

A Learn & Save Event

**ENERGY
101**



Brought to you by:
**Connecticut State Representative
Liz Linehan**

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Dear friends and neighbors,

Thank you for coming to my event this evening. It's an honor to serve Cheshire in the legislature, and a great pleasure to bring my constituents real-life solutions to lowering your energy costs.

There will be a great deal of information given to you tonight, and I compiled this booklet for you to take home and continue to have the information at your fingertips when you need it.

We understand that the soaring energy prices continue to affect working families, which is why we remain committed to working on solutions that will provide resources and assistance to ease the cost burden on you.

From enacting legislation to make green energy solutions more affordable and holding utilities accountable for poor service, to finding more options for affordable energy supply and ensuring transparency on rate pricing while demanding more opportunities for public input, we are working to make our grid more reliable and energy costs less burdensome on you.

Please feel free to share your thoughts with me, and if you need help applying for any of the energy assistance programs listed above, please do not hesitate to contact me directly.

Warm regards,

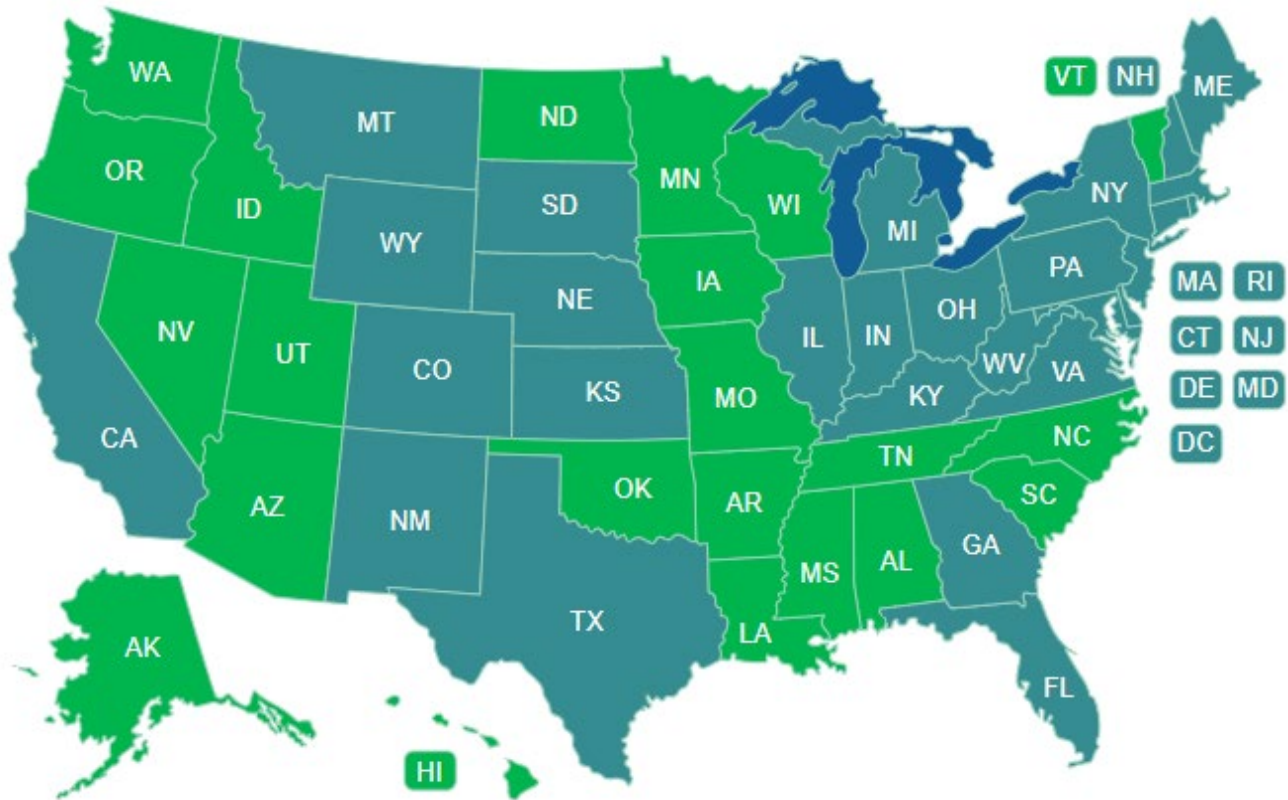


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*Sending a special thank you to our wonderful community partner, FF Hitchcock, for providing **FREE** home energy assessments to all attendees. If you haven't signed up, reach out to us, and we will connect you to this very valuable, money-saving service!*

Connecticut is one of 26 US States that have some form of energy deregulation whether it be electricity, natural gas, or both.

