

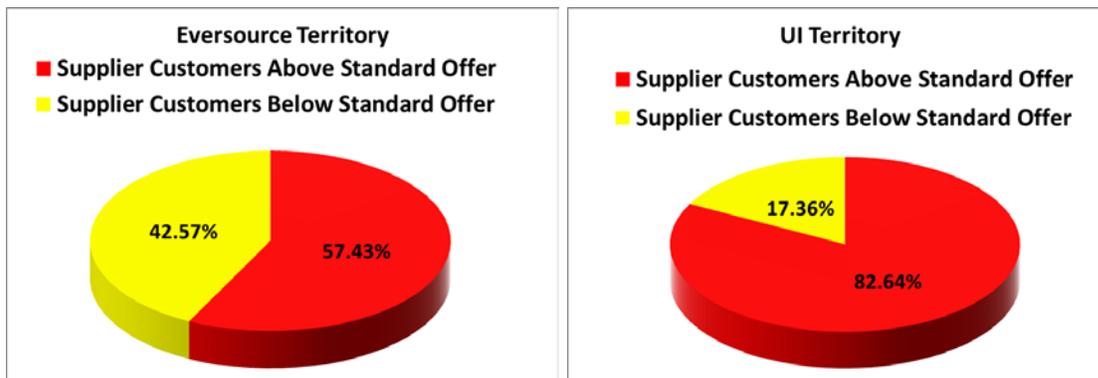


Updated on
December 18, 2017

OCC FACT SHEET: ELECTRIC SUPPLIER MARKET, DECEMBER 2016 THROUGH NOVEMBER 2017

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 26.7% of Eversource Energy (Eversource) residential customers and 33.1% of United Illuminating (UI) residential customers, in November 2017.
- In the month of November 2017, over **five out of ten** residential supplier customers paid more than the Standard Offer in Eversource territory, and **eight out of ten** residential supplier customers paid more than the Standard Offer in UI territory.¹



- In the month November 2017, residential Eversource customers who chose suppliers paid in aggregate **\$2,807,599.90 more** than the Standard Offer for their electric generation, and residential UI customers who chose suppliers paid in aggregate **\$1,519,992.41 more** than the Standard Offer.²
- For the rolling year of December 2016 through November 2017, residential consumers who chose a retail supplier paid, in aggregate, **\$49,238,470.26 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.

- The Standard Offer for Eversource customers from January 1, 2017 through June 30, 2017, was 7.87 cents/kWh. From July 1, 2017 through December 31, 2017, the Standard Offer for Eversource customers is 8.01 cents/kWh.
- The Standard Offer for UI customers from January 1, 2017 through June 30, 2017, was 9.26 cents/kWh. From July 1, 2017 through December 31, 2017, the Standard Offer for UI customers is 7.59 cents/kWh.
- The following table lists all electric suppliers who charged at least 20% of their residential customers 12.021 cents/kWh (50% higher than Eversource standard service) or 11.399 cents/kWh (50% higher than UI standard service) or more in the month of July. The phone numbers for each supplier are taken from those listed at energizect.com or the website for that supplier.

Suppliers Charging at Least 20% of their Customers 50% or more than Standard Offer in November			
Electric Suppliers	% of Eversource Customers paying over 12.021 cents	% of UI Customers paying over 11.399 cents	Supplier Phone Number
Aequitas Energy, Inc.	N/A	28.76%	<u>(855) 799-8200</u>
Choice Energy	91.41%	92.16%	(888) 565-4490
Direct Energy Services	35.42%	36.80%	<u>1(800) 348-2999</u>
Energy Plus Holdings, LLC	93.16%	91.60%	(888) 766-3509
Liberty Power Holdings LLC	46.49%	91.63%	1(866) 769-3799
Major Energy Electric Services, LLC	69.52%	N/A	(888) 625-6760
North American Power and Gas LLC	32.19%	45.84%	(888)313-9086
NRG Retail Solutions	88.35%	90.53%	<u>1(855) 457-5700</u>
Public Power, LLC	22.31%	30.66%	(844) 585-8900
Spark Energy LP	50.64%	40.91%	(877) 374-8013
Starion Energy Inc.	21.62%	31.20%	(800) 600-3040
Viridian Energy Inc.	27.12%	48.41%	(866) 663-2508

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.