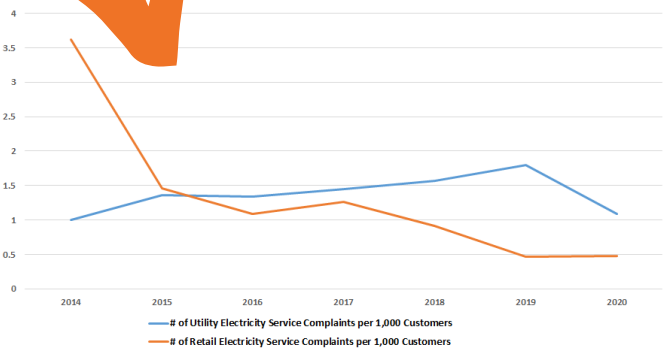


# CONNECTICUT'S EXISTING REGULATIONS & CUSTOMER PROTECTIONS

## CONSUMER PROTECTION

**RETAIL SUPPLIERS  
CONSUMER  
COMPLAINTS  
HAVE  
DECLINED  
94%  
From 2014 - 2020**

CT Electricity Service Complaints by Year



\*Complaint data is published by the  
CT Department of Energy & Environmental  
Protection

[http://www.dpuc.state.ct.us/PURACAIU.NSF/\\$FormWebWebComplaintsScorecardView?OpenForm](http://www.dpuc.state.ct.us/PURACAIU.NSF/$FormWebWebComplaintsScorecardView?OpenForm)

## CONTACT US

RESA | 717-554-8786 | [resausa.org](http://resausa.org)

### STANDARD BILLING FORMAT FOR RESIDENTIAL CUSTOMERS

Suppliers must disclose information on the customer's bill, including the rate, term, expiration date, cancellation fees, and any change in the customer's rate for the next billing cycle. The current standard service rate and the amount the customer would have paid on standard service are also disclosed.

### CONTRACT SUMMARY

Suppliers must provide residential customers with a standard summary form (using a template developed through PURA proceeding) containing the material terms and conditions of the contract before initiating service.

### CUSTOMER CONSENT

Customer's enrollment with a supplier must be verified by either an independent third-party verification; written confirmation/signature; or electronic consent.

### RIGHT OF RESCISSION

Customers with a maximum demand of 500kW or less have the right to rescind a supplier contract until midnight of the third business day after the customer receives their written contract from the supplier.

### EARLY TERMINATION

Fees cannot exceed \$50 for residential customers.

### RENEWAL NOTICE

Between 30 and 60 days prior to the expiration of a fixed price term, supplier must provide residential customers with a written notice (using a template developed through PURA proceeding) of any change in the customer's electric generation price. In the case of automatic renewal, the customer has the right to terminate without any fees within the first two billing cycles of the renewed contract.

### VARIABLE RATES PROHIBITED

As of October 1, 2015, no supplier shall enter into a contract to charge a residential customer a variable rate, or automatically renew a contract to a variable rate. All supplier contracts with a residential customer must be fixed for a minimum of four consecutive billing cycles.

### NOTICE

Suppliers must send separate notice prior to charging a customer a rate that is 25% more than the original contract price.

### TRAINING

Third-party agents must be trained directly by the supplier.

### SOLICITATION

When soliciting customers with a maximum demand of 100 kW or less, suppliers and their agents must identify themselves and the supplier they represent; provide a statement that they do not represent the EDC; explain the purpose of the solicitation; and explain all rates, fees, changes and terms and conditions.

### DOOR-TO-DOOR SALES

(For customers with max demand of 100kW or less) Must be conducted between 10 a.m. - 6 p.m., unless otherwise scheduled by the customer. DTD sales agents must prominently display photo ID badge, and shall not wear any apparel or carry or distribute materials that include the EDC's logo or suggest any affiliation. DTD sales agents must have both English and Spanish materials available.

