



November 20, 2024

CONSUMER ALERT: UNITED ILLUMINATING AND EVERSOURCE STANDARD SERVICE CUSTOMERS WILL LIKELY SEE INCREASE IN MONTHLY BILLS EFFECTIVE JANUARY 2025 – REFLECTING AN INCREASE IN STANDARD SERVICE SUPPLY RATES.

EVERSOURCE CUSTOMERS:

The supply portion of electric bills for residential customers of Eversource paying the Standard Service Supply rate is scheduled to increase to 11.19 ¢ per kWh on January 1, 2025, as filed and approved by the Public Utilities Regulatory Authority (PURA) on November 15, 2024:

CL&P/Eversource Standard Service Rates		
1/1/2024	7/1/2024	1/1/2025
14.714¢ per kWh	8.995¢ per kWh	11.19 ¢ per kWh

On January 1, 2025, the supply rate change will increase the bill of an average residential customer using 700 kWh/month by approximately \$16 a month. The change in Eversource Standard Service supply rate is roughly a 24% increase.

UNITED ILLUMINATING CUSTOMERS:

The supply portion of electric bills for customers of United Illuminating (UI) paying the Standard Service Supply rate is scheduled to increase on January 1, 2025 to 13.5683 ¢ per kWh, as filed and approved by PURA on November 18, 2024:

United Illuminating Standard Service Rates		
1/1/2024	7/1/2024	1/1/2025
17.0625 ¢ per kWh	11.9101 ¢ per kWh	13.5683 ¢ per kWh

On January 1, 2025, the supply rate change will increase the bill of an average residential customer using 700 kWh/month by approximately \$11 a month. The change in UI’s Standard Service supply rate is roughly a 14% increase.

The Office of Consumer Counsel urges consumers to continue to make every effort to reduce bills through energy conservation and efficiency measures. For more information on reducing your usage and on opportunities for energy efficiency and clean energy improvements, please visit [EnergizeCT.com](https://www.energizect.com).

Frequently Asked Questions

1. How much is Eversource's and United Illuminating's Standard Service Rate changing and how will this impact my bill?

All impacted Eversource and United Illuminating customers will be charged the new Standard Service rate as of January 1, 2025, as identified in the table above, multiplied by their monthly electricity usage as measured by their electric meter in kilowatt hours.

The table above shows the Standard Service rate changes. The current Standard Service rate for Eversource customers is 8.995 ¢ per kWh, while United Illuminating customers are currently paying 11.91 ¢ per kWh. On January 1, 2025, Eversource customers will pay 11.19 ¢ per kWh while United Illuminating customers will pay 13.5683 ¢ per kWh.

2. How do I know whether I purchase electricity supplied directly from Eversource/United Illuminating or from a third-party supplier?

Look at the first page of your electric bill to see if you receive your electricity directly from Eversource or United Illuminating. Under the header on the right-hand side, your bill either says, "Your Electric Supplier Is" or "Your Supplier Information". If the next line says "Eversource" or "United Illuminating" then you are enrolled in the Standard Service rate and are affected by these changes.

A sample bill of Eversource's bill can be found [here](#) and a sample of United Illuminating's bill [here](#).

3. If I purchase energy from a verified third-party supplier through the Rate Board available on EnergizeCT, will I be affected by this change?

Unless your supplier contract is set to expire and you are auto re-enrolling with that supplier, your supply charge will not change as a result of the utility standard service rates changing.

Third-party rates are available on the [EnergizeCT.com](https://www.energizect.com) Rate Board. **As of November 20, 2025, there are offers that are lower than the current standard service rate and the upcoming standard service rate that will go into effect January.**

Please note that the offers available on the Rate Board change frequently, and customers should always and consistently consult EnergizeCT for the most up-to-date available offers. These third-party supplier rates are sometimes for longer periods than the utility's standard service rates, and consumers who engage with the market should review all contract terms vigilantly and monitor how their rate compares to standard service rates as they change each July and January.

Residential customers, should keep in mind that Energy Suppliers:

- Cannot charge sign-up fees;
- Cannot charge monthly fees in addition to the contracted price of supply;
- Cannot advertise a "teaser" rate followed by an increased rate;
- Rates must be at least 4 months in length
- Cannot charge an early termination fee;
- Do not know, and cannot infer that they know, future Standard Service rates;
- Are not affiliated with Eversource or UI;
- Are not affiliated with PURA, DEEP, OCC, or any other state or federal government agency.

OCC also encourages customers with a third-party supplier to review their contract as soon as possible to ensure that they are paying no more than the Standard Service offer for their electricity – customers can terminate their third-party supplier contract at any time and revert back to Standard Service.

Customers should also be certain to enter EnergizeCT.com into their url window or ensure that their search for EnergizeCT takes them to the website EnergizeCT.com. Many searches take customers to supplier-funded websites that do not display all publicly available rates.

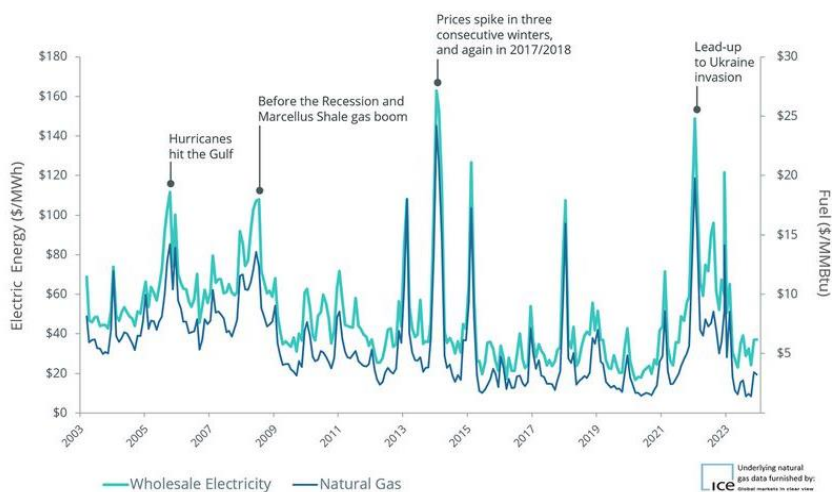
4. Why is the Standard Service rate changing?

