

# How do I know if I'm with an alternative supplier?

**Beware:** Even if you're with an alternative supplier, you will continue to get a bill from your regulated utility. Alternative suppliers include their charges on the supply section of your utility bill. People on a bad deal often tell CUB they had no idea they were with another supplier until their bill went up. Check your bill each month to see if you're with an alternative supplier. Here's where to look:

## On your Peoples Gas/North Shore Gas bill:

If you're with another supplier, that info is most likely on page 2 of your Peoples/North Shore bill, under "Alternative Energy Supplier Service." If the bill does not list a per-therm alternative supplier rate, you have to figure it out yourself based on the total supply amount and how many therms you used.

## To end an offer:

If you want to end an alternative supplier offer, call the supplier. The name and number of the company should be listed on your gas bill.

If you think you were fraudulently signed up, tell the supplier you want the exit fee—if it charges one—waived, and push for a full refund. (**Note:** Under Illinois law, a supplier can't charge an exit fee of more than \$50. The law is improving as of Jan. 1, 2020. CUB will give you an update in the new year.)

If you're not pleased with the company's response, or you can't reach it, file a complaint with CUB, at [CitizensUtilityBoard.org](http://CitizensUtilityBoard.org) or by calling 1-800-669-5556.

PEOPLES GAS  
NATURAL GAS DELIVERY

Customer Service: 24-Hour Gas Emergencies  
or call 1-800-669-5556  
TOD Line

Bill Date: 08/13/2019  
Account Number: 0000000000000000  
Next Meter Read Date: 10/13/2019  
Amount Due: \$59.70  
Payment Due Date: 10/07/2019

Alternative Energy Supplier Service  
Just Energy: 08/13/2019 - 08/20/2019  
Commercial Gas  
Gallons Used

Supplier Message	Supplier Service Total
Thank you for choosing Just Energy as your preferred energy supplier. This was meant to be the largest competitive green energy market in North America. To date, we have spent more than \$1 billion on green projects for our Illinois customers. To add green to your natural gas supply program, call us today. Together we are making Illinois a cleaner, more sustainable environment.	\$56.14

Questions about your bill? Contact the supplier below:  
Just Energy  
1-800-669-5556  
www.justenergy.com

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