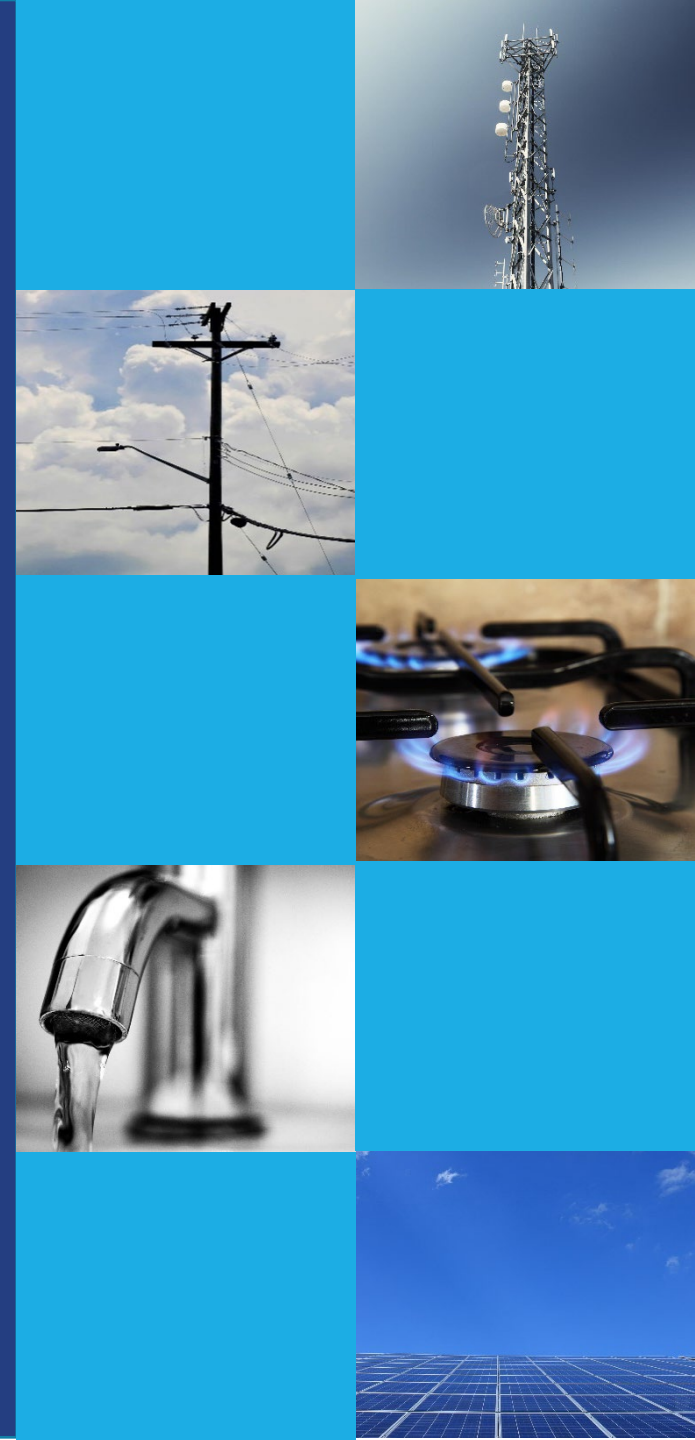


# PURA 101 & Important Ways for Stakeholders to Engage

November 20, 2024



# About Us

## Our Mission

- Ensure that Connecticut's investor-owned utilities, including the state's electric, natural gas, water, and telecommunications companies, provide safe, clean, reliable, and affordable utility service and infrastructure.

