

**STATE OF CONNECTICUT  
PUBLIC UTILITIES REGULATORY AUTHORITY**

**RE: PETITION OF WILLIAM : DOCKET NO. 21-08-XX  
TONG, ATTORNEY GENERAL :  
FOR THE STATE OF :  
CONNECTICUT, AND THE : AUGUST 18, 2021  
OFFICE OF CONSUMER  
COUNSEL FOR AN  
INVESTIGATION INTO  
EVERSOURCE ENERGY  
REGARDING GAS  
EXPANSION MARKETING**

**PETITION OF WILLIAM TONG, ATTORNEY GENERAL FOR THE STATE OF  
CONNECTICUT, AND THE OFFICE OF CONSUMER COUNSEL**

Pursuant to Connecticut General Statutes §§ 16-11, 16-19d, 16-19ww, 16-41, and 42-110a, *et seq.*, William Tong, Attorney General for the State of Connecticut, (“OAG”), and the Office of Consumer Counsel (“OCC”) hereby respectfully petition the Public Utilities Regulatory Authority (“Authority”) to immediately commence a new contested proceeding and initiate an investigation into Yankee Gas Services Company d/b/a Eversource Energy (“Eversource”) for certain consumer marketing and outreach regarding Eversource’s gas expansion program. As demonstrated in Exhibit A to this petition, OCC and OAG have reason to believe that Eversource has violated certain provisions of the General Statutes regarding how the gas expansion program may properly be marketed to Connecticut consumers.

As first reported in the *Hartford Courant* on August 13, 2021, certain residents of the Town of South Windsor, Connecticut received letters and door-to-door marketing/doorknob hangers from Eversource that contained high-pressure, time-sensitive sales tactics encouraging those same residents to convert to natural gas. Contemporaneously, OCC received copies of Eversource’s marketing materials, some of which facially fail to comply with Conn. Gen. Stat. §

16-19d. *See* Attachment A. OAG and OCC are both concerned with these alleged illegal marketing tactics and therefore request that the Authority immediately commence an investigation into Eversource's marketing of the gas expansion program to ensure that it remains in accord with applicable Connecticut law, as well as to determine the full extent of potentially deceptive marketing materials that were disseminated to consumers and assess civil penalties and other relief as warranted by law.

Connecticut consumers remain free to make home energy choices that make the most sense for their personal household situations and finances. No member of the Connecticut public should be subjected to aggressive, potentially illegal marketing tactics conducted by Eversource or any other natural gas company. Accordingly, OAG and OCC jointly request that the Authority immediately commence an investigation into this matter and assess all such penalties and relief as authorized by Connecticut law. On behalf of consumers and ratepayers, OAG and OCC thank the Authority for its consideration of this petition.

Respectfully submitted,

STATE OF CONNECTICUT  
OFFICE OF CONSUMER COUNSEL

RICHARD E. SOBOLEWSKI  
ACTING CONSUMER COUNSEL

By: /s/ Andrew W. Minikowski

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**CERTIFICATE OF SERVICE**

I do hereby certify that on this day the foregoing document was filed with the Public Utilities Regulatory Authority, and copies thereof were served upon each person designated on the official service list in this proceeding in accordance with R.C.S.A. § 16-1-15.

Dated at East Haddam, Connecticut this 18th day of August, 2021.

/s/ Andrew W. Minikowski  
Andrew W. Minikowski, Esq.  
Commissioner of the Superior Court

# **ATTACHMENT A**

June 23, 2021



## \$1,500 cash back!

**Our best offer when you sign up for natural gas by August 7, 2021.**

**Your street is being paved in September. If you don't sign up now, you will not be able to connect to gas for several years.**

**Call today: (855) 645-2427**

***Mention Code: \$1,500 cash back***

Dear South Windsor Homeowner,

If you have been thinking of upgrading your heating system to natural gas, you must act quickly. Your town will permanently pave your road in September, so **you must sign up for natural gas by August 7, 2021.**

Once your road has been resurfaced, it will be several years before the pavement can be opened again due to the town's paving moratorium. We will not be able to provide a gas service line to your home during the moratorium. If your current heating equipment fails, or you decide to install natural gas for any other reason after this deadline, you will not be able to connect to natural gas.

### **\$1,500 cash back – Sign up by August 7, 2021\***

This is our best offer and it is available only until August 7<sup>th</sup>. You may have seen our recent \$500 cash back offer. We are now increasing it to \$1,500 for select homes only. This offer ends soon, because of the paving deadline.