Constituents often ask me, "Why are energy prices so high, and what can we do about it?" As winter began, the concern was oil; therefore, the federal and state government infused more funding into home heating assistance programs, and we extended the gas tax cut to help at the pump. Now, as we see oil prices beginning to come down, Eversource raised their kilowatt-per-hour rate, leaving most of us concerned about the upcoming warm weather months and the cost to cool our homes. What gives?

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The truth is complicated. The current high electricity rates are related to how we have the utilities acquire energy on ratepayer's behalf. The ramifications of a rising natural gas price market brought on by the war in Ukraine led to an anomalously high purchase price made by the utilities last year. Add exorbitant salaries for CEOs, record profits for Eversource, and other factors related to geography, environmentalism and more, and it's the consumers who are feeling the heat, so to speak.

So, what can we do about it?

Everyone expects the rates to fall in July based on a decrease in natural gas prices we see every summer. But instability remains a factor until the war ends and much of the world shifts away from Russian fuel. With no control over the impact of the war on global energy prices, we must focus on what we can do at home, both collectively and individually.

The Connecticut Legislature is doing what we can to mitigate the impact of this temporary crisis. Multiple bills seek to address the logistical problems related to helping customers with genuine financial hardship and the seasonal shutoff moratorium, and address affordability of energy long-term more generally.

We are dedicated to trying to assure that we avoid such wild rate gyrations in the future, but none of these measures will bring the immediate, significant relief to ratepayers between now and the July 1 rate reset.

Perhaps most exciting is that we have partnered with FF Hitchcock, and every event attendee will receive a coupon for a free home energy audit, which includes weatherstripping, duct dealing, installation of water saving low-flow devices, efficiency tests for appliances, and more. The first 25 to redeem those coupons will receive priority scheduling, with the audit being performed before July 1 to ensure the most savings during the hottest months of the year. Be sure to schedule your appointment by calling the number on your coupon as soon as possible.

Home Energy Assessments

During your in-home energy performance assessment, professionals will make recommended improvements for your single-family home that lead to immediate and long-term energy savings.

If you think you might be losing energy through leaky doors, windows, and ductwork, or you're not sure your insulation is making the grade, they can help. Experts will give your home and your appliances an energy checkup—and do some work right then and there to help improve your energy efficiency.

Whether you're buying a home or updating where you live now, this assessment can lower your energy bills by making your home more energy efficient.

What Does a Home Energy Assessment Look Like?

In one easy visit, utility-approved technicians will evaluate your home's energy performance and install basic weatherization and energy-saving measures.

Services can include:

- Sealing air leaks and ductwork (Advanced duct sealing if recommended by your contractor)
- Installing hot water pipe wrap, faucet aerators, and low-flow showerheads

The average home in Connecticut receives about \$1,000 in services and realizes up to \$200 in savings on their annual energy bills. Additionally, the technicians will provide written recommendations for deeper energy-saving measures such as advanced duct sealing, insulation, high-efficiency heating and cooling, water heating, windows, and appliances.

To help you in making smart energy choices, your recommendations will include information on rebates and financing along with payback and investment information specific to your home.

Other Energy Assessment Options

While attendees to our event all receive a free home energy assessment, for those who are reading this that did not attend, a home energy assessment may be available for free based on income, or for a small co-pay. All assessments, regardless of whether they are free or have a co-pay, are all valued at over \$1000. Visit <https://hesui.energizect.com/> to book yours, call FF Hitchcock in Cheshire, or another licensed contractor through EnergizeCT.

