



# STATE OF CONNECTICUT

**PUBLIC UTILITIES REGULATORY AUTHORITY  
TEN FRANKLIN SQUARE  
NEW BRITAIN, CT 06051**

**DOCKET NO. 22-11-01 ANNUAL REPORT TO THE LEGISLATURE - THE STATE  
OF ELECTRIC COMPETITION**

March 29, 2023

**LEGISLATIVE REPORT**

# **LEGISLATIVE REPORT**

## **I. INTRODUCTION**

### **A. SUMMARY**

The Public Utilities Regulatory Authority (Authority) hereby submits its 2022 Report to the Connecticut General Assembly regarding the State of Competition in the Electric Industry in Connecticut and the status of electric supplier licensing. Retail competition in Connecticut's electric industry commenced in January 2000 when the generation segment of the industry was opened to competitive supply. This report summarizes the state of electric competition by analyzing a variety of diverse indicators, including the average generation service charge and the Standard Service generation rates for residential and business customers, to demonstrate the market's effects on customers who participate.

### **B. BACKGROUND OF THE PROCEEDING**

Section 16-245x(a) of the General Statutes of Connecticut (Conn. Gen. Stat.) requires the Authority, in consultation with the Office of Consumer Counsel (OCC), to monitor the state of competition, as it exists and as it is likely to evolve, and to monitor the average total rate of each customer class in the electric industry in Connecticut.<sup>1</sup> The statute directs the Authority to report its findings annually, by April 1, to the joint standing committee of the General Assembly having cognizance of matters relating to energy. Furthermore, Conn. Gen. Stat. § 16-245y(c) requires the Authority to report the number of applicants for licensure pursuant to section 16-245 during the preceding twelve months, the number of applicants licensed by the Authority, and the average period of time taken to process a license application.

## **II. ANALYSIS**

### **A. HISTORY OF ELECTRIC COMPETITION**

The deregulation of Connecticut's electric industry in 1998 provided an open market for customers to choose among competitive offers from various licensed electric suppliers. This required The Connecticut Light and Power Company (now Eversource Energy or Eversource) and The United Illuminating Company (UI) to unbundle their services, sell their generation assets, and purchase power on the wholesale market alongside newly licensed competitive retail suppliers. As Eversource and UI restructured they became known as electric distribution companies (EDCs), focusing on the delivery or distribution of electricity in addition to providing maintenance and billing services.<sup>2</sup>

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<sup>1</sup> OCC issues fact sheets throughout the year indicating the number of third-party electric supply customers paying more than standard service, and indicates data about specific supplier prices within its fact sheets. The Authority's Office of Education, Outreach and Enforcement regularly relies on the information OCC produces throughout the year and thanks OCC for this service.

<sup>2</sup> Conn. Gen. Stat. § 16-244b phased in electric retail competition. On January 1, 2000, up to 35% of the peak load of each rate class was allowed to choose an alternate electric supplier to provide electric generation service. As of July 1, 2000, all customers were provided the opportunity to choose an alternate electric supplier.

Pursuant to Conn. Gen. Stat. § 16-243h, since 2000 the EDCs have provided default service for customers who do not select a licensed supplier. This default service has evolved and is currently known as Standard Service. The Authority uses Standard Service throughout this report to refer to EDC default generation service.

## **B. RECENT DOCKETS AND INITIATIVES**

In July 2020, the Authority established the Office of Education, Outreach and Enforcement (EOE). EOE is comprised of three units: (1) licensing and certification; (2) mediation and enforcement; and (3) education and outreach. The licensing unit evaluates supplier license applications and conducts periodic reviews. The mediation and enforcement unit investigates complaints against suppliers and mediates disputes between suppliers and customers. Finally, the education and outreach unit is responsible for customer assistance with supplier complaints and provides customer education about supplier matters.

Through EOE, the Authority increasingly uses enforcement tools outside of the hearing room, including prosecutorial assignments and informal inquiries, in order to ensure compliance with Connecticut statutes, regulations, and PURA orders. The following is a summary of enforcement actions taken against suppliers in dockets throughout 2022.

On February 16, 2022, the Authority issued a Notice of Violation (NOV) in Docket No. 13-11-04, Application of REP Energy for Electric Supplier License for failure to make all compliance filings in a timely manner. On March 10, 2022, the Authority approved EOE's recommendation of a settlement agreement between EOE and Summer Energy Northeast LLC. The settlement resulted in a donation of \$1,250 (one thousand two hundred fifty dollars) to Operation Fuel.

On March 9, 2022, the Authority issued its decision in Docket No. 08-09-14RE02, Application of Discount Power, Inc. for an Electric Supplier License – Investigation Into Marketing, finding that Discount Power performed systemic illegal marketing and illegal enrollments of customers. On March 11, 2022, Discount Power filed an appeal of this decision in superior court. The parties met during March to discuss a comprehensive settlement. On April 5, 2022, EOE requested the Authority approve a settlement agreement to settle Discount's appeal. The final settlement required Discount Power to pay \$1,000,000 (one million dollars) to the electric distribution companies to reduce hardship arrearages and required Discount Power to voluntarily and permanently exit the Connecticut electric supplier market.

