
NRG Retail Solutions \$50.36			
BGE ELECTRIC DELIVERY			
Customer Charge 8.00			
EmPower MD Chg 462 kWh x .0083 3.83			
Distribution Chg 462 kWh x .03078 14.22			
TAXES & FEES			
MD Universal Svc Prog 462 kWh x .000129 0.06			
Envir Srchg 462 kWh x .00062 0.29			
Franchise Tax 462 kWh x .002824 1.30			
Local Tax			
TOTAL \$78.33			

+49%
10.9¢/kWh
7.3¢

BGE SUPPLY PRICE COMPARISON INFORMATION

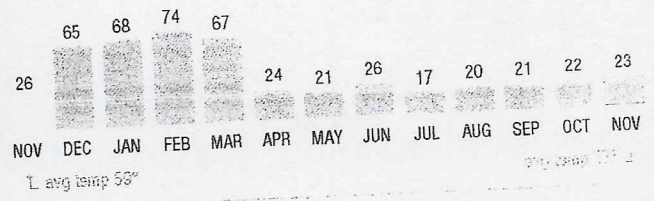
BGE Supply Price Comparison Information: The current price for Standard Offer Service (SOS) electricity is 7.225 cents/kWh, effective through May 31, 2021. SOS electricity will cost 7.253 cents/kWh beginning June 1, 2021 through September 30, 2021. The weighted average price of SOS electricity will be 7.235 through September 30, 2021. The price for SOS from October 1, 2021 through May 31, 2022 will be set in May 2021.

\$444 + electric
\$127 + gas
\$571 in 1 year

Federal Tax Identification # [REDACTED]

Gas details

ANNUAL GAS USAGE
2015



Residential - Schedule D
Billing Period: Oct 11, 2020 - Nov 9, 2020
Next Scheduled Reading: December 9, 2020
Meter #1012181 Read on Nov 9
Days Billed: 29

Current Reading	Previous Reading	Units	Therm Factor
7750	7284	466 Therms	
Gas Supplier			
NRG Retail Solutions 15.87			
BGE GAS DELIVERY			
Customer Charge 1.03			
STRIDE Charge 23 therms x .6491 14.93			
Distribution Chg 23 therms x .0447 1.03			
EmPower MD Chg			
TAXES & FEES			
Franchise Tax 23 therms x .00402 0.09			
Local Tax 23 therms x .033522 0.77			
TOTAL \$15.87			

Gas Supplier Charges

NRG Retail Solutions
Billing Period: Oct 11, 2020 - Nov 9, 2020
Generation: 23THM @ 0.69000/THM 15.87
Total Gas Supplier \$15.87

All inquiries on above supplier billing should be directed to NRG Retail Solutions at 855.500.8703

Energy Charges are for 23 THERMS @ 0.69000

150 BGE \$40

Yearly usage ↓

Adj Annual Usage Ele 12,339 kWh Gas 437 therms

Other ways to pay

BGE app
Available for download at the App Store and Google Play

Online
BGE.COM

In-person
Visit **BGE.COM** and select *Pay My Bill* for a list of authorized America's Cash Express** and Western Union©** payment locations.

Pay-by-phone
Paymentus**
833.209.5245
**Fees may apply.



(ESRC)

BGE natural gas prices are only found online in
Not printed on bill. NOOP knows gas rates



**Gas Commodity Prices: Schedule D – Residential
and
Schedule C – General Service**

Please note that historical rates may not be an accurate indicator of future prices.

(Rates stated in dollars/therm)

Month	2017	2018	2019	2020
Jan	\$0.4530	\$0.4829	\$0.4558	\$0.4120
Feb	\$0.4139	\$0.5068	\$0.4463	\$0.4089
Mar	\$0.3877	\$0.4477	\$0.4183	\$0.3842
Apr	\$0.4616	\$0.4251	\$0.4039	\$0.3160
May	\$0.5503	\$0.4303	\$0.3669	\$0.3484
Jun	\$0.4733	\$0.4315	\$0.3727	\$0.3404
Jul	\$0.4597	\$0.3984	\$0.3526	\$0.3202
Aug	\$0.4631	\$0.3855	\$0.3386	\$0.3535
Sep	\$0.4665	\$0.3982	\$0.3395	\$0.3718
Oct	\$0.4448	\$0.4043	\$0.3352	\$0.3359
Nov	\$0.4332	\$0.4684	\$0.3653	\$0.4009
Dec	\$0.4654	\$0.5242	\$0.3764	\$0.4718