Home Energy Solutions - Income Eligible (HES-IE)

Customers with limited income may qualify for additional offerings through Home Energy Solutions – Income Eligible (HES-IE). So, if you meet income requirements, you may qualify for a no-cost in-home energy assessment and additional incentives for qualifying energy-saving services.

Multifamily Initiative

The multifamily building (5+ units) you live in or own may be eligible for energy-efficiency upgrades through more than one program. This one-stop program brings them all to your door, making it easy for you to save energy.

DEREGULATION

What does it mean?

In 1998, the General Assembly took a big step toward empowering working families and residents by approving deregulation with the state's electric utilities, passing a bill (PA 98-28) that would allow residents to choose a power company in the same way they can select their own telephone service.

The State required that the two state electrical providers, Connecticut Light & Power (CL&P) and United Illuminating (UI), unbundle their services and purchase power on the wholesale market, creating equal competition with newly formed retail suppliers.

Connecticut electricity suppliers offer various forms of services in terms of power, including residential and commercial electricity, solar energy, and even natural gas for your heating needs during the cold winter months.

Today, customers get their power supply from one of the two major electric providers in the state, depending on which part of Connecticut they live in. These companies are **Eversource Energy** and **United Illuminating**.

Deregulation has a lot of benefits; first and foremost, it offers residents a chance to afford a payment plan for their electricity. This allows residents to choose a plan that is a perfect fit for their budget and lifestyle, making it easier to budget for electric utilities in Connecticut.

Deregulation also allows you to choose a different supplier, a company who generates the power and charges you per kilowatt hour. Eversource Energy and United Illuminating are the delivery charge portions of your bill. The generation portion is where you can switch suppliers, often resulting in lower rates.

<https://quickelectricity.com/deregulated-energy-states/connecticut/>

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How to Reduce Your Monthly Bill: Switching to a 3rd Party Supplier

1. Go to EnergizeCT.com
2. Click Rate Board.
3. Click Compare Energy Supplier Rates.
4. Narrow your search by filling out information regarding your electric bill.
5. Once information is entered, you can compare different rates.
6. Click "View offer details" to read fine print for the rate offered.
7. Once you choose a 3rd party supplier, click "enroll now" which will allow you to enroll on the company website.
8. Contact Eversource at least 10 days prior to your next meter read date (view red box below) in order for them to process the request.

EVERSOURCE

Account Number: 1234 567 8900

Customer name key: CUST

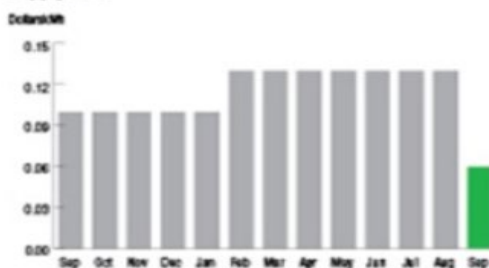
John J Customer

123 Any St
Any Town, CT 00000

Service reference: 100000000 Billing Cycle: 01
Service from 09/26/16 - 10/24/16 28 Days
Next read date on or about: Oct 25, 2016

Meter Number	Current Read	Previous Read	Current Usage	Reading Type
1234567	79765	79165	600	Actual

Supply Rate



Contact Information

Emergency: 800-296-2000

www.eversource.com

CustomerServiceCTElectric@eversource.com

Pay by Phone: 888-783-6618

Customer Service: 800-286-2000

For information or questions regarding your account, please contact Eversource at the Customer Service number above. For other consumer questions and unresolved complaints, contact Public Utilities Regulatory Authority (PURA) Consumer Services toll free at 800-382-4586 or www.ct.gov/PURA.