In 2022, EOE investigated the marketing practices Constellation New Energy, Inc., in Docket No. 06-07-11, Application of Constellation New Energy for Expansion of its Electric Supplier License, including failure to properly train its agents. On March 21, 2022, EOE recommended and the Authority approved a settlement agreement where Constellation provided a voluntary donation in the amount of seventeen thousand dollars (\$17,000) to Operation Fuel.

On April 20, 2022, Atlantic Energy MA, LLC agreed to a settlement in Docket No. 16-09-19, Application of Atlantic Energy MA, LLC for a Connecticut Electric Supplier

License, voluntarily withdrawing from the Connecticut residential market for two years and providing restitution to residential customers, in response to EOE's investigation of Atlantic's marketing practices. The settlement did not prohibit the Company from serving business customers.

On April 27, 2022, in Docket No. 14-03-03, Application of Major Energy Electric Services, LLC for an Electric Supplier License, EOE recommended and the Authority approved a settlement agreement to resolve issues arising from interrogatory responses. The settlement included restitution of \$62.50 to customers that were charged incorrectly.

On April 28, 2022, in Docket No. 10-06-18RE03, Application of Spark Energy, L.P for an Electric Supplier License — Investigation into Marketing, Billing, and Enrollment Practices and Notification Compliance, the Authority approved EOE's recommendation of a settlement agreement to resolve issues arising from the Company's possible failure to provide correct supply summary information for residential customer bills after the period implicated by Docket No. 18-12-22, Investigation into Amnesty for Suppliers for Conn. Gen. Stat. § 16-245d(a)(2) Next Cycle Rate Violations. The settlement included restitution to customers that were incorrectly charged and a donation of \$10,000 (ten thousand dollars) to Operation Fuel.

On May 18, 2022, in Docket No. 11-10-14, Application of GDF Suez Retail Energy Solutions, LLC d/b/a Think Energy for an Electric Supplier License, EOE recommended a settlement agreement to the Authority to resolve issues regarding early termination fees appearing on residential customer bills after August 15, 2021. The Authority approved the settlement agreement on May 23, 2022, which included restitution for customers. On November 21, 2022, the Authority approved a second settlement agreement between EOE and ENGIE Retail, LLC d/b/a Think Energy, to resolve the issues regarding Think's failure to post the offers on its website to the EnergizeCT.com Rate Board. The settlement resulted in a voluntary donation in the amount of \$5,000 (five thousand dollars) to Operation Fuel.

On July 21, 2022, the Authority approved EOE's recommended settlement agreement in Docket Nos. 07-06-13, Application of Public Power, LLC f/k/a Public Power & Utility, LLC for an Electric Supplier License; Docket No. 09-04-15, Application of Viridian Energy, Inc., f/k/a New England Gas & Electric, Inc., for an Electric Supplier License; Docket No. 11-06-11, Application of Connecticut Gas & Electric, Inc for Electric Supplier License; Docket No. 11-06-15, Application of Ambit Northeast, LLC d/b/a Ambit Energy for an Electric Supplier License; and Docket No. 14-06-08, Application of Everyday Energy, LLC d/b/a Energy Rewards for an Electric Supplier License. The settlement agreement ordered Public Power to: 1) pay three million dollars (\$3,000,000.00) to a portion of the arrearages of residential customers who are currently: a) designated financial hardship; b) have never been designated medical hardship; and c) have arrearages greater than 180 days; 2) return to standard service any and all customers of Public Power, Viridian, CG&E, and Everyday Energy; and 3) return to standard service as of their September meter read date any and all Ambit customers not included in the EDI transaction requests submitted by Ambit to the EDCs. Public Power, Viridian, CG&E, and Everyday Energy permanently exited the supplier market. Ambit exited for five years.

On October 13, 2022, in Docket No. 09-06-08, Application of Verde Energy USA, Inc. f/k/a Verde Energy Savings, Inc. for an Electric Supplier License the Authority approved EOE's recommendation for a settlement agreement, settling the NOV issued by the Authority on August 12, 2022. The Settlement Agreement required Verde to make a \$1.5 million donation to the electric distribution companies toward hardship arrearages, required Verde to withdraw from the Connecticut market for seven years, required Verde to compensate all customers on a contracted rate less than standard service \$100 upon withdrawal, required restitution to all customers Verde enrolled via telemarketing after May 1, 2019 (rather than October 1, 2020, as required by the NOV).

On December 1, 2022, the Authority approved EOE's settlement agreement in Docket No. 14-09-11, Application of Eligo Electric CT, LLC for an Electric Supplier License, seeking to resolve issues regarding Eligo's enrollment and marketing practices. As part of the settlement, Eligo relinquished the residential portion of its electric supplier license, but maintained a license to serve commercial customers, paid restitution to customers, and paid \$3,000,000 (three million dollars) to the EDCs to be applied to hardship arrearages.

EOE continues to monitor supplier practices and issue interrogatories to suppliers to investigate marketing and other issues. EOE will escalate the results of its investigations into to a motion for NOV when warranted.

