

# Consumer Rights and Responsibilities (DC)

This pamphlet outlines the rights and responsibilities of retail energy consumers in the District of Columbia. Provided by SunSea Energy DC, LLC ("SunSea Energy"), this pamphlet is in accordance with the rules and regulations set by the Public Service Commission of the District of Columbia (PSC DC).

## Definitions

- **SunSea Energy DC** is a licensed electric and natural gas supplier authorized by the Public Service Commission of the District of Columbia (PSC DC) to offer and supply electric generation and natural gas supply services to residential and small commercial customers in the District of Columbia.
- **Utility:** your local distribution company. They deliver electricity and/or natural gas to your home through their infrastructure.
- **Generation Charges:** the cost for the provision of electricity supply.
- **Delivery Charges:** the cost for the delivery of the energy supply.

## Billing

You will receive one bill from your utility monthly, in which your SunSea Energy DC electricity and/or natural gas supply charges will be listed separately from your utility's delivery charges. Your utility may or may not charge a fee for switching service to SunSea Energy A retail energy supplier may offer budget billing for the generation portion of the bill if permitted by your utility, SunSea Energy does not offer budget billing. Please see your utility's terms and conditions for its payment terms and estimation standards.

## Meter read

SunSea Energy DC will rely on the meter reading (actual, estimated, or customer meter readings) provided by the utility to calculate the supply portion of your bill. If you have a question about the accuracy of the distribution portion of your bill, please contact your utility.

## Payments

To determine the amount which you pay for the supply portion of your bill, your electric generation is the rate per kWh multiplied by the amount of electricity and your natural gas is the rate per Therm multiplied by the amount of natural gas you use in the billing cycle, plus any applicable fees, charges or taxes. Payments are made directly to your utility. You have thirty (30) days to pay your bill on time.

## Payment Arrangements

Please contact your utility for information on payment arrangements.

## Deposits

SunSea Energy DC does not require a security deposit to initiate service.

## Disconnection

SunSea Energy DC cannot disconnect your service. Failure to make full payment of your utility charges may result in you being disconnected in accordance with your utility's tariff. Only your utility can disconnect and reconnect your service.

## Cancellations

You can cancel your energy supply service agreement with SunSea Energy DC, at any time, for any reason, without fees or penalties. After you select SunSea Energy, you have three (3) business days to cancel your enrollment and there will be no impact to your account. If you have an active account and you choose to cancel your service with SunSea Energy, you will be billed for the energy supply you use prior to the termination of the contract. Unless you choose another supplier, you will receive Standard Offer Service (SOS), which means that your utility will deliver and supply the electricity and/or natural gas once your account with SunSea Energy is canceled.

## Consumer Complaints

If you have questions or concerns regarding your energy supply portion of your bill, please contact our customer service team at the information provided in the lower left corner of this page. If you have any questions or concerns regarding your utility or delivery charges or if you have any service issues, please contact your utility directly.

## Public Service Commission Consumer (PSC) Complaint Resolution

If a billing or other dispute involving your energy services cannot be resolved, a complaint may be submitted by contacting the Public Service Commission's Office of Consumer Services at:

The Public Service Commission of the District of Columbia  
1333 H. St., N.W. Suite 200, West Tower, Washington, DC 20005  
202-626-5100 | [www.dcpsc.org](http://www.dcpsc.org)

You may also obtain assistance and legal representation by contacting the Office of the People's Counsel (OPC) for the District of Columbia at:  
The Office of the People's Counsel for the District of Columbia  
1133 15th St., N.W. Suite 500, Washington, D.C. 20005  
Telephone 202-727-3071 | Website [www.opc-dc.gov](http://www.opc-dc.gov)



### Contact Information

**SunSea Energy DC, LLC**  
1930 Marlton Pike East Suite N73  
Cherry Hill, NJ 08003  
Tel. 844.277.7517 | Fax. 215.790.6224  
[www.sunseaenergy.com](http://www.sunseaenergy.com)  
[customercare@sunseaenergy.com](mailto:customercare@sunseaenergy.com)  
Monday to Friday 9:00 am - 5:00 pm ET