

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

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.

STATE REPRESENTATIVE | ASSISTANT MAJORITY WHIP

Kim Rose

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STATE REPRESENTATIVE | ASSISTANT MAJORITY WHIP

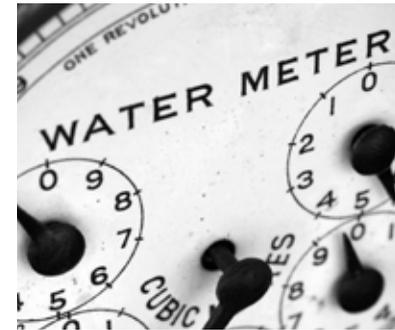
Kim Rose

REPRESENTING MILFORD | 118TH HOUSE DISTRICT



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PUBLIC UTILITIES AND YOU



STATE REPRESENTATIVE | ASSISTANT MAJORITY WHIP

Kim ROSE

PROUDLY SERVING MILFORD | 118TH DISTRICT

WHAT IS THE WINTER MORATORIUM?

The Winter Moratorium is the time period from **November 1 through May 1** when customers who are deemed a “hardship case” (because of income or illness) cannot have their utility service terminated if they lack the financial ability to pay their entire bill for gas or electric service. The customer is required to apply to the company with proof of hardship, and if the requirements are met the customer’s account will be put into protected status.

SWITCHING TO CLEAN ENERGY ELECTRIC SERVICE

Energize Connecticut provides Connecticut 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 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.

HOW DO I GET MY NAME ON THE DO-NOT-CALL LIST (FOR TELEPHONE SOLICITATION)?

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**.

IMPORTANT NUMBERS:

PURA Mainline: **1-800-382-4586**

Do-Not-Call List Registry: **1-888-382-1222**

Cell Phone Inquiries and Complaints: **1-860-381-2355**

Gas Pipeline Safety: **1-860-827-2661**

Call Before You Dig: **1-860-827-2780**

Connecticut’s statewide information line:
1-877-WISE USE (947-3873)

CUSTOMER SERVICE NUMBERS FOR UTILITY COMPANIES IN YOUR AREA

GAS

Connecticut Natural Gas Corporation

Customer Service: 860-524-8361

Gas Leaks - Emergency Only: 1-866-924-5325

TELECOM

For a full list of all Telecommunications companies visit:
<http://bit.ly/1aKfhxH> (The Telecommunications Unit)

ELECTRIC

Yankee Gas Services Company

Customer Service - All Areas: 1-800-989-0900

Connecticut Light & Power Company

Customer Service 1-800-286-2000

Credit & Collection 1-800-286-2828

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. If you are not satisfied with the utility company’s response you should call or write to the PURA Consumer Services Unit.
7. 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.
8. 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.
9. Service shall not be shut off for nonpayment of repair charges, merchandise charges or yellow page charges.