Total Amount Due
by 10/28/16

\$151.00

Electric Account Summary

Amount Due On 09/26/16	\$168.00
Last Payment Received On 09/23/16	-\$168.00
Balance Forward	\$0.00
Current Charges/Credits	
Electricity Supply Services	\$69.93
Delivery Services	\$81.07
Total Current Charges	\$151.00
Total Amount Due	\$151.00

Total Charges for Electricity

Supplier (Any Energy Company)		
Generation Svc Chrg**	700 kWh X 0.09900	\$69.93
Subtotal Supply Services		\$69.93
Delivery		
Transmission Charge	700 kWh X 0.02922	\$20.45
Distribution Customer Service Charge		\$19.25
Distribution Charge per kWh	700 kWh X 0.03467	\$24.27
Revenue Adj Mechanism	700 kWh X 0.00079	\$0.55
CTA Charge per kWh	700 kWh X 0.00116	\$0.81
FMOC Delivery Charge	700 kWh X 0.00932	\$6.52
Comb Public Benefits Charge*	700 kWh X 0.01275	\$8.93
Distribution Adj Charge***	700 kWh X 0.00042	\$0.29
Subtotal Delivery Services		\$81.07
Total Cost of Electricity		\$151.00
Total Current Charges		\$151.00

Know the Facts When Shopping for a Supplier Rate

- ✓ **FACT:** Connecticut no longer allows suppliers to enroll residential customers into contracts with cancellation fees, also known as early termination fees.

- ✓ **FACT:** Business customers cancellation fees still apply if applicable and cancellation fees are not capped.

- ✓ **FACT:** Enrollments are **NOT SUBMITTED/PROCESSED** on the day that you enroll with a supplier:
 - When you enroll with a new supplier, the supplier must hold your enrollment for three days in case you choose to cancel. You can cancel without penalty during that time period.
 - Eversource and UI need two business days to process it, weekends and holidays are not considered business days.

- ✓ **FACT:** The ideal time to enroll with a supplier or to switch from supplier-to-supplier is **TEN BUSINESS DAYS** before your meter read date (*see meter reading date on page 9*). This gives you three days to change your mind as well as time for your new supplier to submit the enrollment to the utility and the utility to process it.
 - If you enroll too close to your next scheduled meter read date the enrollment may not be processed in time for the next month's billing. In this case, the utility will hold the enrollment and it will **NOT BE PROCESSED** until the following month's meter reading.
 - In some cases, the supplier might not submit an enrollment immediately after the three-day cancellation period or may submit the enrollment immediately after the cancellation period which could fall on a Saturday (non-business day) or later in the day on say a Friday, before a Monday holiday (Saturday, Sunday and Monday being non-business days). These and other scenarios will require more than five business days to successfully process an enrollment.

- ✓ **FACT:** **To avoid delays in processing your enrollment, you must provide accurate information:** Eversource customers must provide their account number, name key and service reference number.

Enrolling With a Supplier: Understanding the Process

UNDERSTANDING THE PROCESS OF ENROLLING WITH A LICENSED SUPPLIER

Switching from the Eversource or UI Standard Service Rate to an electric Licensed Supplier Rate or from supplier-to-supplier is easy. *(Customers may return to Standard Service simply by calling the utility and requesting to return.)*

The switch from the Standard Service Rate to a Licensed Supplier Rate can only happen on your meter reading date. For this reason, PURA encourages you to put in your request at least ten business days prior to your next meter read date. You can find your meter read date on your utility bill.

When putting in your request, make sure you provide accurate information, otherwise your request can be delayed

PROVIDE ACCURATE ACCOUNT INFORMATION

- UI and Eversource cannot process an enrollment unless all account information is accurate.
- Providing incorrect account information will delay your enrollment.

ENROLL TEN BUSINESS DAYS BEFORE YOUR NEXT METER READ DATE

The process for switching to a supplier or from supplier-to-supplier includes these safeguards:

- Allow UI and Eversource time to check the accuracy of your account information.
- Allow for Suppliers to contact you to correct any errors in your account information.
- Provide you three business days to change your mind or cancel an enrollment.
- Provide UI and Eversource about two business days for internal processing.
- This is a total of about ten business days.