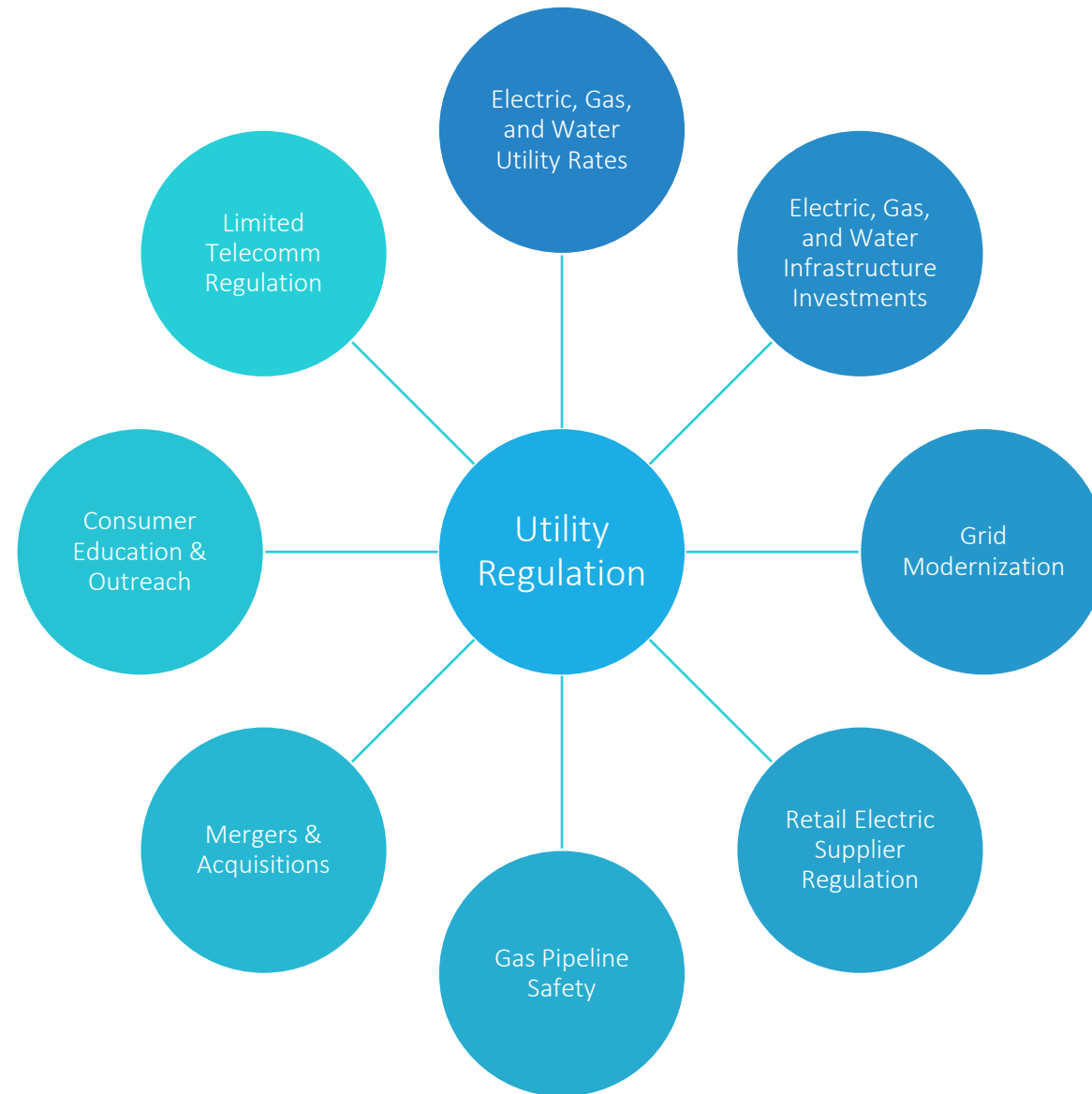
## Our Structure

- PURA is a quasi-judicial agency that interprets and applies the statutes and regulations governing all aspects of Connecticut's utility sector.

