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## **Office of Consumer Counsel's Know Your Rights as an Electric Consumer**

In Connecticut, consumers can choose to “shop” for electricity and sign a contract with different electric generation suppliers. You are also free to avoid shopping and stay on “standard service” with CL&P or UI. If you so choose to shop the competitive supply market, here are some things you should know:

- ❖ ***Right To Full Disclosure:*** An electric supplier must provide you with a contract disclosing the rate it will be charging you and any circumstance under which it might change, as well as any additional charges or fees you must pay. If you receive a **fixed price** offer, the law now requires the supplier to provide you notice at least 30 days before the fixed price expires, describing any change to the price.
- ❖ ***Three-Day Right To Cancel A Contract:*** If you sign a contract with a new energy supplier, you have 72 hours to cancel the contract without penalty.
- ❖ ***Change In Contract:*** After you sign a contract with a new energy supplier, no changes can be made by the energy supplier to the contract without your approval and consent.
- ❖ ***Renewals:*** An electric supplier can renew your contract if it informs you, in writing, between 30 and 60 days before the renewal date, of the new terms it is offering and your right not to accept the offer. If you decide not to accept the offer of renewal, you must let the electric supplier know, and it cannot charge you a cancellation fee within 7 business days after receiving the first bill for the renewed contract.
- ❖ ***Cancellation Fees:*** Suppliers can no longer charge customers a cancellation fee. If you have a supplier contract and wish to cancel, you can contact Eversource or UI.
- ❖ ***Complaints:*** If you have a complaint or concern about your competitive supplier, you should first contact the supplier. You may also file a complaint through the Public Utilities Regulatory Authority (PURA) by calling 1-800-382-4586 or by submitting an online complaint at [www.ct.gov/pura](http://www.ct.gov/pura).
- ❖ ***Door-to-Door Sales & Telemarketers:*** OCC recommends that you check the rate board at [www.energizect.com](http://www.energizect.com) for offers and sign up for through the rate board as opposed to relying on tele-sales or door-to-door sales, which can sometimes include aggressive or misleading marketing tactics.
- ❖ ***State and Federal Do Not Call Laws:*** Energy suppliers must comply with the Federal Do Not Call Laws, which limits when they are able to call or solicit prospective customers. Connecticut law further restricts the hours of solicitation to between 10:00 a.m. and 6:00 p.m.