

# Competitive Supply Problems: Massachusetts

Massachusetts AGO: During July 2015-June 2018, residential customers paid **\$253 million more** to suppliers than price of standard offer

- Low-income (LI) MA residents paid **\$40 million more** to suppliers than had they remained on the standard offer
- LI MA consumers lost 25% more than their non-LI neighbors

NCLC: Higher percentage of LI households paid for competitive supply, compared to their non-LI neighbors

- LI consumers, elders, and those with limited English proficiency targeted for deceptive marketing
- Over 1,000 MA complaints in one year about high prices, “slamming”, telemarketing, door-to-door marketing, etc.
- Higher prices paid for competitive supply