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ADDITIONAL INFORMATION

- If your account is not switched on the next scheduled meter read date it cannot be switched until one month later, on your subsequent month's meter read date.
- After enrolling, you are encouraged to check with the supplier and UI or Eversource to be sure the enrollment is being processed.
- Some suppliers are not processing customer enrollments quickly or not promptly notifying customers when there are problems with an enrollment.
- Contact the Connecticut Public Utilities Regulatory Authority at 800-382-4586 if you believe your enrollment is not being promptly processed or with any questions or complaints.
- REMEMBER: You should enroll with a supplier ten business days before your next meter reading date to have your account switched on that date.

Practical Tips to Save Money in the Spring and Summer

*These practical energy saving tips are brought to you by **Energy.gov***

1. USE YOUR WINDOWS TO KEEP OUT HEAT

- a. Install window coverings to prevent heat gain through your windows during the day.

2. OPERATE YOUR THERMOSTAT EFFICIENTLY

- a. Set your thermostat at a temperature you find comfortable and that provides humidity control, if needed. The smaller the difference between the indoor and outdoor temperatures, the lower your overall cooling bill will be.
- b. Keep your house warmer than normal when you are away and lower the thermostat setting when you return home and need cooling.
- c. **Avoid** setting your thermostat at a colder setting than normal when you first turn on your air conditioner. It will not cool your home any faster and could result in excessive cooling and unnecessary expense.

3. USE FANS AND VENTILATION STRATEGIES TO COOL YOUR HOME

- a. Turn off ceiling fans when you leave the room. Remember that fans cool people, not rooms.
- b. When you shower or take a bath, use the bathroom fan to remove heat and humidity from your home. Your laundry room might also benefit from spot ventilation.

4. KEEP YOUR COOLING SYSTEM RUNNING EFFICIENTLY

- a. For maximum energy affordability, schedule regular maintenance for your cooling equipment.

5. CONSIDER A RANGE OF APPLIANCES AND LIGHTING OPTIONS

- a. Consider lighting options that operate at cooler temperatures.
- b. If convenient, take advantage of daylight instead of artificial lighting, but avoid direct sunlight.
- c. Wash full loads of dishes and clothes for better efficiency.

6. KEEP HOT AIR FROM LEAKING INTO YOUR HOME

- a. Seal cracks and openings to prevent warm air from leaking into your home.
- b. Add caulk or weatherstripping to seal air leaks around doors and windows.