Every six-month period, PURA approves the Standard Service supply rate for electricity following a competitive procurement process. The Standard Service rate is the price paid by you, as a ratepayer, for the cost of generating the electricity you use. This differs from the transmission and distribution rates, which reflects the price you pay to cover the costs of delivering the electricity to your home. The standard service rate is a pass-through rate, meaning the money you pay to your regulated electric distribution company is passed on directly to the supplier from whom they purchase the electricity they bring to your home. Eversource and United Illuminating do not derive any profits from the Standard Service rate.

5. Why are supply prices in the winter generally higher than in the summer?

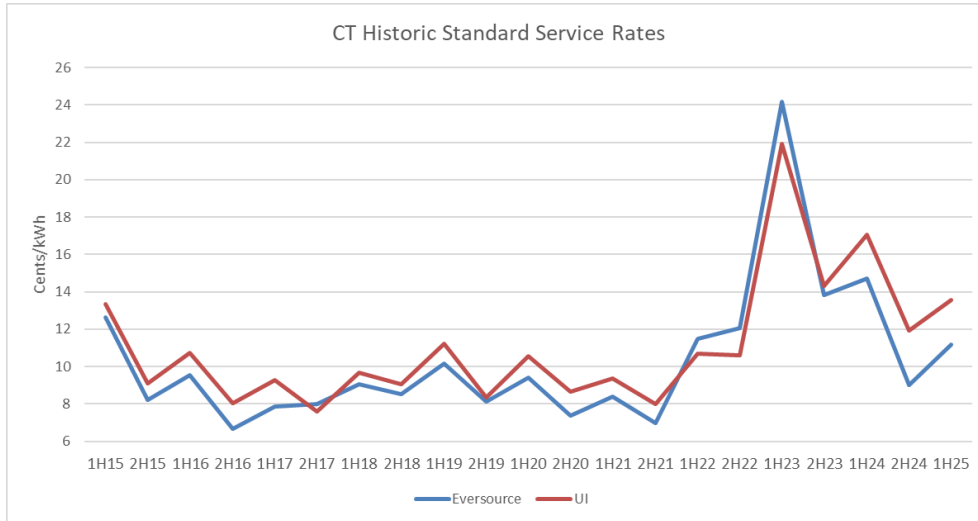
The supply rates are directly affected by the market price of natural gas, which is the fuel used to generate the majority of Connecticut’s electricity. When the market price of natural gas increases, supply rates also increase.

Monthly Average Natural Gas and Wholesale Electricity Prices at the New England Hub



Connecticut usually has lower rates during higher usage summer months and higher rates during lower usage winter months. This pattern generally reflects appropriate price signals since high natural gas prices push up electric energy prices in the winter. Since natural gas is used for a large amount of heating in New England, the resource is constrained during the winter months which drives prices up. This increase in price then flows through to increased prices for electricity generation.

In the winter of 2022-2023, the supply rate spiked due to the global impact of Russia’s invasion of Ukraine, which caused higher prices for oil and natural gas in Connecticut and all of New England:



6. How is the Standard Service price of electricity set?

In the late 1990s, Connecticut adopted a plan to restructure its electric industry whereby Eversource and UI were no longer allowed to generate electricity. Acting strictly as distribution companies, they must purchase electricity from third party suppliers.

The standard service procurement process involves the EDCs assembling a portfolio of contracts with wholesale suppliers through a competitive bidding process, consistent with a PURA approved [Procurement Plan](#). The procurements are supervised and administered by the PURA Procurement Manager, with participation from OCC.

Connecticut’s procurement process allows us to capture competitive prices multiple times a year (known as laddering), to help ensure that consumers are paying the lowest possible market-based rates for electricity supply.

7. How long will these rates be in effect?

The supply rates will be effective on January 1, 2025, and will be in effect until June 30, 2025.

8. If I have trouble paying my bill, what help is available?

It is important for any customer having difficulty paying their bill to call Eversource at 1-800-286-2828 or UI at 1-800-722-5584 before missing a payment. Customers who contact the utility prior to missing payment have more options available. Information is also available online at [Energy Bill Assistance | Eversource](#) and [Help With Bill - UI \(uinet.com\)](#).

- Customers whose income is less than 60% of the state median income or who receive other government benefits (such as SNAP or HUSKY) may be eligible for a financial hardship designation, which provides access to the Low-Income Discount Rate applied to the customer’s monthly electric bill and to payment arrangements in which the utility matches the customer’s payment to reduce the customer’s arrearage.
- Customers who qualify for a financial hardship designation also should apply for Energy

Assistance from DSS ([Energy Assistance](#)), which further reduces a customer's arrearage or monthly payment.

- Non-financial hardship customers may receive a flexible payment arrangement that allows the customer to pay off arrearages over eighteen months.
- Customers should also ask the utilities about information on energy efficiency programs, including the Home Energy Solutions program. Customers who participate in HES can have their home evaluated for needed energy efficiency improvements and may be provided rebates and discounts on the needed improvements. Income-eligible customers also may qualify for Home Energy Solutions – Income Eligible, which offers free home energy audits and significant discounts on energy efficiency products. [Energy Evaluation Income-Eligible Details](#) | [EnergizeCT](#)