

REVIEWING YOUR BILLS

- Check your bills every month – there will be a message/ note if the rate will be changing within the next 30-60 days.
 - Contact the company to see if there is a better rate for you. **There is always room for negotiation.**
- PAPOWERSWITCH.com – Check this site for the rates offered by different Electric Providers. Be sure to check:
 - Term of the offer/ contract – how long will the rate be given to you?
 - Fixed or Varying rate – Will the rate stay the same or is there the chance it can be raised during the term/ contract?
 - MARK YOUR CALENDAR – know when the rate ends so you can call a month ahead to secure a new rate. This will prevent a month with a HIGHER rate and higher billing.
- **Companies will NOT go back and change a bill or rate afterwards** so it is important to know when the rates change for each bill.
 - The company will possibly change the rate from the date you call.
- Cable TV or Satellite
 - Packaged services are offered for ‘bundle prices’. Be sure to review the packages and compare the rates.
 - MARK YOUR CALENDAR - know when the bundled rate ends so you can renegotiate at least 60 days prior to the end. This will prevent a high billing.
- If you find an error in your billing, contact the company immediately to dispute it.
- **Remember to keep accurate records of who you speak to and when.**

ACP can assist in resolving any billing errors. Contact our office at 724-770-2078.

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