## **C. RESIDENTIAL AND BUSINESS GENERATION RATES**

### **1. STANDARD SERVICE**

As a basis of comparison to supplier rates herein, the Authority presents the following three tables reflecting Standard Service Rates. Table 1 shows *average* Standard Service rates for all customer classes each year from 2018 to 2022,<sup>3</sup> combining prices that are set from January 1 - June 30 and July 1 - December 31 in each year. As much of the power generated in Connecticut tracks wholesale natural gas prices, in recent years the July - December period has tracked differently than the January - June Standard Service price. Due to global military and economic issues, the price for wholesale natural gas increased precipitously in the latter half of 2022, resulting in marked increases in standard service rates.

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<sup>3</sup> This chart reflects the overall trend of Standard Service rates for all rate classes since 2018. The rate displayed is an average of the Standard Service price set on January 1<sup>st</sup> and July 1<sup>st</sup> of each year and is based on compliance filings made by the EDCs in Docket No. 06-10-22.

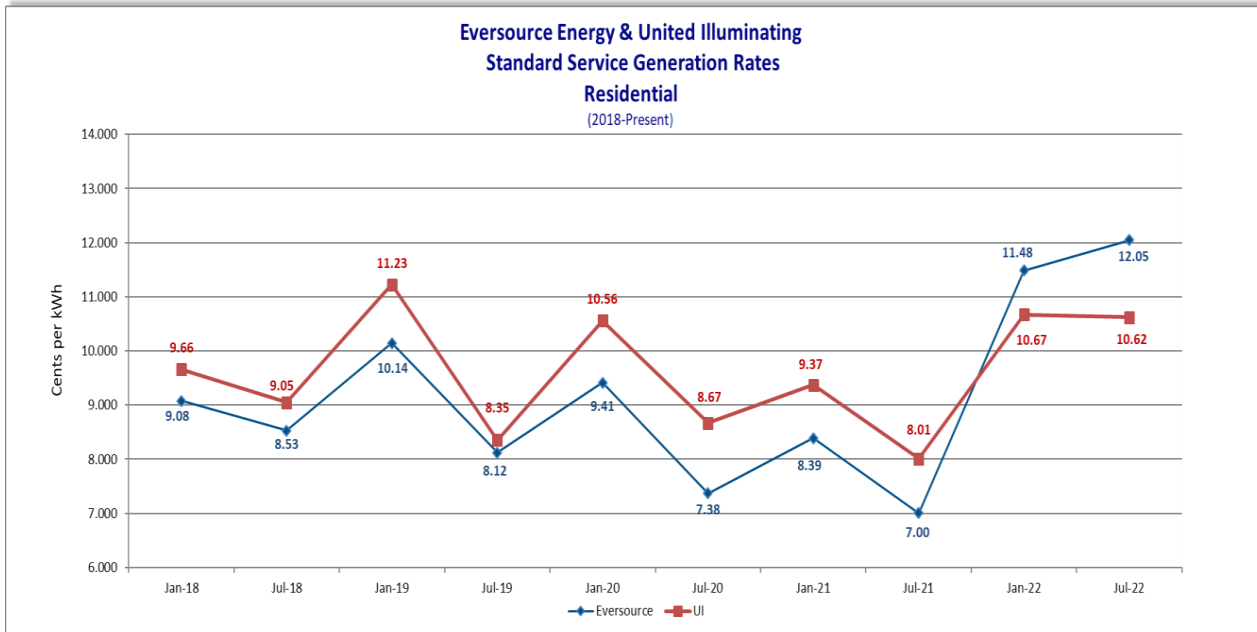
**Table 1**



2022 Eversource data from J. Mierzejewski e-mail 1/23/2023;  
 2022 UI data from Docket No. 22-01-04, Fourth Revised Attachment 4.

