

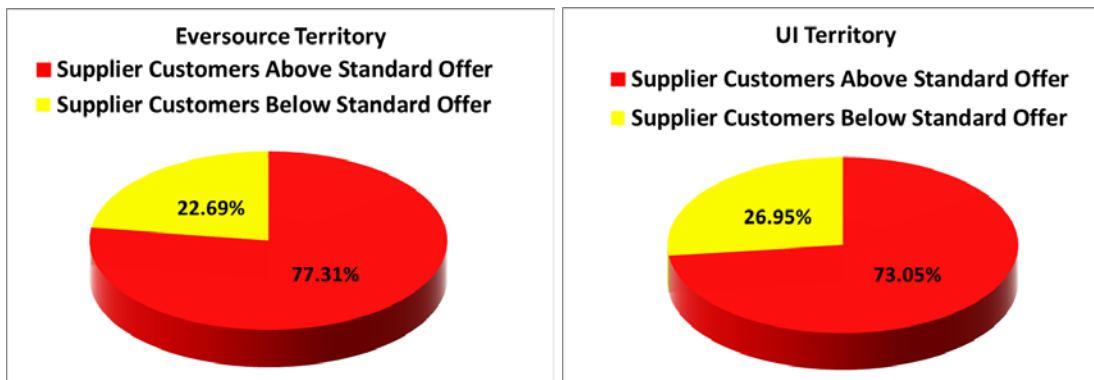


Updated on
January 14, 2019

OCC FACT SHEET: ELECTRIC SUPPLIER MARKET, DECEMBER 2017 THROUGH NOVEMBER 2018

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 24.3% of Eversource Energy (Eversource) residential customers and 30.1% of United Illuminating (UI) residential customers, in November 2018.
- In the month of November 2018, over **seven out of ten** residential supplier customers paid more than the Standard Offer in Eversource territory, and over **seven out of ten** residential supplier customers paid more than the Standard Offer in UI territory.¹



- In the month November 2018, residential Eversource customers who chose suppliers paid in aggregate **\$3,246,454 more** than the Standard Offer for their electric generation, and residential UI customers who chose suppliers paid in aggregate **\$1,053,320 more** than the Standard Offer.²
- For the rolling year of December 2017 through November 2018, residential consumers who chose a retail supplier paid, in aggregate, **\$38,657,299 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 July 1, 2017 through December 31, 2017 was 8.01 cents/kWh. From January 1, 2018 through June 30, 2018, the Standard Offer for Eversource customers was 9.078 cents/kWh. The Standard Offer for Eversource customers from July 1, 2018 through December 31, 2018 is 8.53 cents/kWh.
- The Standard Offer for UI customers from July 1, 2017 through December 31, 2017 was 7.59 cents/kWh. From January 1, 2018 through June 30, 2018, the Standard Offer for UI customers was 9.66 cents/kWh. The Standard Offer for UI customers from July 1, 2018 through December 31, 2018 is 9.04 cents/kWh.
- The following table lists all electric suppliers who charged at least 20% of their residential customers 12.79 cents/kWh (50% higher than Eversource standard service) or 13.57 cents/kWh (50% higher than UI standard service) or more in the month of August. 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 12.79 cents	% of UI Customers paying over 13.57 cents	Supplier Phone Number
Choice Energy	38.08%	43.97%	(888) 565-4490
Energy Plus Holdings, LLC	86.13%	72.47%	(888) 766-3509
Hiko Energy, LLC	N/A	42.14%	(845) 406-9100
Liberty Power Holdings LLC	33.85%	N/A	(866) 769-3799
Major Energy Services LLC	33.80%	N/A	(866) 769-3799
North American Power and Gas LLC	30.99%	24.38%	(888) 313-9086
NRG Retail Solutions	83.44%	87.27%	1(855) 457-5700
Public Power LLC	26.01%	34.16%	1(888) 354-4415
Spark Energy LP	66.60%	61.72%	(877) 374-8013
Viridian Energy Inc.	38.26%	37.04%	(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.