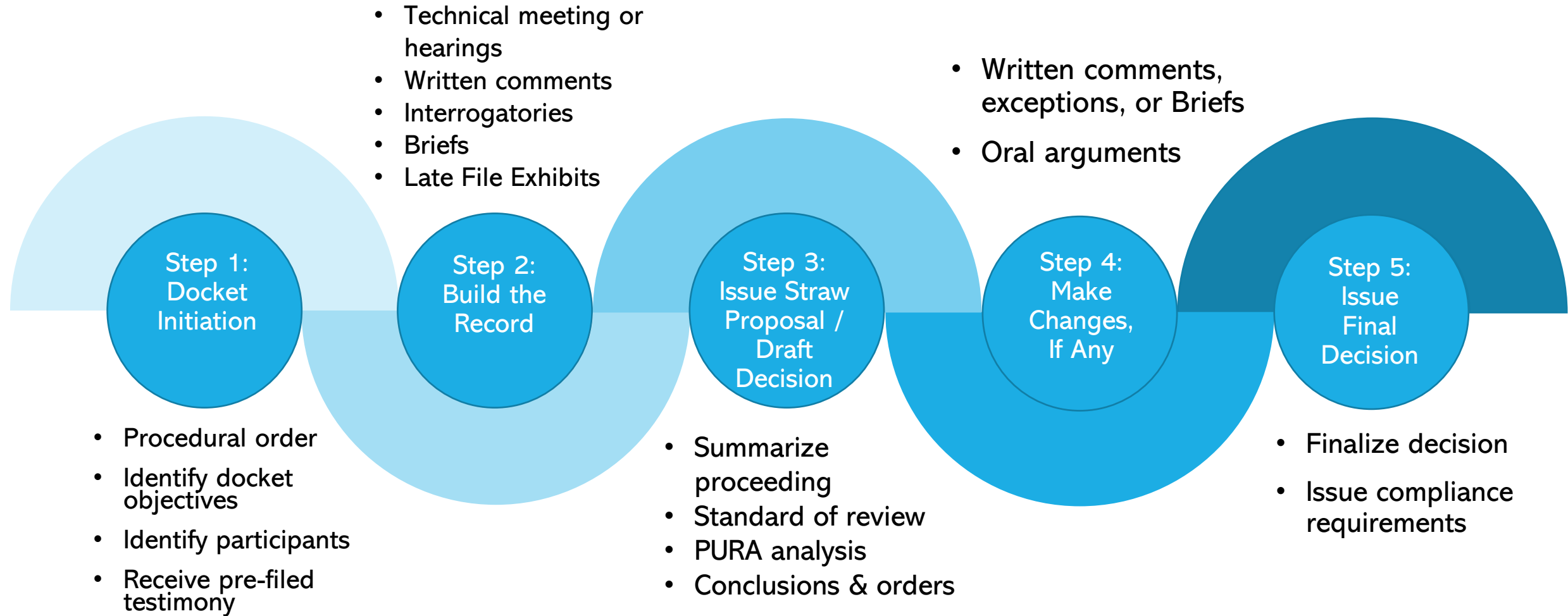
**What does  
“Quasi- Judicial”  
mean?**  
This means that PURA's  
decisions are legally  
binding on the utilities  
it regulates.



# About Us, Con't



# The PURA Docket Process



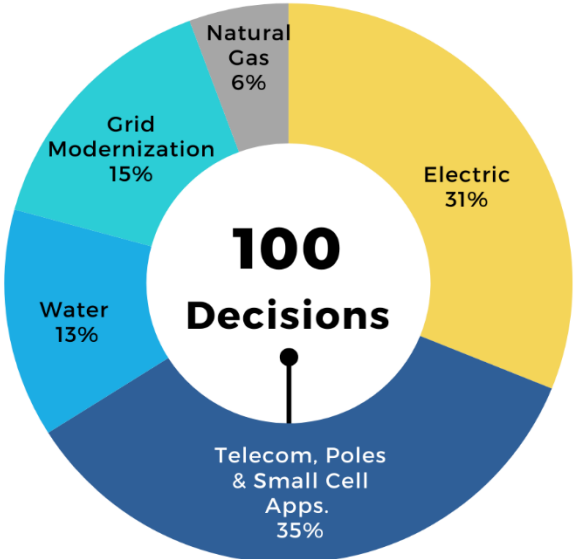
# Quasi-Judicial Process

- Statutes > Regulations > Decisions
- Contested vs. Uncontested cases
- Docket Nos. XX (Year) – XX (month) – XX (number)
- Statutory Parties
- Ex Parte Rules



# 2023 BY THE NUMBERS

Metrics and data tracking are essential tools to understanding trends and progress. The below are key quantitative statistics related to PURA's work product and other activities in 2023, included to help stakeholders better understand PURA's roles & responsibilities.



