Agenda: PURA 101

- About Us
- Who we are
- What we regulate
- How to engage with PURA
- Utility Bills 101
- COVID-19 Resources
- Recent Developments
The Public Utilities Regulatory Authority (PURA) is statutorily charged with regulating the rates and services of Connecticut's investor owned electricity, natural gas, water and telecommunication companies and is the franchising authority for the state’s cable television companies. In the industries that are still wholly regulated, PURA balances the public’s right to safe, adequate and reliable utility service at reasonable rates with the provider’s right to a reasonable return on its investment. PURA also keeps watch over competitive utility services to promote equity among the competitors while customers reap the price and quality benefits of competition and are protected from unfair business practices.
PURU – The Organization
Activities NOT Regulated

- Anything to do with the Internet or computer services
- Programming or channels carried by cable TV companies
- Rates charged or products offered by cable TV companies
- Solar Panel Installers or problems with solar panels after installation
- Billing and services for cell phones, smart phones, or mobile phones
- Heating oil companies
- Propane gas companies
- Municipal water and electric companies such as Wallingford Electric or Metropolitan District Commission
- Sewer charges including Water Pollution Control Authorities
- Yellow Pages Advertising
- Telephone equipment (such as PBX)
- Interstate telephone companies and rates
- Calls to "900" numbers
- False advertising claims
- Fraud claims
- Claims for damages no matter what the cause
- Interstate trucking
- Master antenna companies such as AMSAT
- DBS/satellite companies such as DirecTV or DISH Network
How to engage with PURA

- **PURU online calendar**
- Sign up for email alerts

Interested in receiving email updates for the above dockets, or other PURA proceedings? Sign up through **PURU’s email notification system**. If you’re having difficulties updating an existing account, use the Internet Explorer browser and follow these **troubleshooting tips**.
How to engage, Con’t

• Provide comment during a public hearing
• Submit written comments into the record
  – By mail: Executive Secretary, Public Utilities Regulatory Authority, 10 Franklin Square, New Britain, CT 06051
  – By email: PURA.ExecutiveSecretary@ct.gov
• Intervene in the docketed matter
ATTENTION: Due to the current COVID-19/Coronavirus public health and safety concerns, effective immediately, the Authority is unable to respond to telephone calls placed to our toll free line (800-382-4586). You may also file a complaint via our website or by email at pura.information@ct.gov. If you are unable to file a complaint or inquiry electronically, please stay on the line to leave a message. Your issue will be responded to in a prompt manner. PURA COVID-19 Actions

Mailing Address
PURA
Ten Franklin Square
New Britain, Connecticut 06051
Att: Consumer Affairs Unit

Telephone Numbers
Toll Free Number: 1-800-382-4586
Outside Connecticut: 1-860-827-2622
Fax Number: (860) 827-2885
TDD Telecommunications for the Deaf: (860) 827-2837 - to be used only if you have a TDD machine
A message from Eversource, CNG, SCG and UI regarding Energy Efficiency Program Operations. As the situation surrounding COVID-19 continues to evolve, we are taking extra measures to ensure the safety of our customers, contractors and employees. Read more...

Connecticut Programs that May Help You With Your Bills

Do you need help with your energy bills? Check out some these local programs.

**ADDITIONAL RESOURCES**

<table>
<thead>
<tr>
<th>WHO</th>
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<tr>
<td>Infoline</td>
<td>Infoline maintains information on energy and conservation assistance and programs and protections for utility customers on their website. To find resources that may help your family and information on how to apply for assistance, call infoline at 2-1-1.</td>
</tr>
<tr>
<td>Connecticut Energy</td>
<td>Help paying a primary heat bill may be available during the heating season for low income households. Help may also be available if heat is included in the rent payment. Information about who is eligible, benefits available, and where to apply can be obtained from the Department of Social Services (DSS), or call 2-1-1 or the DSS Office of Community Services at 1-800-842-1132.</td>
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<td>Energy Assistance</td>
<td>Plan</td>
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<td>Program</td>
<td>Fuel Banks</td>
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EnergizeCT.com
EnergizeCT Rate Board

Connecticut's Official Rate Board

Control your energy bills by finding generation rates that fit your needs. See what else you can do to control your cost!

- Be Energy Smart
- Understand How to Switch
- Load Factor Score Offers

Compare Generation Offers on Connecticut's Rate Board

1. Choose Your Utility
   - Eversource
   - UI
   - Home
2. Select Your Account Type
3. Get Offers

Learn More

- Find Your Usage
- View Sample Bill

Connecticut Department of Energy and Environmental Protection
Do you need help with your energy bills? Check out some these local programs.

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<td>Connecticut Energy Assistance Plan Programs</td>
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<td>Fuel Banks</td>
<td>Connecticut has a network of fuel banks that may be able to help with utility and energy bills for low income households. Each fuel bank has its own eligibility and benefits rules. Operation Fuel raises funds and designs programs for local fuel banks. To find information on available assistance go to Infoline's website. Call 2-1-1 for information on where to apply for assistance.</td>
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<td>Utility Matching Payment Programs</td>
<td>Eversource, YG, UI, SCG, and CGS have special payment programs for their heat customers who receive assistance from Connecticut Energy Assistance Plan Programs (above). The utility matches customer payments and energy assistance based on a year-round customer payment plan. Making all required payments in the payment plan protects the household from utility shut-offs, in addition to getting the utility's payment match. Sign up begins November 1 each year. Eversource and UI also have programs for their non-heat customers.</td>
</tr>
<tr>
<td>Citizen's Energy</td>
<td>During the heating season, free fuel deliveries may be available to needy households. For more information go to Citizens’ Oil Corporation or call 1-877-JOE-4-OIL.</td>
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<td>Soldiers’, Sailors’ and Marines’ Fund</td>
<td>Honorary discharged veterans who served during specified periods, and their families, may be eligible for emergency assistance that may include utility or energy bills. For more information go to Soldiers’, Sailors’, and Marines’ Fund or call 844-454-8900.</td>
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COVID-19 Resources

https://portal.ct.gov/PURA/Consumer-Services/PURA-COVID-Actions
Recent Developments

• Docket No. 17-12-03 Equitable Modern Grid

• Docket No. 19-06-37 Minimum Staffing Study

• Docket No. 20-05-13 PURA Study of Community Choice Aggregation
Questions?

• Want to request a PURA 101 presentation in your town?
• Need assistance with constituent services?
• Want to be on our media distribution list?

Please Contact:

Taren O'Connor
Director of Legislation, Regulations and Communications
860-827-2689
Taren.Oconnor@ct.gov

Connecticut Public Utilities Regulatory Authority