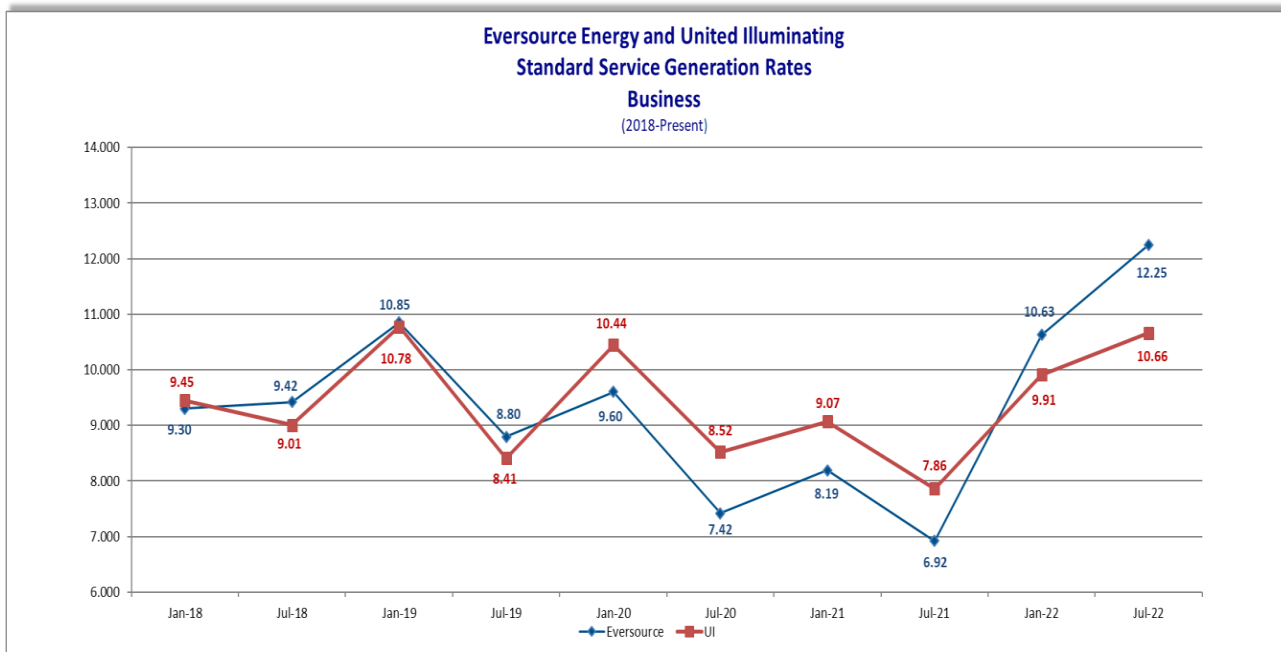
Table 2 and Table 3 provide comparisons of Eversource and UI *actual* Standard Service rates for residential and business customers, the two most common rate classes, from 2018 to present.

**Table 2**



Source: Dockets No. 22-01-01 and 22-01-02.

**Table 3**



Source: Docket Nos. 22-01-01 and 22-01-02.

**2. GENERATION SUPPLY RATES**

By correspondence dated November 20, 2014, in Docket No. 06-10-22, PURA Monitoring the State of Competition in the Electric Industry, the Authority directed the EDCs to begin submitting a listing of all rates that are billed by each supplier through utility consolidated billing (Monthly Supplier Rates). Since that time, the EDCs have submitted this information monthly in Docket No. 06-10-22.<sup>4</sup> The Monthly Supplier Rates submitted by the EDCs provide all rates charged by each supplier for each month and the number of customers assessed that rate. The Authority highly encourages legislators and members of the public to review this data.

Table 4 summarizes the residential Monthly Supplier Rates for 2022 for all customers that are billed through the EDCs. The data indicates that during the first half of 2022, approximately 26% of Eversource residential customers and almost 36% of UI residential customers enrolled with a supplier paid greater than the Standard Service rate for their generation supply. For the first half of 2022, the median supplier rate in the Eversource territory was \$0.09410 per kWh (compared to Standard Service rate of \$0.11484 per kWh) and the median supplier rate in the UI territory was \$0.09790 per kWh (compared to Standard Service rate of \$0.10673 per kWh).

The percentage of supplier customers paying more than Standard Service decreased in the second half of 2022 for Eversource customers, with approximately 24% enrolled with suppliers paying more than Standard Service. The number of UI customers enrolled with a supplier increased slightly, with more than 38% of UI’s customers enrolled with a supplier paying more than Standard Service. During the second half of 2022, the median supplier rate in the Eversource territory was \$0.09910 per kWh, compared to a Standard Service rate of \$0.12050 per kWh; in the UI territory, the median supplier rate was \$0.10190 per kWh, compared to a Standard Service rate of \$0.10620 per kWh.

**Table 4**

2022 Residential Customers - Monthly Supplier Rates						
Utility	Average Number Served by a Supplier		Average % Paying Above Standard		Average Number Paying above Standard	
	Jan-June	July-Dec	Jan-June	July-Dec	Jan-June	July-Dec
Eversource	139,115	105,009	26.2%	23.9%	36,448	25,097
United Illuminating	45,054	32,586	35.8%	38.4%	16,129	12,513

Source of data: Docket No. 06-10-22 2022 Eversource and UI Monthly Compliance Filings (Attachment 2)

The Authority is unable to determine a net cost of this overpayment because the data provided in Docket No. 06-10-22 does not include individual customer usage<sup>5</sup>;

<sup>4</sup> Additionally, the supplier rates posted in Docket No. 06-10-22 are also posted for customers on EnergizeCT.com at <https://www.energizect.com/compare-energy-suppliers/residential-generation-rates>.