**100**  
Decisions

Telecom, Poles & Small Cell Apps. 35%

**Contains:**

- 96 Final Decisions
- 2 Interim Decisions
- 1 Supplemental Decision
- 1 Declaratory Rulings

**+362**

Additional Licensing, Certification, and Submetering Application Decisions

**Over 2,000**  
Total pages of analysis across decisions

**545 | 409**  
Dockets Opened | Dockets Closed

**72**  
Total Staff

**1,110**  
Motion Rulings

**Issued \$4.7M**  
in Fines

\$52.5k EDCs

\$199k Call Before You Dig

\$1.175M Pipeline Safety

\$2.777M Electric Suppliers

**Includes:**

**\$1.915M** in Restitution  
+  
**\$1M** in Compliance  
+  
**\$1.48M** In payments to Operation Fuel



**Stakeholder Engagement Efforts**

- 38 opportunities for written comments
- 39 Technical Meetings
- 55 Hearings
- 5 Public Comment Hearings
- 20 PURA 101 [Workshops](#)
- 16,969 customer complaints addressed



# Utility Rates



Account Number: 0000 000 0000  
 Service Reference No: 000 000 0000  
 Statement Date: 8/18/23

Service Provided to:  
 JOHN J CUSTOMER  
 123 MAIN ST  
 ANY TOWN, CT 00000  
 Name Key: CUST

Distribution Rate: 005  
 Meter Reading Cycle: 9  
 Next Meter Reading: On or About 9/13/23

Page 1 of 2

Amount now due by 9/12/23 **\$170.12**

### Current Charges for Electricity

<b>Supply</b> \$70.13	<b>Transmission</b> \$29.50	<b>Local Delivery</b> \$60.40	<b>Public Benefits</b> \$10.09
--------------------------	--------------------------------	----------------------------------	-----------------------------------

Cost of electricity from supplier or Standard Service. This cost is not regulated, but is based on competitive procurements and dependent on usage.

Cost to maintain high-voltage towers and lines. Regulated by the Federal Energy Regulatory Commission. This charge is dependent on usage.

Cost of Ever source to build, maintain, and repair the poles, lines, and meters that deliver power from the substations. Regulated by PUSA.

Cost to support energy programs authorized by the state. This charge is dependent on usage.



**Supply Cost Comparison**  
 Your Supply Cost: \$70.13  
 Standard Service Cost: \$102.14

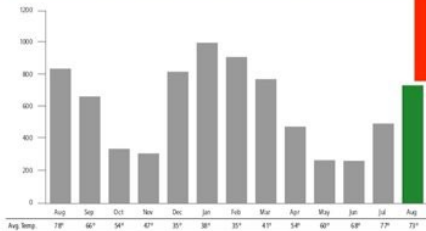
**Your Supplier Contract**  
 Supplier Rate: 9.490 ¢/kWh Fixed  
 Term: 36 cycles  
 Expires: Jan 2025 Meter Read  
 Oct Cycle Rate: 9.490 ¢/kWh

**Your Supplier Information**  
 ABC Energy  
 PO Box 000  
 Anytown, CT 00000  
 800-000-0000

Supply contract information is provided by your supplier. Contact your supplier to verify the information. To return to Standard Service visit [EnergizeCT.com](http://EnergizeCT.com) or contact us at [Eversource.com](http://Eversource.com) or 800-286-2000.

