

Power Up! @ Palmyra Public Library

Frequently Asked Questions

1. **Who do I call if I have a power outage or repair need?** You will call Met-Ed just like you always have. Met-Ed will continue to transmit and distribute your electricity. It will just be produced by Stream Energy.
2. **Will I get more than one bill?** No, you will still get a single monthly bill from Met-Ed, just like before, but it will include the charges from Stream Energy for the electric supplier portion of your bill.
3. **Will I save money by switching to Stream Energy?** Yes! On average, customers save about 5% on their monthly electric bills. Your price to compare is listed on your Met-Ed bill. That number should be higher than the Stream Energy price per kilowatt hour.
4. **How does the Library benefit?** The Library will receive a commission of \$4.00 per month for each customer who signs up with Stream Energy, as long as they remain a Stream Energy customer.
5. **What information do I need in order to sign up?** You need your Met-Ed customer number, your name, your address, etc. Your Met-Ed customer number is different from your Account Number. Your customer number will be found on page 2, 3 or 4 of your Met-Ed bill. You must be the person in whose name the bill is issued in order to make the switch to Stream Energy.
6. **How do I sign up?** Just click on the PowerUp! @ Palmyra Public Library on our home page www.lclibs.org/palmyra and then click the Request for Service button.
7. **Is Stream Energy a green energy supplier?** Yes, Stream Energy does offer green energy options.
8. **Will I need a new electric meter if I choose Stream Energy?** No, nothing will change with your meter.
9. **Does Stream Energy offer budget billing?** In Pennsylvania, if you already have budget billing you will automatically remain on budget billing when you switch to Stream Energy. If you aren't on budget billing already, you can sign up through Met-Ed.
10. **What are the Stream Energy rates?** You can see the rates by visiting [Stream Energy's PA Rates page](#).
11. **I have more questions. Is there someone I can talk with about them?** Absolutely! Karla Marsteller, Palmyra Public Library's Executive Director, will be more than happy to answer any questions you may have. You can reach her at (717) 838-1347 or kmarsteller@lclibs.org.

**Thank you for taking the time to consider
switching to Stream Energy
to Benefit Palmyra Public Library!!!**