### HARDSHIP CUSTOMERS

Hardship customers are excluded from competitive market.



## DOCKET 14-07-20RE01 CONTINUED

### MARKETING, SOLICITATION AND RENEWALS

- Suppliers are prohibited from implying any association with the EDCs, the State of CT, PURA, or any “state program”.
- Advertisements must clearly state the supplier’s name and list an expiration date of the offer, if applicable.
- Any guarantees of savings must be made for the duration of the contract term and may only be compared to the EDC’s known standard service pricing.
- Verbal and electronic marketing materials disclosing the EDC’s standard service price must be updated immediately upon PURA’s approval of new standard service prices. Written materials must be updated within 5 days.
- Electric suppliers must honor all rates published on their website and the EnergizeCT Rate Board.
- Suppliers must clearly disclose all charges, fees & renewal terms in all contracts.
- Suppliers are prohibited from representing that the standard service rate is “variable” or stating that the standard service rate will increase unless the future rate will actually increase and has been approved by PURA.

### TRAINING OF SALES REPRESENTATIVES

- All individuals and entities marketing for a Supplier must be trained about the rates and products they are selling, applicable federal, state and local laws and regulations, and ethical and responsible sales practices.
- Training must be conducted directly by an employee of the supplier and must be conducted in a manner that allows interaction and/or questions.
- Suppliers must provide PURA with a copy of all training materials and/or scripts used upon request.

### DOOR-TO-DOOR MARKETING

- New requirements for sales agent identification badge and a “Time of Sale Notice” to be left with the consumer.
- DTD sales agents must immediately state the name of the supplier they represent, that the purpose of the call is to switch the customer’s supplier service, and that the supplier is not affiliated with the local utility.
- Extensive new requirements for disclosures to be made to customers by sales agents.
- All DTD sales agents must be equipped with GPS monitoring while in field.
- All DTD sales must be audio-recorded and retained for three years.

### TELEMARKETING

- Caller ID must list the supplier’s name and a phone number that is accurate and allows the customer to call back.
- Extensive new requirements for the disclosures to be made by sales agents.
- All telesales calls lasting 30 seconds or longer must be recorded and retained for three years.
- Sales agents cannot request any account information from the customer until immediately before the Third-Party Verification.

### THIRD-PARTY VERIFICATION (TPV)

- Extensive new requirements for required form and content of TPVs.
- DTD and telesales agents must leave the premises and/or drop off the call before the TPV begins.
- Customer must demonstrate a clear understanding of the services offered and consent. If customer cannot answer any questions during the call, the TPV must end.

### ASSIGNMENT OF CUSTOMERS

- Prior to selling/assigning/transferring customers to another entity, a supplier must file a Notice of Assignment with PURA no later than 60 calendar days prior to the date of assignment/transfer.
- An assignment/transfer of customers must be approved or modified by PURA. PURA may assess additional licensing fees to cover administrative costs and may impose certain requirements as a condition for approving the transaction.

## NEW CONSUMER PROTECTIONS INCLUDED IN

**DOCKET 17-22-03RE01**

Suppliers may not enroll hardship customers & existing customers deemed hardship must be transferred to the Utility.

## NEW CONSUMER PROTECTIONS INCLUDED IN

**DOCKET 14-07-20RE01**

### ENROLLMENT PROCESSING

Suppliers must send customer enrollments to the EDC within 7 business days of the sale transaction, unless a later date is requested by the customer. If a supplier is unable to enroll a customer for any reason, the supplier must immediately notify the customer via their chosen notification preference.

### INDEPENDENT REPRESENTATIVES

Suppliers are responsible for ensuring any individual or entity marketing on its behalf does not engage in false, misleading or deceptive trade practices or engage in unauthorized switching (slamming). If a supplier discovers: deceptive trade practices affecting more than 10 customers; more than three violations for any agent over a three-month period; or any slamming of customers, the supplier must notify PURA within 10 days.

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