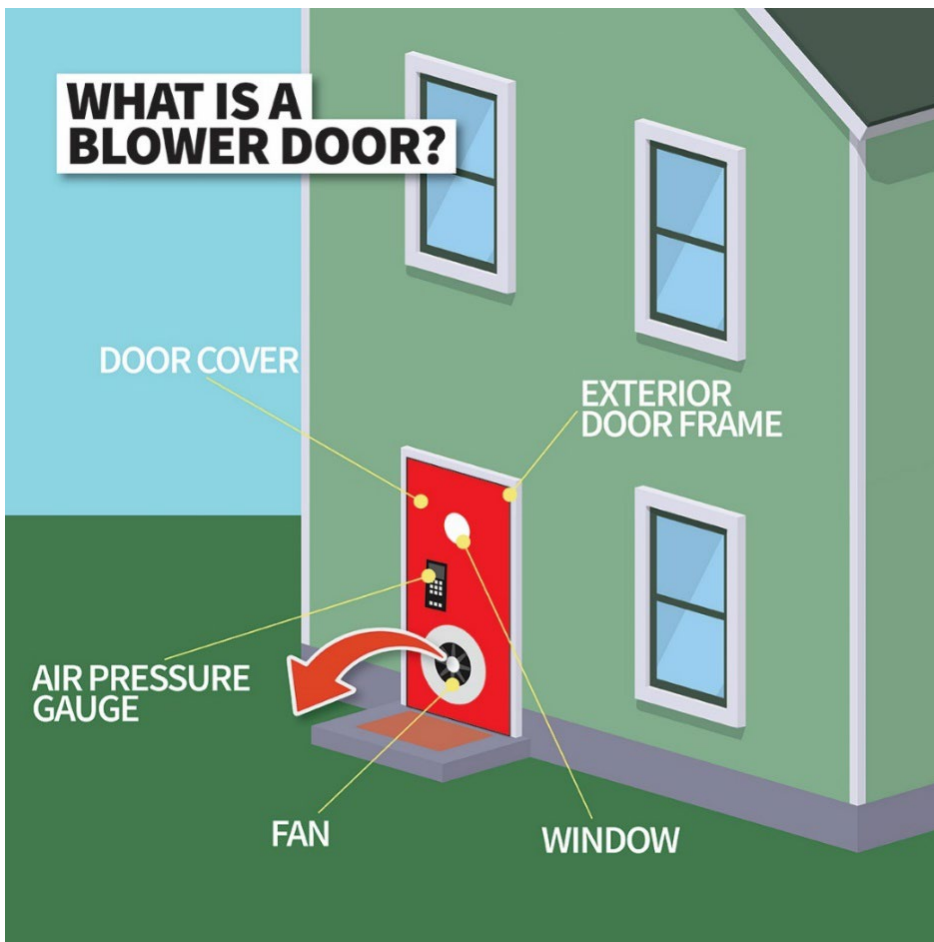


7. LOWER YOUR WATER HEATING COSTS

- a. Water heating accounts for about 18% of the energy consumed in your home.
- b. The Consumer Product Safety Commission recommends setting your water heater at no more than 120 degrees Fahrenheit to prevent scalding. The lower setting will also conserve energy and save money.

DID YOU KNOW?

The Energy Audit you will receive today will also include a **Blower Door Test**. A Blower Door Test pinpoints exact measures. You can complete this on your home to make it more energy efficient, affordable, and comfortable throughout every season.



This test will measure how airtight your home is.

During a blower door test, your Registered Energy Advisor will run a fan that sits in the main exterior door frame of your home.

The fan draws air from the inside of your home to the outside. The air then rushes back into the home through any cracks, gaps, or leaks.

As the fan is running, your energy advisor will collect data from the pressure gauge that is used to calculate the airtightness of your home.

Energy Saving Tips for Fall and Winter

*These practical energy saving tips are brought to you by **Energy.gov***

1. TAKE ADVANTAGE OF HEAT FROM THE SUN

- a. Open curtains on the south-facing windows during the day to allow sunlight to naturally heat the home and close them at night to reduce the chill from cold windows.

2. COVER DRAFTY WINDOWS

- a. Use a heavy-duty, clear plastic sheet on a frame or tape clear plastic film to the inside of window frames during the cold winter months. Make sure the plastic is sealed tightly to the frame to help reduce infiltration.
- b. Install tight-fitting, insulating drapes or shades on windows that feel drafty after weatherizing.

3. ADJUST THE TEMPERATURE

- a. When you are home and awake, set the thermostat as low as is comfortable.
- b. When you are asleep or out of the house, turn the thermostat back to save as much as 10% a year on your heating and cooling bills.
- c. If you have a heat pump, maintain a moderate setting or use a programmable thermostat specially designed for use with heat pumps.

4. FIND AND SEAL LEAKS

- a. Seal air leaks around utility cut-throughs for pipes ("plumbing penetrations"), gaps around chimneys and recessed lights in insulated ceilings, and unfinished spaces behind cupboards and closets.
- b. Add caulk or weatherstripping to seal air leaks around leaky doors and windows.

5. MAINTAIN YOUR HEATING SYSTEMS

- a. Schedule routine service for home heating systems.
- b. Replace furnace and heat pump filters once a month or as needed. Find out more about maintaining furnaces or boilers and heat pumps.
- c. Regularly clean the flue vent of wood and pellet burning heaters and clean the inside of the appliance with a wire brush periodically to ensure that it is heating efficiently.

6. REDUCE HEAT LOSS FROM THE FIREPLACE

- a. Keep the fireplace damper closed unless a fire is burning. Keeping the damper open is like keeping a window wide open during the winter; it allows warm air to go right up the chimney.

