

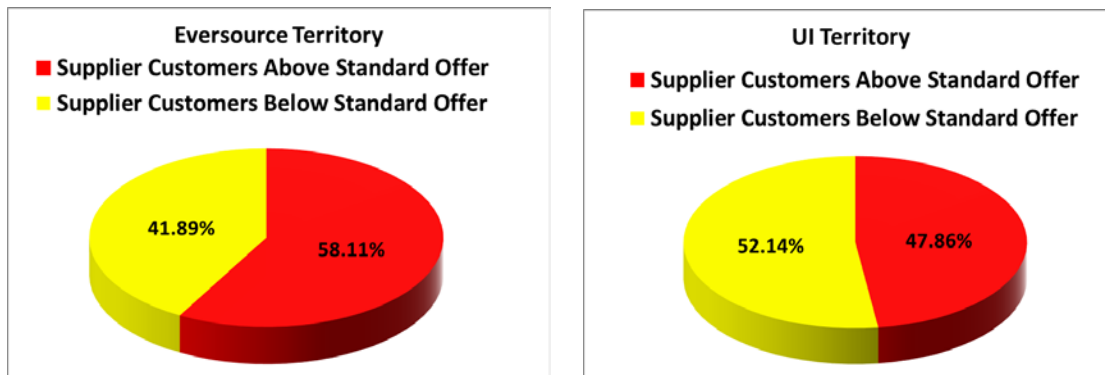


Updated on
June 8, 2021

OCC FACT SHEET: ELECTRIC SUPPLIER MARKET, MAY 2020 THROUGH APRIL 2021

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 17.3% of Eversource Energy (Eversource) residential customers and 21.4 % of United Illuminating (UI) residential customers, in April 2021.
- In the month of April 2021, **six out of ten** residential supplier customers paid more than the Standard Offer in Eversource territory, and **five out of ten** residential supplier customers paid more than the Standard Offer in UI territory.¹



- In the month April 2021, residential Eversource customers who chose suppliers paid in aggregate **\$1,564,070 more** than the Standard Offer for their electric generation, and residential UI customers who chose suppliers paid in aggregate **\$344,847 more** than the Standard Offer.²
- For the rolling year of April 2020 through April 2021, residential consumers who chose a retail supplier paid, in aggregate, **\$36,364,935 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.

- Since January 2015, when OCC started tracking supplier data, customers with a supplier have overpaid a total of **\$283,365,544** more than standard service.
- The Standard Offer for Eversource customers from January 1, 2020 through June 30, 2020 was 9.414 cents/kWh. For July 1, 2020 through December 31, 2020 the Standard Offer was 7.375 cents/kWh. The Standard Offer for January 1, 2021 through June 30, 2021 is 8.391 cents/kWh.
- The Standard Offer for UI customers from January 1, 2020 through June 30, 2020 was 10.5607 cents/kWh. For July 1, 2020 through December 31, 2020 the Standard Offer was 8.6672 cents/kWh. The Standard Offer for January 1, 2021 through June 30, 2021 is 9.3694 cents/kWh.
- As of July 1, 2020 customers coded as hardship were returned to standard service. Suppliers are no longer able to serve hardship coded customers going forward in Connecticut as a result of PURA ruling in Docket No. 18-06-02.

Suppliers Charging at Least 20% of their Customers 50% or more than Standard Offer in April 2021			
Electric Suppliers	% of Eversource Customers paying over 12.587 cents	% of UI Customers paying over 14.054 cents	Supplier Phone Number
Choice Energy	56.77%	44.39%	(888) 565-4490
Energy Plus Holdings, LLC	86.51%	65.53%	(888) 766-3509
North American Power and Gas LLC	51.14%	N/A	(877) 572-0442
Ambit Energy LLC	28.63%	N/A	(877) 282-6248
NRG Retail Solutions	94.43%	N/A	(855) 500-8703
Verde Energy USA Inc	64.57%	53.50%	(800) 388-3862
Viridian Energy Inc	52.62%	N/A	(866) 663-2508
Major Energy Electric Services LLC	32.47%	N/A	(888) 625-6760
Spark Energy LP	48.78%	N/A	(877) 547-7275

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.