### **Additional incentives to save you money**

With high-efficiency natural gas heating equipment, you'll enjoy lower heating costs and increase the value of your home. You may also qualify for a **free gas service line\*\*** up to 150' from the gas main (valued at up to \$8,000 or more), **an instant discount of up to \$750 and financing starting at 0.99%\*\*\*** on new high-efficiency equipment.

**Call 855-OIL2GAS (855-645-2427) – Mention code \$1,500 Cash Back**

Don't get locked out of installing natural gas for the next several years – and don't lose out on \$1,500. Contact us immediately to let us know you want natural gas service. We are available Monday – Friday, 8 a.m. - 5 p.m.

Sincerely,



Joseph Heller, Residential Gas Sales Supervisor

\*To receive the \$1,500, customer must sign a gas heating contract by 8/7/21 due to the paving deadline. The \$1,500 offer is valid only for contracts signed between 6/24/21 – 8/7/21. A check will be issued when the customer starts using natural gas for heating. **This offer is non-transferable and valid only for the property mentioned on this announcement.** This offer cannot be combined with any other offer from Eversource and may be withdrawn at any time by Eversource. Void where prohibited by law.

\*\*Customer must install natural gas heating. For new gas expansion customers, the gas service line is installed at no additional cost beyond that of the customer's PURA-approved Gas Service tariff when certain conditions are met, including the home must be within 150 feet from the street. There may be a charge for a gas service line in certain cases. To become a new gas customer, Eversource gas expansion customers are charged an approved expansion rate which covers the service line installation, as well as other expansion-related costs.

\*\*\*Ends 12/31/2021. Check EnergizeCT for terms and conditions.

Until Eversource has installed the service line on your property to provide natural gas to your home, do not purchase, install or incur a non-cancellable obligation for natural gas-fired equipment or related work in anticipation of receiving service as part of this communication.



## COVID-19 Safety Information

### Meeting Customer Needs During this Critical Time

Eversource is committed to delivering safe, reliable service to our customers. This commitment has taken on even more importance during these unsettled times. We continue to call on our employees and contractors to perform work in the field that maintains and improves the reliability of our distribution system and serves customers' best interests.

#### Safely Performing Our Work

We will continue to maintain or improve the condition of our system and support safe and reliable energy and other critical services, including the replacement or installation of gas meters and equipment, conducting gas safety inspections, installing gas mains and service line infrastructure, and other related equipment. During this time, Eversource will wear personal protective equipment, follow social distancing and abide by other federal and state health and safety guidelines.

- All employees and contractors **must self-certify** they are healthy before the start of their shift.
- Clearly identified **wash stations** are present at each construction site.
- **Hand sanitizer** and **disposable gloves** have been distributed to all employees and contractors.
- **Face coverings** are required by all employees and contractors when social distancing cannot be maintained.
- All employees and contractors are required to practice **social distancing** when around others.
- Eversource employees and contractors will seek access to private residences and businesses to perform critical work. In those instances, we will contact you in advance to **coordinate safe access**, execute **enhanced protective measures** when needed, and provide additional **personal protective equipment (PPE)** to field technicians.
- **We ask that you and others in your residence or business practice** social distancing and wear a face covering while our technician is in your residence/business.

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#### More Information

For more information about how Eversource is adapting to serve you during the COVID-19 health crisis, visit [Eversource.com](https://www.eversource.com).




**Sorry we  
missed you!**

**look  
inside**

*for an  
important  
project  
update!*







**Natural gas is the smart heating choice for your home—offering comfort and convenience.**

**Efficient**—With a high-efficiency (up to 97%) natural gas furnace or boiler, natural gas is the most cost-effective way to heat your home.

**Versatile**—Natural gas delivers value and offers versatility. In addition to heating your home and water, it also fuels fireplaces, grills, outdoor lighting, pools and appliances such as stoves, dryers and standby generators.

**Safe**—At Eversource, safety is our top priority. To maintain the gas distribution system's excellent safety record, we work with industry and peer groups to continually enhance our pipeline safety and training methods.

**Clean**—Natural gas is clean for your family and the environment. Natural gas emits 45% less carbon dioxide (CO<sub>2</sub>) than coal and 27% less CO<sub>2</sub> than oil, making it the best fossil fuel source available to reduce greenhouse gas emissions.

**Reliable**—Piped right to your home, natural gas is always there when you need it. There are no oil tanks to monitor, no calling for deliveries or worries about running out of fuel.

**Domestic**—Natural gas supplies are available right here in the United States to help meet the nation's growing energy needs. According to the Energy Information Administration, there is enough natural gas to meet America's energy needs for nearly 100 years.

*For more information, please visit [Eversource.com](http://Eversource.com)*

**855-OIL2GAS (855-645-2427)**

**Mon. - Fri., 8 a.m. - 5:30 p.m.**