- b. When using the fireplace, reduce heat loss by opening dampers in the bottom of the firebox (if provided) or open the nearest window slightly--approximately 1 inch--and close doors leading into the room. Lower the thermostat setting to between 50° and 55°F.
- c. If the fireplace is never used, plug, and seal the chimney flue.
- d. Install tempered glass doors and a heat-air exchange system that blows warmed air back into the room.
- e. Check the seal on the fireplace flue damper and make it as snug as possible.
- f. Purchase grates made of C-shaped metal tubes to draw cool room air into the fireplace and circulate warm air back into the room.
- g. Add caulking around the fireplace hearth. Find out more techniques to improve your fireplace or wood-burning appliance's efficiency. Learn tips for safe and efficient fireplace installation and wood burning.

7. LOWER WATER HEATING COSTS

- a. Keep the temperature of the water heater to the warm setting (120°F). This will not only save energy, but it will also help avoid scalding.
- b. Find other ideas for energy-efficient water heating.

8. LOWER HOLIDAY LIGHTING COSTS

- a. Use light-emitting diode – or "LED" – holiday light strings to reduce the cost of decorating the home for the winter holidays.
- b. Learn about the advantages and potential cost savings of LED holiday light strings.



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Connecticut State Energy Resources



→ Connecticut Energy Assistance Program (LIHEAP \$)

- Apply online: <https://sforce.co/3HFNtfQ>
- Apply by phone: Call 2-1-1 or call your local Community Action Agency
 - Find your local Community Action Agency at www.cafca.org/agencies
- Apply in-person at your local Community Action Agency
 - Find your local Community Action Agency at www.cafca.org/agencies

→ Operation Fuel

- Apply online: <https://bit.ly/3HFQHQR>
- Apply by phone: Call 2-1-1
- Apply in-person: Go to a local Fuel Bank. They can be found by utilizing the following search tool: <https://bit.ly/3YumpXJ>

→ Energize CT

- Own a small business? You might qualify for a loan to replace existing electric and gas equipment with more energy efficient equipment.
 - Contact your authorized contractor or call (877) 947-3873 to apply.
- Own a home? You might qualify for a zero interest micro loan that can help you transition to more energy efficient equipment.
 - Find out more here: <https://bit.ly/3JJn7MI>
- Browse other available rebates and incentives:
<https://bit.ly/3Y5AvPR>



→ Choose an Electric Supplier - Information for Customers

- The Connecticut Public Utilities Regulatory Authority (PURA) oversees licensed electric suppliers.
- PURA also maintains Connecticut's Official Generation Supply Rate Board as well as the information about choosing a supplier on the EnergizeCT.com website
 - This information is available to assist customers in making an informed decision about whether to choose an electric supplier.
- For more information go to: <https://bit.ly/3I2lv5i>

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Eversource payment plans and assistance:



- **The Matching Payment Program**
 - Can lower a past due balance with monthly payments as low as \$50 for electric or gas heating customers receiving public assistance benefits. For every dollar a customer pays and every dollar they receive from CEAP, Eversource will subtract a dollar from the amount owed until the balance is paid off.

- **The New Start Program**
 - Can help pay off a past due balance for electric customers in as little as 12 months. With on-time monthly payments, some of what is owed will be subtracted each month. (For example, if a budget payment amount is set at \$150 per month and the past due balance is \$1,200, for every month a customer makes the required \$150 payment towards their bill, Eversource will reduce the past-due balance by \$100.)

- **Flexible Payment Plans**
 - Are available to all customers, regardless of income, to pay their past-due balance over a period of time. Residential customers with active service may be eligible for payment plans up to 18 months.

- **Low-Income Discount Credit**
 - Credit is available to customers with a financial hardship status on their electric account. From January through June 2023, you will see a \$25 credit on your monthly bill.

If this all seems like a lot to you, and you need personalized assistance, **Cheshire Human Services** is available to all Cheshire residents. They can help you with this process at no charge. Call (203) 271-6690.

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Contact Information

Eversource Customer Service TTY/TDD Hearing Impaired	800-286-2000 800-346-9994
Department of Energy and Environmental Protection (DEEP)	860-424-3000
Department of Energy and Environmental Protection - Public Utilities Regulatory Authority (PURA)	860-827-1553
The American Association of Retired Persons (AARP)	888-687-2277

Representative Liz Linehan	Liz.Linehan@cga.ct.gov
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