

Document Includes:

Contract Renewal Requirements

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Notes

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How To Best Use This Document:

This guide details the requirements for renewing customer contracts as state commission rules vary depending on jurisdiction and type of contract renewal.

Your Company

Company Name:

Date:

SAMPLE



Contract Type	Number of Notice(s) Required?	When Must Notice(s) Be Sent?	Required Statements to be Included in Contract Notices(s)?	Means of Sending Renewal Notice(s)?	Other Requirements?
Contract Renewals for residential and small commercial customers.	One written notice 26 Del. Admin. C. § 3001-8.1	Forty-five days before the end of the contract Term is scheduled to occur. 26 Del. Admin. C. § 3001-8.1	<ul style="list-style-type: none"> • Inform customer that failure to respond to the written notice will result in automatic renewal of the contract. • Inform the customer of any changes in the material terms and conditions of the expiring contract upon renewal and include a copy of the contract and contract summary. • Inform the customer how to terminate the contract without penalty. • Inform the customer that terminating the contract without selecting another supplier will return the customer to SOS. 26 Del. Admin. C. § 3001-8.2.1-4	Written Notice means (1) notice mailed by First Class mail to the Person who is being given notice, sent to the current billing address as shown on the records of the Electric Distribution Company or Electric Supplier, or (2) via Electronic mail to a valid e-mail address if the Customer authorizes the receipt of the applicable communication via electronic means and provides a valid e-mail address. 26 Del. Admin. C. § 3001-1.0	Maintain records of written notices provided to customers. 26 Del. Admin. C. § 3001-8.2.7