<sup>5</sup> The Authority approved Motion No. 18 on October 26, 2022 which has modified the information reported within Docket No. 06-10-22. Both EDCs have been working to modify their reporting to include kWh’s and separate Incidental Residential Accounts (IRAs) from the Residential reporting.



however, assuming an average customer uses 750 kWh per month, for the first half of 2022 an average customer in Eversource territory would have paid \$49.19 less to a supplier than to standard service during the six-month period (approximately \$8.20 less per month), and in the UI territory an average customer would have paid approximately \$7.40 less to a supplier than to standard service during the six-month period (approximately \$1.23 less per month). For the second half of 2022, the average Eversource customer would have paid \$40.12 less to a supplier during the six-month period (approximately \$6.69 less per month). The average UI customer would have paid \$17.16 more to a supplier during the six-month period (approximately \$2.86 more per month).<sup>6</sup>

This residential overpayment has slightly moderated from 2021 but continues to be particularly harmful to communities of color. Interrogatory EOE-1 requested that suppliers indicate rates charged each month by zip code. Using census data indicating percentage of racial population by zip code<sup>7</sup>, an examination of the data provided by suppliers<sup>8</sup> in response to EOE-1 shows that communities of color being served by suppliers in 2022 fared worse than the general population. Approximately 34% of the population in communities of color payed higher rates to suppliers, compared to approximately 25% for the remaining communities. Additionally, one supplier charged every customer in the affected zip codes rates higher than standard service for all of 2022, and three other suppliers charged more than 79% of affected zip codes rates higher than standard service for all of 2022. Therefore, the perils of suppliers interacting with vulnerable communities still remains a concern.

#### **D. LICENSED ELECTRIC SUPPLIERS**

Two applications for a supplier license were filed in 2022. One of the applicants withdrew its application before it was approved. The time required to process an application depends on the completeness of the application when filed by the supplier and the regulatory history of the supplier in other jurisdictions. Once the Authority deems an application complete, all applications are approved or denied within the ninety-day statutory timeframe.

Due to suppliers' substantial regulatory histories in other jurisdictions, the time to process a supplier application occasionally increases. Every application requires research into the management's previous corporate experience with other suppliers or into infractions committed in other jurisdictions, which can be voluminous depending on how long the supplier has been active and in how many other jurisdictions.

Further, fifteen suppliers either voluntarily relinquished their licenses or the Authority revoked their licenses in 2022.

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<sup>6</sup> The Authority notes these are averages. As shown in the data in Docket No. 06-10-22, there are customers paying many cents per kWh more each month. On average, customers did receive some savings this year, however, customers paying much higher cents per kWh each month, are still not benefiting from the market.

<sup>7</sup> Consistent with 2021, twenty-five specific zip codes were used that encompassed both Eversource and UI territories.

<sup>8</sup> Responses were received from currently licensed suppliers and excluded various suppliers whose licenses were revoked during 2022.

Consequently, thirty-four (34) suppliers were licensed in Connecticut as of December 31, 2022. Table 5 provides customer count data for all licensed suppliers currently operating in Connecticut as of December 31, 2022. This is a combined year-end snapshot created from monthly filings made by Eversource and UI. It also displays the percentage of 'supplier served' customers each company holds as of December 31, 2022.<sup>9</sup>

**Table 5**

Eversource Energy and United Illuminating									
Electric Suppliers - MWh Load & Customer Count Data									
Year-End Snapshot as of December 31, 2022									
	Eversource Customer Count by Class					UI Customer Count by Class			
	Residential	Business	Total	% of Supplier Customers	Residential	Business	Total	% of Supplier Customers	
1	ACTUAL ENERGY, INC.	20	28	48	0.0%	0	1	1	0.0%
2	CALPINE ENERGY SOLUTIONS	30	5,022	5,052	4.1%	109	2,511	2,620	6.0%
3	CATALYST POWER & GAS LLC	12	62	74	0.1%	0	17	17	0.0%
4	CHAMPION ENERGY SERVICES	191	160	351	0.3%	5	166	171	0.4%
5	CONSTELLATION NEWENERGY C&I	2,958	10,957	13,915	11.2%	1,241	4,815	6,056	13.9%
6	CONSTELLATION NEWENERGY CKSP	0	1	1	0.0%	0	0	0	0.0%
7	CONSTELLATION NEWENERGY RES	41,968	1,870	43,838	35.2%	16,020	960	16,980	38.9%
8	DIRECT ENERGY BUSINESS, LLC	1,239	4,132	5,371	4.3%	217	1,514	1,731	4.0%
9	DIRECT ENERGY SERVICES, LLC	20,574	2,288	22,862	18.4%	4,030	1,085	5,115	11.7%
10	EDF ENERGY SERVICES, LLC	282	1,258	1,540	1.2%	0	223	223	0.5%
11	ELIGO ENERGY CT, LLC	130	1,674	1,804	1.4%	12	156	168	0.4%
12	ENERGY PLUS HOLDINGS LLC	43	35	78	0.1%	31	8	39	0.1%
13	ENGIE RESOURCES	2,386	4,191	6,577	5.3%	680	1,172	1,852	4.2%
14	FIRST POINT POWER, LLC	1,322	799	2,121	1.7%	141	137	278	0.6%
15	MAJOR ENERGY ELECTRIC SERVICES, LLC	2,032	154	2,186	1.8%	1,162	96	1,258	2.9%
16	MEGA ENERGY OF NEW ENGLAND LLC	5	367	372	0.3%	0	7	7	0.0%
17	MP2 ENERGY NE LLC	20	419	439	0.4%	2	200	202	0.5%
18	NEXTERA ENERGY SERVICES CONN	457	2,608	3,065	2.5%	49	700	749	1.7%
19	NORTH AMERICAN POWER AND GAS LLC	4,391	149	4,540	3.6%	1,801	62	1,863	4.3%
20	NRG RETAIL SOLUTIONS	50	141	191	0.2%	70	13	83	0.2%
21	TEXAS RETAIL ENERGY, LLC	0	28	28	0.0%	0	11	11	0.0%
22	THINK ENERGY	78	82	160	0.1%	46	54	100	0.2%
23	TOWN SQUARE ENERGY	5,598	276	5,874	4.7%	2,071	60	2,131	4.9%
24	VERDE ENERGY USA, Inc.	0	0	0	0.0%	1	0	1	0.0%
25	WATTIFI INC	49	37	86	0.1%	27	16	43	0.1%
26	XOOM ENERGY CONNECTICUT LLC	3,430	522	3,952	3.2%	1,646	321	1,967	4.5%
	Total All Suppliers	87,265	37,260	124,525	100.0%	29,361	14,305	43,666	100.0%