**Standard Service**  
 Standard Service Rate: 13.822 ¢/kWh Fixed  
 Term: 6 months Fixed  
 Expires: Dec 31, 2023

### Usage History - Total Monthly kWh



### How Your Use Changed

This month your electric use was **739 kWh**

This month you used **14.1% LESS** than at the same time last year

**14.1%** USAGE

Recent Rate Cases	Docket #	Decision Date
Aquarion Water Company	<a href="#">22-07-01</a>	March 15, 2023
United Illuminating	<a href="#">22-08-08</a>	Aug 25 , 2023
Connecticut Water Company	<a href="#">23-08-32</a>	June 28, 2024
CT Natural Gas	<a href="#">23-11-02</a>	Nov 18, 2024
Southern Natural Gas	<a href="#">23-11-02</a>	Nov 18, 2024
Yankee Gas	<a href="#">24-12-01</a>	Ongoing
United Illuminating	<a href="#">24-10-04</a>	Ongoing



# Equitable Modern Grid Framework

- October 2, 2019, Docket No. 17-12-03

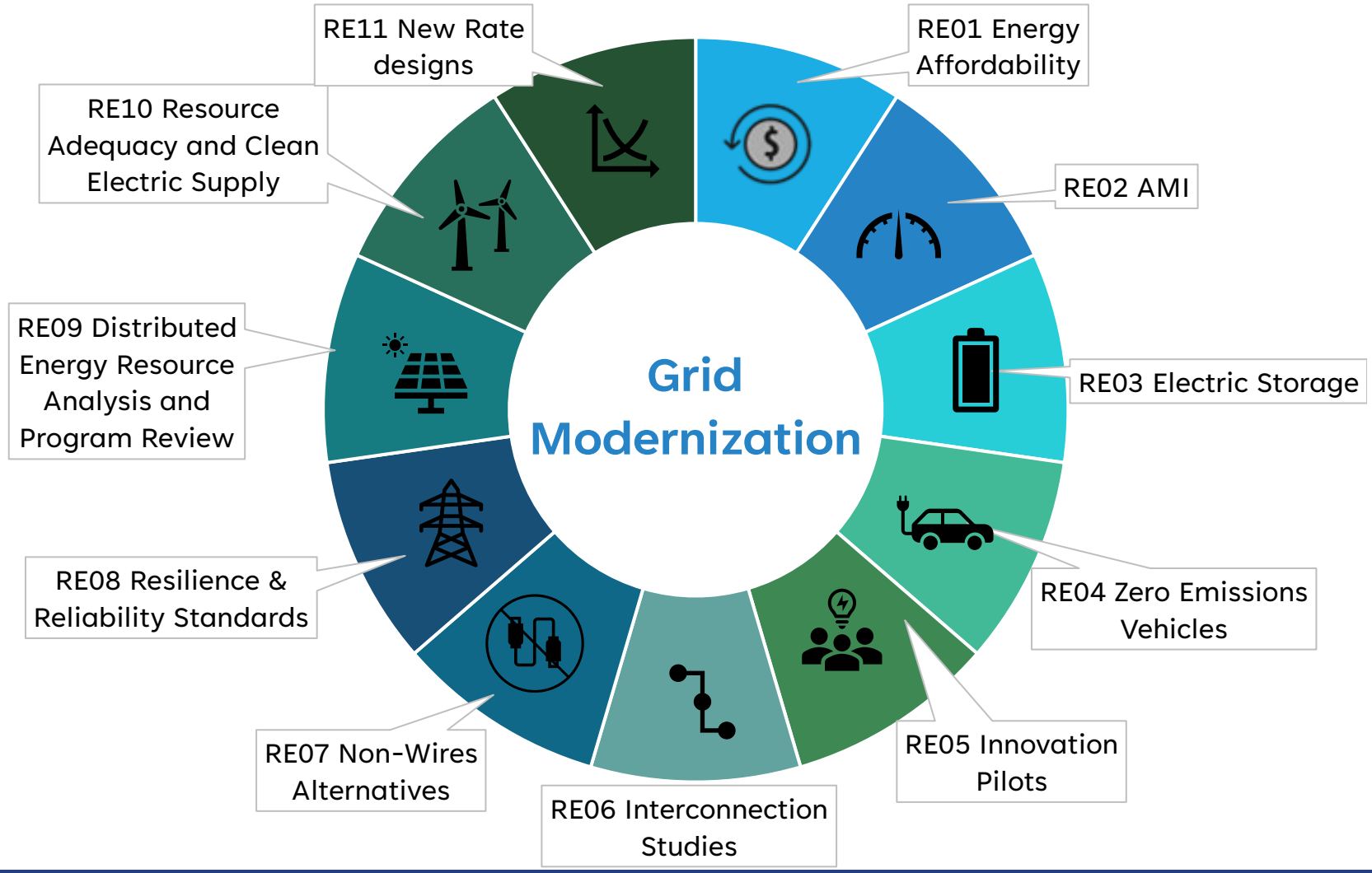
## Interim Decision:

