

## Residential FAQ's

### **With the market deregulated, how do I report an outage or electricity emergency?**

You will continue to call ComEd for any power outages. ComEd is still responsible for the safe, reliable delivery of your electricity. Call ComEd at 1.800.Edison.1 (1.800.334.7661) to report an outage or track the status of an outage in your area.

### **What is the benefit of switching to Champion Energy?**

With the deregulation of energy by the State of Illinois, you may now enjoy competitive rates and potential cost savings when compared to your current utility company's electricity rates. Champion Energy offers fixed-rate pricing, which can provide you with budget certainty for your home or business over the length of your contract, regardless of changes in market pricing.

### **When will my service be switched?**

Champion will become your supplier on your next meter read date, as long as your request to switch occurs 18 calendar days prior to your next meter read. If you request to switch less than 18 days before your next meter read, your switch will not occur until your following read. You will receive your first bill from Champion about one month after your switch.

### **Do I need to contact my current provider when switching?**

When you switch, we will notify your utility company that you have chosen to switch your Electricity Supply Services to Champion Energy. We also suggest that you refer back to your current provider's Terms of Service to see if anything specific is required from you, including whether you are subject to an early termination fee.

### **Will you check my credit when I sign up?**

Yes. Champion Energy will perform a credit check to determine if a deposit is required. If you apply online and a deposit is required, we will notify you at the last step of your enrollment and by e-mail or mail.

### **How do I pay my deposit?**

If you require a deposit at the end of the enrollment process, you may remit your deposit by:

- Sending a cashier's check or money order (personal checks and cash cannot be accepted) to:  
Champion Energy Services  
Attn: Residential Sign-Ups  
13831 Northwest Freeway, Suite 500  
Houston, Texas 77040
- Authorizing a wire transfer of funds from your bank account to Champion Energy Services. Please call Champion Energy at 888.653.0087 for more information.

**Are there any alternatives in paying my deposit?**

Deposits can be satisfied in 3 installments if requested. The first installment must be paid by certified funds within 12 days of enrollment. If the payment is not received within the initial 12 days, the enrollment will be cancelled and the customer will have to re-apply for service. The remaining installments will be added to the first 2 bills that you receive. Accounts with an open deposit balance cannot receive payment arrangements.

**How will I get my deposit back?**

Your deposit will be refunded to you when you have paid your bill for electric service for 12 consecutive months without having more than four (4) late payments. You will accrue interest on your deposit at an annual rate established by the ICC. In December of each year the Commission shall announce the rate of interest that shall be paid on all deposits held during all or part of the subsequent year. At the end of every year of service, if the deposit plus interest is not refunded to you, the accrued interest on the deposit will automatically be refunded to you by crediting your account. If you terminate your contract early or switch away from Champion at the end of your contract, your deposit plus interest will be refunded to you net any balance due.

**Do you offer fixed or variable rate plans?**

Champion Energy currently only offers fixed service plans for Illinois. New customers can choose from a variety of contract term lengths for fixed electricity plans. Under a fixed plan, the electricity rate does not change for the term of the contract, subject only to certain changes that could come from legal or regulatory changes. Your cost per kWh won't go up or down based on the season or time of day, and it won't vary with the volume of electricity you consume.

**What happens if I move before my contract ends?**

If you move, your agreement with Champion Energy is cancelled without an early cancellation fee. If you move within a territory serviced by both ComEd and Champion Energy, you may authorize Champion to transfer your service to your new address.

**What happens when my contract period expires?**

When your contract expires, your service will not be terminated automatically. You will be notified 45 days prior to your contract expiring with the option to renew on another fixed-rate contract at current rates.

**Is there an early cancellation penalty?**

If your circumstances change and you must cancel your contract, please call customer care toll-free at 888.653.0087. The cancellation fee is equal to the number of months remaining in your contract multiplied by ten dollars (\$10).

**Does Champion Energy offer renewable energy?**

Yes. Champion Energy offers several 100% renewable wind energy products. Check our rates page for additional information on these products.

**How will I be billed?**

You will receive one bill from Champion Energy that will include your distribution charges from ComEd. You can view a ComEd sample bill [here](#) to locate your account number and meter number.

**If I choose Champion Energy, can I later switch to a different electric supplier or choose to go back to the utility's bundled service?**

Yes. However, you should check the terms of your agreement for any termination penalties that apply. Also, if you go back to the utility's bundled service, you may be required to stay with the utility for 12 months before you can switch away. You should confirm with the utility before switching back.

**Who do I call if I have questions about my bill?**

For questions about the supply portion of the bill, call Champion Energy Customer Care at 866.653.0087.

**After I enroll, if I change my mind, can I cancel?**

Yes, you can cancel your contract within 3 full business days of contracting with a new provider. However, if you miss the rescission window you will be subject to early termination fees.

**What is the process if I have a complaint?**

The Illinois Commerce Commission (ICC) recommends that you attempt to resolve any issues with your chosen supplier first prior to contacting the ICC directly. You may file a complaint with Champion Energy by calling 888.653.0087 or emailing [complaints@championenergyservices.com](mailto:complaints@championenergyservices.com). If you and the supplier cannot come to a resolution, you can file an informal complaint with the Illinois Commerce Commission at 800.524.0795 or online at [www.icc.illinois.gov/consumer/complaint/](http://www.icc.illinois.gov/consumer/complaint/).

**What are my payment options?**

- Automatic Bill Payments are fast and easy to schedule so that monthly payments are deducted automatically from your checking or savings account through Champion Energy's secure online account management tool. Login [here](#) to set up your Champion Energy Account.
- Payments can be mailed to:  
Champion Energy Services  
P.O. Box 3115  
Houston, Texas 77253-3115

**I'm on a budget payment plan with my utility. Can I continue with this plan if I enroll with Champion Energy?**

Yes. Please call customer care at 888.653.0087 to enroll.