\*The customer counts are as of month end and do not reflect pending enrollments.

Source: Eversource & UI December Compliance Filing in Docket No. 06-10-22.

<sup>9</sup> Although thirty-four suppliers are licensed in Connecticut, only 26 currently serve customers. The remaining either are in the process of entering or exiting the market, serve customers in a REC-only capacity (Clean Energy Options Providers), or secured a license but have never accepted customers.

**E. CUSTOMER SWITCHING TO ELECTRIC SUPPLIERS**

As of December 2022, Eversource and UI served a total of 1,629,633 customer accounts in Connecticut. Of the total accounts at this point in time, 1,466,576 were residential, 162,109 were commercial, and 948 accounts were last resort service (LRS). Just over ten percent, or 168,195 of the total number of customer accounts chose to receive service from a supplier. These accounts receiving service from a supplier were comprised of 116,629 residential accounts,<sup>10</sup> 50,781 commercial accounts, and 785 LRS accounts. The tables below reflect the annual sales in MWh attributed to suppliers and the EDCs over the past five years.

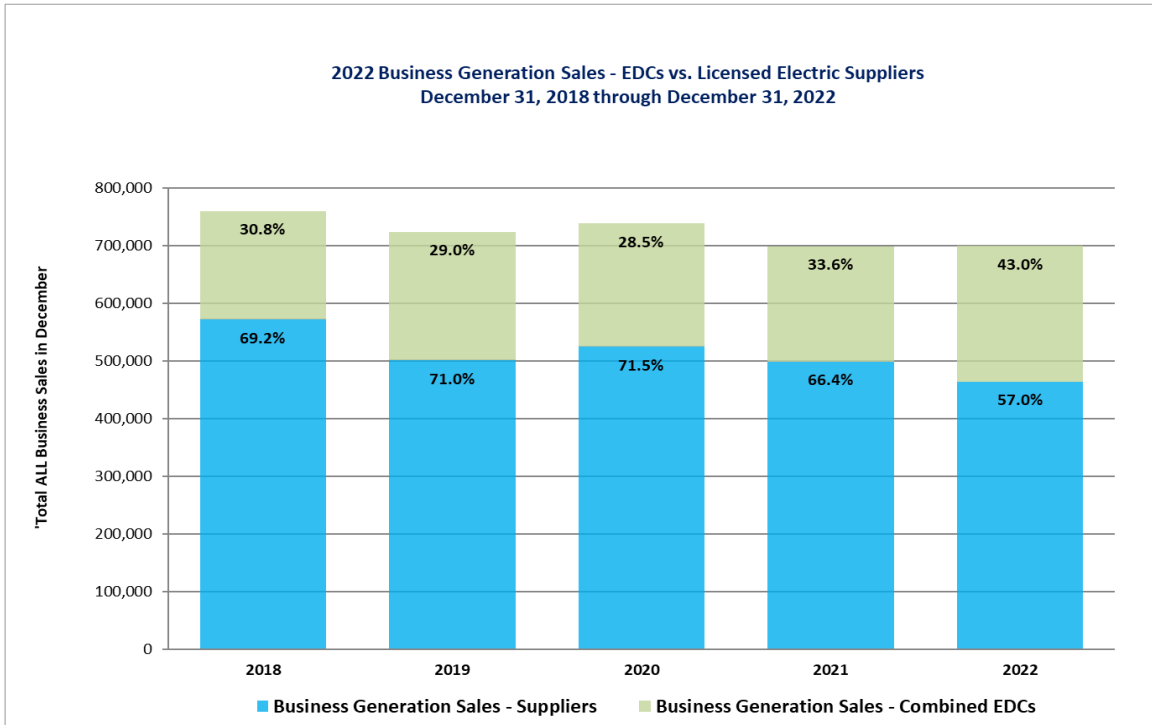
**Table 6a**



Source: Compliance Filings in Docket No. 06-10-22.