1. Support, or remove barriers to, the growth of CT's green economy;
2. Enable a cost-effective, economy-wide transition to a decarbonized future;
3. Enhance customer access to a resilient, reliable, and secure commodity;
4. Advance the ongoing energy affordability dialogue in the State; particularly for underserved communities.







# Grid Modernization Dockets



# Key Annual Dockets

 <p><b>Renewable Energy Solutions</b> Rooftop and commercial-scale solar PV deployment and metering rates</p>	 <p><b>EV Charging Program</b> Incentives for EV charging equipment and strategic rate designs</p>
 <p><b>Energy Storage Solutions</b> Helping residents and businesses install battery energy storage</p>	 <p><b>Grid Resilience &amp; Reliability</b> Ensuring cost-effective and strategic upgrades to protect the grid</p>
 <p><b>Innovative Energy Solutions</b> Identifying and pilot testing innovative energy technologies</p>	 <p><b>Utility Audit and Ratemaking</b> Ensuring utility rates are just, reasonable, and recover only prudently-incurred costs.</p>
 <p><b>Energy Affordability &amp; Equity</b> Making clean energy solutions affordable and accessible for all</p>	 <p><b>Performance Based Regulation</b> Tying utility regulation to the State's energy, climate and economy goals</p>

Docket Numbering Convention	Docket Naming Convention
2X-08-02	Annual Residential Renewable Energy Solutions Program Review and Rate Setting - Year X
2X-08-02RE01	Annual Residential Renewable Energy Solutions Program Review and Rate Setting - Year X - Contractor Education and Enforcement
2X-08-03	Annual Non-Residential Renewable Energy Solutions Program Review - Year X
2X-08-04	Annual Shared Clean Energy Facility Program Review - Year X
2X-08-05	Annual Energy Storage Solutions Program Review - Year X
2X-08-06	Annual EV Charging Program Review - Year X
2X-08-07	Innovative Energy Solutions Program Cycle X

In alignment with the Equitable Modern Grid Framework, PURA has embraced [Justice40 Deployment targets](#) for all our programs. This means that 40% of deployment efforts are specifically directed towards environmental justice communities and distressed municipalities



# How to Engage with PURA



Provide comment during a public hearing



Submit written comments into the record by email:

[PURA.ExecutiveSecretary@ct.gov](mailto:PURA.ExecutiveSecretary@ct.gov)



Intervene in the docketed matter



[Tutorial](#): Search for docket filings



# Stakeholder Compensation Program

**Public Act 23-102 directed PURA to establish a process for compensating eligible stakeholder groups for participation in certain PURA proceedings**

- Authorized up to \$1.2M per year
  - \$300k limit per proceeding
  - \$100k limit per stakeholder group
  - Eligible groups include
    - Those representing customers in EJ communities;
    - Hardship customers; or
    - Small business customers;
    - Non-profits representing any of the above.
- Beginning January 3, 2024, stakeholders may apply; see the docket's Notice of Proceeding for details
- More information on [PURA's dedicated website](#)



# Equity, Accessibility,& Stakeholder Engagement Docket

24-09-07

Seeking stakeholder input to enhance equity and accessibility in our processes and stakeholder communications with a focus on how to increase participation from low-income customers, those with high energy burdens, and communities affected by Authority decisions.

How can PURA make stakeholder participation and engagement in dockets easier, more meaningful, and more efficient?

