

# Stream Green *FAQ*

**Q:** What is Stream Green?

**A:** We believe in a brighter future. And so, we created the Stream Green initiative to promote conservation and give you easy access to responsible, renewable energy options.

**Q:** What is eco+?

**A:** eco+ is a plan upgrade that helps you offset your energy-produced carbon emissions by applying 1,000 kWh of renewable energy to the electric grid on your behalf. You can upgrade any conventional Stream Energy plan for a small monthly fee.

**Q:** Is eco+ an energy plan?

**A:** No, eco+ is an upgrade that can be applied to any of Stream's conventional energy plans. Upgrade to or cancel eco+ anytime, free of charge.

**Q:** Can I cancel eco+ at anytime?

**A:** Yes! When you opt in to eco+, it will be applied to your plan every month until you opt out. You may opt out anytime online or by phone, without penalty.

**Q:** How will eco+ show up on my monthly bill?

**A:** The eco+ charge will appear on your monthly bill as a separate line item and is not included in the average price per kWh.

**Q:** Can I add eco+ to any plan?

**A:** You can add eco+ to any conventional energy plan. At this time, eco+ cannot be added to a plan that is already powered by renewable energy.

**Q:** Can I add more than one eco+ add-on to my plan?

**A:** No. At this time, you can only add one eco+ add-on to your energy plan, for a total of 1,000 kWh of renewable energy each month.

**Q:** What is renewable energy?

**A:** Renewable energy is energy generated from a source that isn't depleted when used, such as wind, solar or hydro power.

**Q:** What is a green certificate?

**A:** A green certificate, more commonly known as a Renewable Energy Credit, or REC, is a market-based instrument that represents the property rights to the environmental, social and other non-power attributes of renewable electricity generation. (Source: EPA)

**Q:** How does a green certificate work?

**A:** Green certificates work by helping to reduce our dependence on harmful fossil fuels. When you purchase eco+ or enroll in a renewable energy plan, Stream purchases a green certificate pledging that energy generated from renewable sources has been added to the electric grid on your behalf, rather than energy generated from coal or other harmful fossil fuels.

**Q:** What is Stream Green Certified?

**A:** The Stream Green Certified stamp is our way of guaranteeing the portion of renewable energy used for your plan or product is what we say it is: generated from 100% renewable resources like wind, solar, biomass or hydro.

**Q:** What if I have questions about my bill?

**A:** If you have a billing dispute or questions about your bill, contact us toll-free at **1-866-447-8732** or write us at this address:

Stream  
Attn: Retail Operations  
P.O. Box 192746, Dallas, Texas 75219

**Q:** What is a carbon footprint?

**A:** Your carbon footprint is the amount of carbon dioxide and other greenhouse gas emissions emitted due to your consumption of harmful fossil fuels that are damaging to the environment.

**Q:** Do I have a carbon footprint?

**A:** More than likely, many of your daily activities result in greenhouse gas emissions, such as driving a car, disposing of waste or, yes, using electricity! You can get a rough estimate of your own carbon footprint by using the Environmental Protection Agency's Household Carbon Footprint Calculator [here](#).

**Q:** Does using eco+ get rid of my carbon footprint?

**A:** Using eco+ can help offset all or a portion of your electricity-generated carbon footprint. How much it offsets depends on how much energy you use, as using eco+ is equal to offsetting 1,000 kWh of electricity each month.

**Q:** What else can I do to offset my carbon footprint?

**A:** Besides opting in to eco+ or enrolling in a Stream Green plan, you can work to offset your carbon footprint by practicing good energy conservation habits. Visit our Stream Green conservation page for helpful tips on cutting back.