Utility Oversight and Regulation

Public Utilities Regulatory Authority (PURA) is in charge of monitoring Connecticut's electricity, natural gas, water, and telecommunication companies. PURA is a means of protecting consumers from abusive practices. The agency may also assist consumers in making well-informed spending decisions in a competitive and complicated utilities marketplace. PURA often helps consumers with problems regarding: termination and reconnection of service, meter tests, high bills, outages, incorrect rates, and other issues. PURA does **not** regulate: computer or Internet services, damages claims, heating oil companies, propane gas companies, cable TV company rates, or fraud claims.

PURA also holds public hearings to discuss the rates and services provided by the state's utility companies. Anyone who wishes to share his/her thoughts or opinions is encouraged to attend. Meetings are held every Wednesday at 9:30 am at 10 Franklin Square, New Britain.

For questions or complaints regarding utility company practices, PURA recommends you first get in touch with your utility company, then call:

1-800-382-4586.

For additional information on the services regulated by PURA, visit www.ct.gov/pura.

State Representative

Ernest Hewett

Legislative Office Building
Hartford, CT 06106-1591
Capitol: 800-842-8267
www.housedems.ct.gov/Hewett

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State Representative

Ernest Hewett

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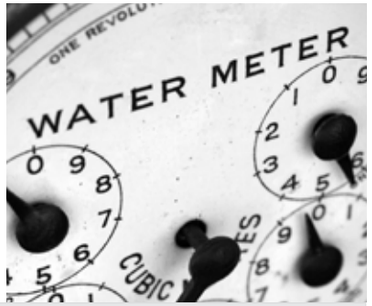
CONNECTICUT HOUSE DEMOCRATS

State Representative

Ernest Hewett

PUBLIC UTILITIES AND YOU



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Switching to Clean Energy Electric Service

Energize Connecticut provides consumers, businesses, nonprofits, and communities the resources and information needed to make it easy to save energy and benefit from clean renewable energy (solar, wind, water, etc.). Whether you own your house or rent, you can save money and energy, benefit from renewable energy, and improve the comfort of your home. Energize Connecticut offers advice, resources, and funding to complete the energy-saving and clean energy improvements that are right for you.

Visit www.energizect.com
or call 1-877-WISE USE (947-3873) for more information.

Do-Not-Call List (Registry)

The Federal Communications Commission's (FCC) National Do-Not-Call Registry gives you an opportunity to limit the telemarketing calls you receive. Once you register your phone number, telemarketers covered by the National Do-Not-Call Registry have up to 31 days from the date you register to stop calling you or face penalties.

You can get your name on the list at
www.donotcall.gov or 1-888-382-1222.

Energy Efficiency Tips

1. Replace incandescent light bulbs with compact fluorescent (CFl) or LED energy-efficient light bulbs:
They cost slightly more to buy, but they save you money in the long run. CFl bulbs use about one-fourth the electricity of an incandescent bulb, reduce CO_2 emissions, last roughly 9,000 hours longer than incandescent bulbs, and offset approximately 1.5 tons of emissions per household per year.

2. Turn off your computer and unplug appliances:
Save money on electricity bills, reduce electricity consumption, and reduce CO_2 emissions. Most appliances and computers use electricity even when "off." In hot weather, an idling computer adds heat to a room, forcing air conditioning to run longer and use even more electricity to lower the temperature. Use a power strip to shut off audio-visual and other similar equipment. Remember to unplug your phone charger when not in use.

3. Weatherize your home:
Seal cracks in your home by weather stripping and caulking; add insulation to reduce heating and cooling bills, energy consumption, and CO_2 emissions. Many electricity and heating suppliers offer low cost or even free home energy audits to identify areas that need attention. To achieve the greatest savings, contact Energize CT at 877-WISE-USE about air-sealing your home. Get a free energy assessment here: www.energizect.com/residents/solutions/energy-assessments.

4. Choose Energy Star labeled appliances:
Save money on energy bills, reduce electricity consumption, and reduce CO_2 emissions by choosing energy efficient appliances with the Energy Star label.

5. Use alternate transportation:
Consider walking, biking, using public transit, or an electric scooter before you drive your car. Also, motorcycles get more mpg than most cars and trucks.

Utility Service Consumer Rights and Responsibilities

1. You have the right to utility service if you have a valid ID and don't currently owe the company for service previously used.
2. You should not be asked to pay unreasonably high deposits as a condition of service, or to make unreasonable payments on past due bills.
3. You are entitled to be offered at least one billing agreement in a year.
4. You have the right to have any complaint against a utility handled promptly.
5. If you are unable to resolve your complaint with the first person you contact at the utility, you should ask to speak to a supervisor.
6. Your utility service may not be terminated for non-payment of disputed charges during a PURA investigation, provided that you continue to pay your current bills.
7. You have the right to have your meter tested, free of charge, once a year by your utility. The results of the test will determine whether any adjustment of the bill is warranted. You have the right to be present during such test and request that a representative of PURA be present for such tests.
8. Service shall not be shut off for nonpayment of repair charges, merchandise charges or yellow page charges.

If you have complaints regarding utility company practices contact PURA at 1-800-382-4586 or www.ct.gov/pura