



Things to Consider When Deciding If You Should Stay on Standard Service

Connecticut's Electric Distribution Companies, The Connecticut Light & Power Company (CL&P) and the United Illuminating Company (UI), saw their Standard Service generation rates increase drastically effective January 1, 2015. CL&P's Residential Standard Service GSC rate increased from 9.99¢ per kWh to 12.629¢ per kWh, while UI's increased from 8.67¢ per kWh to 13.3108¢ per kWh.

The Public Utilities Regulatory Authority (PURA) has a new website and newly designed rate board that makes it easier to get information on competitive generation supply options and to compare current offers made by suppliers for Connecticut's residential and commercial customers. The new rate board can be found at: <http://www.energizect.com/compare-energy-suppliers>.

As of February 4, 2015, PURA's Rate Board shows that there are 24 fixed rate options offered to CL&P and UI residential customers with generation rates that are below 10¢ per kWh. These offers are for fixed periods of time that range from four to twenty-four months. Some of these offers have early contract terminations fees that could be as high as \$50.00. Other offers have no early termination fees.

Below is some helpful information taken from PURA's new website for residential customers to consider when deciding if they should stay on the Electric Distribution Company's Standard Service or switch to a competitive supplier.

Information from the Public Utilities Regulatory Authority:

- Generation Service Options

- CL&P and UI Standard Service is the generation option for residential customers who do not choose a licensed supplier.
- Licensed suppliers offer an alternative to CL&P/UI Standard Service generation rates that may lower your cost.
- You are not required to switch to a licensed supplier.

- Switching to a Supplier

- Switching to a new supplier happens *on your meter reading date*.
- Information about your meter reading date is shown on the electric bill.

It is important to know that regardless of the electric supplier you choose, CL&P or UI will deliver your electricity, bill you for service, and respond to power outages. Only CL&P or UI can terminate your service.

Take your time when reviewing available offers.

By shopping for competing suppliers, you may be able to save money and/or find suppliers that use clean, renewable energy resources. As you shop for electric suppliers think about what is most important to you. Read offers carefully and ask questions before enrolling. Like any offer, you should be sure you know and like the terms before signing up. Remember, remaining with standard service could be the best option for you.

Consider asking suppliers the following questions:

- Is the generation rate fixed or variable?
- Does a fixed rate contract automatically renew to a variable rate?
- What is the length of the contract?
- Is there an early termination fee?
- What are my monthly savings if I switch?
- Will the contract automatically renew at the end of the term?
- How much notice must I give if I don't wish to renew?
- How is the electricity generated – coal, gas, nuclear, hydroelectric, etc.?
- Is the generation provided from renewable sources?
- Where does the renewable portion come from?
- Is a security deposit, enrollment, or other similar fee required?
- Is there a credit check, late payment fee, or other similar fee assessed? (If yes, be sure to get a list of the charges and what each charge will cost.)
- Do you offer any other services? (Some examples include energy assessments, conservation services, load management, or other energy-related services.)

For more information, speak to an energy professional at Connecticut's Energy Information Line at (877) WISE-USE (877-947-3873) or call the Public Utilities Regulatory Authority's Consumer Service Unit at (800) 382-4586.

- Returning Residential Customers to CL&P or UI Standard Service Generation

- CL&P and UI must return residential customers to Standard Service within 72 hours of a request. [Learn more.](#)

- Residential Generation Rates and Early Termination Fees

- Suppliers cannot increase residential generation rates for the first three complete billing cycles.
- Supplier offers are listed as either Fixed or Variable on the Rate Board.

- Residential early termination fees cannot exceed \$50.

- Fixed Rate Plans

- Under a Fixed plan the generation rate must remain fixed for at least four complete billing cycles.
- Fixed rates can only change on your meter reading date.
- Suppliers are required to notify you about a change in the generation rate when a Fixed plan is ending.

- Variable Rate Plans

- Generation rates under Variable-Daily or Variable-Weekly plans can increase/decrease during your billing cycle.
- Generation rates under Variable-Monthly plans can only change on your meter reading date.
- Under *all* Variable plans, generation rates can increase up to 25% without being notified by your supplier.