

PUBLIC UTILITIES AND YOU

IMPORTANT NUMBERS:

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

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

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

Call Before You Dig: **811 or 1-800-922-4455**

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

Connecticut Light and Power
Customer Service: **1-860-947-2000**

Connecticut Natural Gas Corporation
Customer Service: **860-524-8361**



State Representative David Zoni looking over upcoming legislation during the House Session.

STATE REPRESENTATIVE

David Zoni

SOUTHINGTON | 81ST HOUSE DISTRICT

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PUBLIC UTILITIES CONSUMER RIGHTS

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.**

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 can save money and energy, benefit from renewable energy, and improve the comfort of your home. **Visit www.energizect.com or call 1-877-WISE USE (947-3873) for more information.**

UTILITY OVERSIGHT AND REGULATION

Public Utilities Regulatory Authority (PURA) is in charge of monitoring Connecticut's electricity, natural gas, water, and telecommunication companies. They also protect 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. For additional information on the services regulated by PURA, **visit www.ct.gov/pura.**

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, or merchandise charges.