

# New York Regulatory Updates FAQs



**Q: Why did this happen?**

**A:** The New York Public Service Commission adopted “Order Adopting Changes to the Retail Access Energy Market and Establishing Further Process” on December 12, 2019. In short, the Order will require changes to the products that retail energy companies, like Stream, offer in the mass market.

**Q: What happens to our residential New York Customers?**

- A:** Existing customers on a fixed-price electricity plan will keep their current plan until their term ends. Upon expiration, customers will continue to Stream Green 50 and will begin receiving the benefits of the product.
- B:** Existing customers on a fixed-price gas plan will keep their current plan until their term ends. Upon expiration, their service will continue on a variable month-to-month pricing plan.
- C:** For both electricity and gas customers on a variable-price plan, their plan will continue as-is. Customers on Cash Back plans will continue to receive the Cash Back benefit. They will not be returned to the incumbent.
- D:** Electricity customers on variable plans can switch to Stream Green 50 any time.
- E:** Existing gas customers won't be able to convert to a different gas plan through Stream because there won't be any gas offers after April 16.

**Q: Do we need to reach out to our New York customers?**

**A:** You may contact your eligible energy customers personally to get them enrolled in the new plan and ensure they remain your customer.

As always, you can visit your Personal Customer Report to see which customers are ready to renew and get them enrolled in the new Stream Green 50 plan so they remain your customer.

Have your eligible customers renew to the new plan online. They'll need their Stream account number and the last 4 digits of their social security number.

OR

Have your eligible customers call Stream Customer Support at 866-447-8732 to renew or convert to the new plan.

**Q: What should I tell my New York customers if they ask about this?**

**A:** Assure your New York customers that Stream will continue to offer electricity services in New York! Stream's new plan, Stream Green 50, was designed solely for residential electricity customers in New York. This compliant plan follows the incumbent utility's pricing with an added monthly charge of \$4.95\* to help offset 50% in-state renewable energy.

**Q: How do my New York customers enroll in this plan?**

**A:** Customers can enroll online on the plan at [mystream.com](http://mystream.com) and through your personal homesite, or via Customer Support agent by calling 866-447-8732.

**Q: Do we expect this to happen in other markets?**

**A:** There is no expectation as of yet, but Stream is always ready to comply with new regulations in every market we serve and will continue to provide competitive products to customers in those markets.

**Q: What about my New York customers that are on Cash Back?**

**A:** Existing electricity customers on Cash Back plans will keep their plan with Stream and continue to receive the Cash Back benefit. They will not be returned to the incumbent. They can switch to Stream Green 50 anytime.

**Q: How will this affect my 'Bundle & Save' customers?**

**A:** Current Bundle & Save customers who switch their plan to the new green\*\* plan will continue to benefit from 'Bundle & Save' as long as their account number remains the same.