

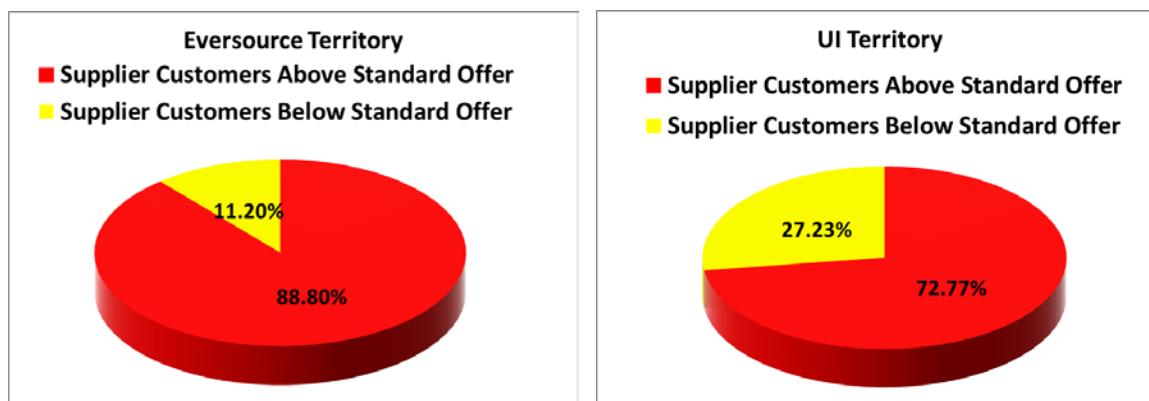


Updated on
January 11, 2022

OCC FACT SHEET: ELECTRIC SUPPLIER MARKET, DECEMBER 2020 THROUGH NOVEMBER 2021

The following is an update to the Office of Consumer Counsel's (OCC's) Electric Supplier Market Fact Sheet, originally created in [2014](#). The numbers provided herein are based on data submitted as compliance filings in the Public Utilities Regulatory Authority's Docket Number 06-10-22.

- Retail suppliers serve 14.9% of Eversource Energy (Eversource) residential customers and 16.8 % of United Illuminating (UI) residential customers, in November 2021.
- In the month of November 2021, **nine out of ten** residential supplier customers paid more than the Standard Offer in Eversource territory, and **seven out of ten** residential supplier customers paid more than the Standard Offer in UI territory.¹



- In the month November 2021, residential Eversource customers who chose suppliers paid in aggregate **\$3,046,395 more** than the Standard Offer for their electric generation, and residential UI customers who chose suppliers paid in aggregate **\$858,072 more** than the Standard Offer.²
- For the rolling year of December 2020 through November 2021, residential consumers who chose a retail supplier paid, in aggregate, **\$36,069,404 more** than the Standard Offer.

¹ This Fact Sheet only examines available data regarding pricing by electric suppliers. While some suppliers may offer products or services to customers such as airline miles or a product with additional renewable energy content, there is no data available to quantify the value of such offers. OCC recommends that customers look carefully at the fine print for offers for additional products or services that come with higher prices, to ensure they are getting sufficient value to justify the higher price tag.

² These calculations are based on an assumption of 750/month kWh usage.

- Since January 2015, when OCC started tracking supplier data, customers with a supplier have overpaid a total of **\$307,243,775** more than standard service.
- For July 1, 2020 through December 31, 2020 the Standard Offer was 7.375 cents/kWh. The Standard Offer for January 1, 2021 through June 30, 2021 was 8.391 cents/kWh. For July 1, 2021 through December 31, 2021 the Standard Offer is 7.003 cents/kWh.
- For July 1, 2020 through December 31, 2020 the Standard Offer was 8.6672 cents/kWh. The Standard Offer for January 1, 2021 through June 30, 2021 was 9.3694 cents/kWh. For July 1, 2021 through December 31, 2021 the Standard Offer is 8.0103 cents/kWh.
- As of July 1, 2020 customers coded as hardship were returned to standard service. Suppliers are no longer able to serve hardship coded customers going forward in Connecticut as a result of PURA ruling in Docket No. 18-06-02.

Suppliers Charging at Least 20% of their Customers 50% or more than Standard Offer in November 2021			
Electric Suppliers	% of Eversource Customers paying over 10.505 cents	% of UI Customers paying over 12.015 cents	Supplier Phone Number
Choice Energy	100%	93.26%	(888) 565-4490
Atlantic Energy LLC	100%	N/A	(800) 917-9133
CT Gas & Electric LLC	96.33%	32.99%	(866) 568-0289
Discount Power Inc.	58.75%	41.49%	(877) 259-7693
Liberty Power Holdings LLC	32.09%	N/A	(866) 769-3799
Public Power LLC	36.71%	21.42%	(888) 354-4415
Energy Plus Holdings, LLC	92.21%	83.50%	(888) 766-3509
North American Power and Gas LLC	59.75%	49.08%	(877) 572-0442
Ambit Energy LLC	20.01%	46.62%	(877) 282-6248
NRG Retail Solutions	97.39%	88.44%	(855) 500-8703
Verde Energy USA Inc	69.21%	50.87%	(800) 388-3862
Viridian Energy Inc	95.22%	81.38%	(866) 663-2508
Major Energy Electric Services LLC	27.50%	N/A	(888) 625-6760
Townsquare Energy	26.41%	N/A	(877) 430-0093

Please feel free to contact the Office of Consumer Counsel at 860-827-2900 or occ.info@ct.gov if you have any questions about this information.