What constraints or obstacles currently limit effective participation and engagement?

What information can PURA provide to help consumers understand regulated services?

What accessibility tools, such as translation, should be prioritized by PURA and the public service companies?



# Equity, Accessibility,& Stakeholder Engagement Docket

24-09-07

External Events	Location	Status	Date
Notice of Proceeding Issued		CONFIRMED	09/17/2024
Comments Due - PURA Retention of Consultant(s)		CONFIRMED	10/10/2024
Stakeholder Group Comp Applications Due		CONFIRMED	11/19/2024
Particip. Status Req. Due (Stakeholder Comp Elig.)		CONFIRMED	11/19/2024
Public Meeting Recommendations Due		CONFIRMED	01/17/2025
Public Meeting 1		TENT.	03/20/2025
Technical Meeting 1		TENT.	04/10/2025
Public Meeting 2		TENT.	05/16/2025
Technical Meeting 2		TENT.	06/24/2025
Proposed Final Decision Issued		TENT.	09/10/2025
Written Exceptions Due		TENT.	09/17/2025
Regular Meeting/Final Decision		TENT.	09/24/2025

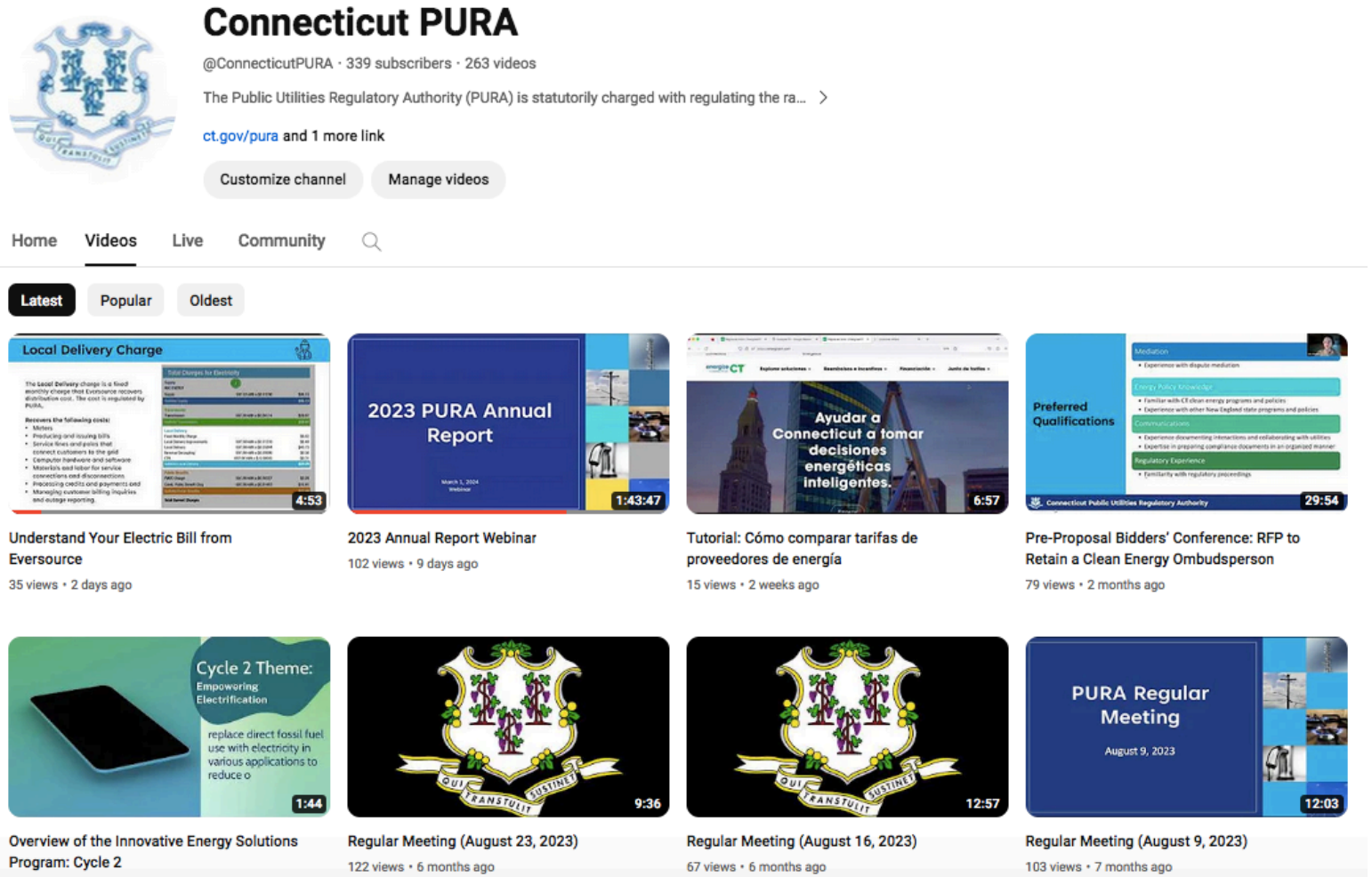
Seeking Suggestions for Public Meetings on March 20, 2025 & May 16, 2025