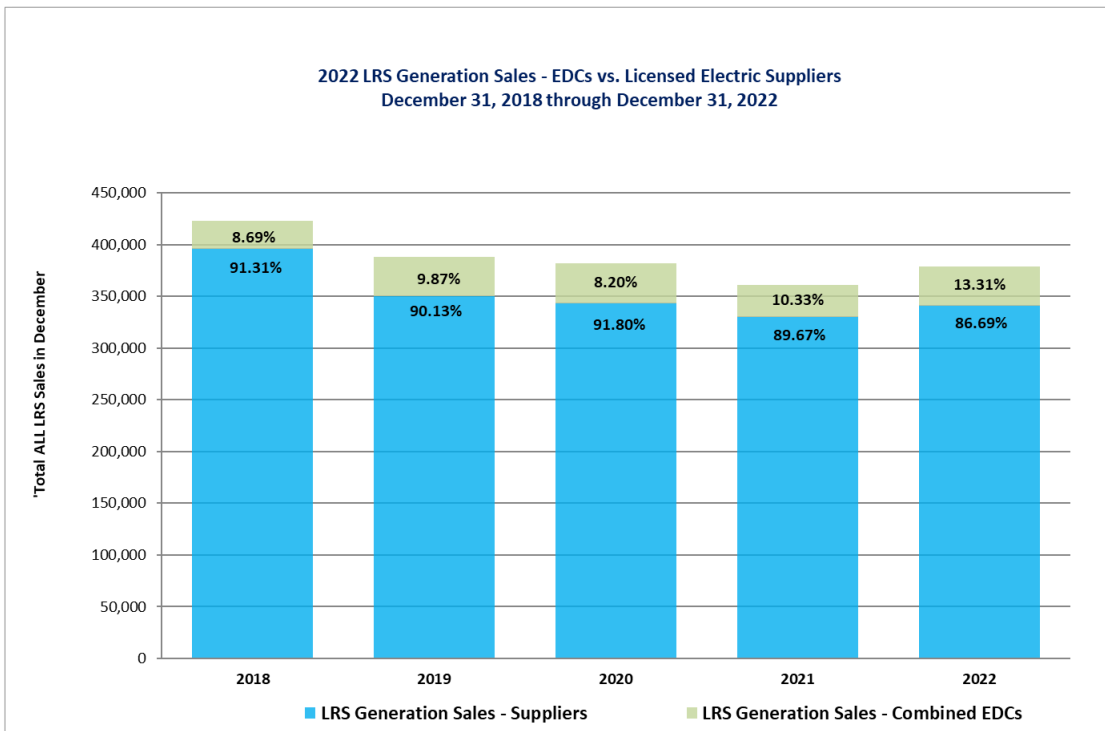
<sup>10</sup> As discussed earlier in the report, the number of residential customers contracting with a supplier varies throughout the year. The average from January through July of 2022 was approximately 186,038, whereas the average from July through December of 2022 was approximately 142,417.

**Table 6b**



Source: Compliance Filings in Docket No. 06-10-22.

**Table 6c**

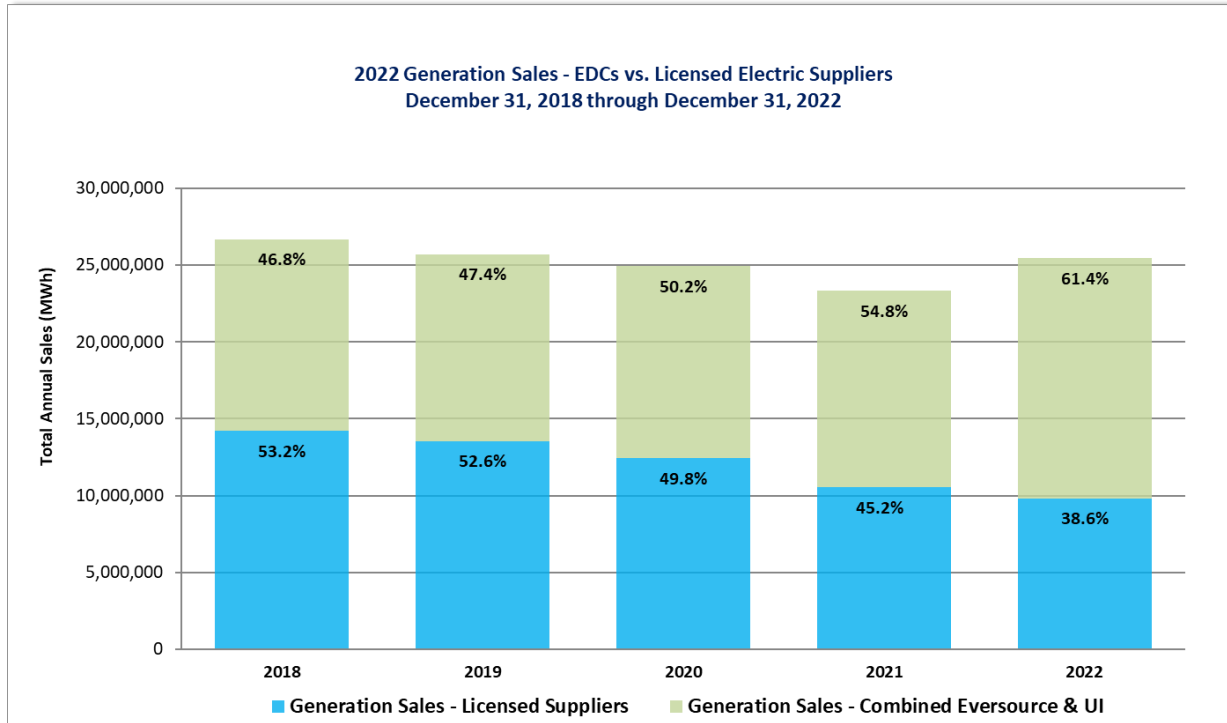


Source: Compliance Filings in Docket No. 06-10-22.

An increase in customer switches began in 2007 and lasted through 2012. Since 2013, the number of customers choosing to receive service with an electric supplier has consistently decreased. This decrease could be explained by several factors, including, but not limited to, a change in method of procuring standard service to allow it a more competitive rate or a diminishing differential between suppliers' charged rates versus standard service rates. Though minor, years 2021 and 2022 indicate the first consecutive increase in LRS customers receiving service from suppliers since 2012.

**F. Customer Load Statistics**

**Table 7**



Source: Compliance Filings in Docket No. 06-10-22.

Table 7 compares the combined Generation Sales of Eversource and UI against Generation Sales of the electric suppliers, i.e. the total number of customers compared with the load served by suppliers. Load is also known as demand, or the amount of electrical power used by consumers.<sup>11</sup> The percentage of load served by suppliers typically exceeds the percentage of customers served, as most large-use commercial and industrial customers opt to take service from licensed suppliers, while a lower percentage of residential customers do so. The large consumption associated with a comparatively smaller number of commercial and industrial customers affects these averages. Customers contracted with licensed suppliers constituted approximately 39% of the total load statewide as of December 2022.

<sup>11</sup> See ISO-New England Glossary, available at <http://www.iso-ne.com/participate/support/glossary-acronyms>.

## G. ELECTRIC SUPPLIER CUSTOMER COMPLAINTS

The Authority's Consumer Affairs Unit (CAU), which is part of EOE and also referred to as the education and outreach unit, has numerous supplier-related responsibilities, such as maintaining communications between the public and PURA, aiding customers with utility-related questions and complaints, and educating customers with respect to changing conditions in the marketplace. CAU is also charged with protecting the rights of Connecticut customers who receive competitive electric generation services. Customers may contact the CAU in multiple ways: by toll-free telephone, by email, via online complaint, or by U.S. Mail. The following reflects the number of complaints regarding electric suppliers received by the Authority for the past five years.

**Table 8**

Electric Supplier Customer Complaints by Year 2018-2022	
YEAR	TOTAL
2022	155
2021	149
2020	204
2019	201
2018	417

Calendar year 2022 saw supplier complaints increase by 4%. This inconsequential amount may indicate that EOE's continuing investigations into the Connecticut market may be dissuading bad actors from participating in the Connecticut market. Ensuring residential customers monitor the Supply Summary on their bill remains an ongoing effort by EOE.

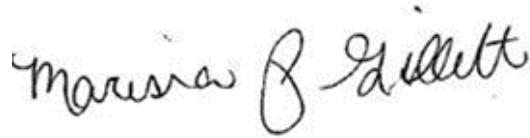
## H. ENERGIZECT RATE BOARD

Connecticut's EnergizeCT Rate Board (<https://www.energizect.com/compare-energy-suppliers>) provides consumers with a central location to compare offers. The Connecticut Rate Board was updated in 2022 as part of website-wide updates to EnergizeCT.com. Electric suppliers self-report by directly uploading offers to the Rate Board. This approach increases product-to-market times and provides consumers with up-to-the-moment product information. Self-reporting also allows suppliers to immediately align their website offers with those posted to the Rate Board. Legislators are encouraged to ensure they direct customers to the real EnergizeCT.com and not one of the commercial websites that appear at the top of web searches for the Rate Board.

### **III. CONCLUSION**

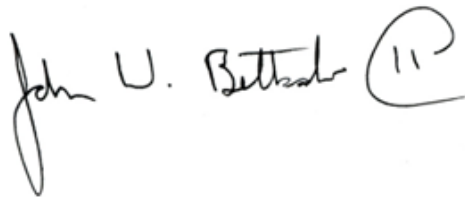
The data contained in this report offers a marketplace snapshot to inform readers about the state of competition in Connecticut's electric supplier market in calendar year 2022. The policy goals of the benefits of the electric supplier market to all customers remain foundational, seeking to balance protection of consumers with the forces needed to sustain a competitive energy market that serves the interests of customers and the public at large. The Authority will continue to work with all stakeholders to ensure the realization of the General Assembly's intent as codified in Conn. Gen. Stat. § 16-244.

This Decision is adopted by the following Commissioners:



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Marissa P. Gillett



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John W. Betkoski, III



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Michael A. Caron

CERTIFICATE OF SERVICE

The foregoing is a true and correct copy of the Decision issued by the Public Utilities Regulatory Authority, State of Connecticut, and was forwarded by Certified Mail to all parties of record in this proceeding on the date indicated.



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Jeffrey R. Gaudiosi, Esq.  
Executive Secretary  
Public Utilities Regulatory Authority

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March 29, 2023

Date