- Possible locations for public meetings
- Specific towns/cities
- Locations within those towns/cities (e.g., libraries, town halls, or other community spaces)
- Reduce the burden on community members' attendance (e.g., timing, provision of childcare, and transit access)



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YouTube  
Channel

[YouTube.com/@ConnecticutPURA](https://www.youtube.com/@ConnecticutPURA)



**Connecticut PURA**  
@ConnecticutPURA · 339 subscribers · 263 videos  
The Public Utilities Regulatory Authority (PURA) is statutorily charged with regulating the ra... >  
[ct.gov/pura](https://ct.gov/pura) and 1 more link  
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Latest Popular Oldest

**Local Delivery Charge**  
4:53

**2023 PURA Annual Report**  
1:43:47

**Ayudar a Connecticut a tomar decisiones energéticas inteligentes.**  
6:57

**Preferred Qualifications**  
29:54

**Understand Your Electric Bill from Eversource**  
35 views · 2 days ago

**2023 Annual Report Webinar**  
102 views · 9 days ago

**Tutorial: Cómo comparar tarifas de proveedores de energía**  
15 views · 2 weeks ago

**Pre-Proposal Bidders' Conference: RFP to Retain a Clean Energy Ombudsperson**  
79 views · 2 months ago

**Cycle 2 Theme: Empowering Electrification**  
1:44

**Regular Meeting (August 23, 2023)**  
122 views · 6 months ago

**Regular Meeting (August 16, 2023)**  
67 views · 6 months ago

**PURA Regular Meeting August 9, 2023**  
103 views · 7 months ago



# Quarterly Newsletters

PURA publishes [quarterly newsletters](#) aimed at highlighting major docket decisions adopted during the most recent fiscal quarter in the electric, water, natural gas, and telecommunications industries.

The report also previews key procedural meetings, opportunities for public comment, and planned final decisions scheduled in the coming three-month period.

[View PURA's First Quarter 2024 Newsletter](#)





# Annual Report

PURA has developed an Annual Report as a tool for increasing stakeholder engagement with and awareness of ongoing and future proceedings.

The Annual Report released on Feb. 14, 2024, provides a summary of the work completed by the Authority in 2023.

[View PURA's 2023 Annual Report](#)



February 14, 2024



Connecticut Public Utilities Regulatory Authority



Connecticut Public  
Utilities Regulatory  
Authority

# PURA Customer Services

- Customers may contact the Authority by telephone (1-800-382-4586) and may also [file a complaint](#) via our website or by email at [pura.information@ct.gov](mailto:pura.information@ct.gov). If a customer is unable to file a complaint or inquiry electronically, they can remain on the line to leave a message and the issue will be responded to in a prompt manner.

## Telephone Numbers

Toll Free Number: 1-800-382-4586

Outside Connecticut: 1-860-827-2622

Fax Number: 860-827-2885

TDD Telecommunications for the Deaf: 860-827-2837 – to be used only if you have a TDD machine

