

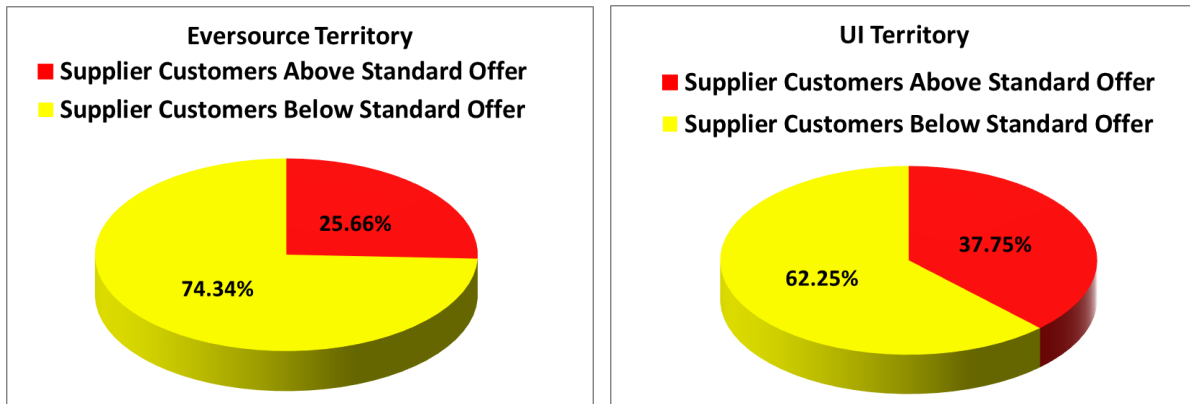


Updated on
January 4, 2023

OCC FACT SHEET: ELECTRIC SUPPLIER MARKET, DECEMBER 2021 THROUGH NOVEMBER 2022

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 8.2% of Eversource Energy (Eversource) residential customers and 8.6% of United Illuminating (UI) residential customers, in November 2022.
- In the month of November 2022, **seven out of ten** residential supplier customers paid less than the Standard Offer in Eversource territory, and **six out of ten** residential supplier customers paid less than the Standard Offer in UI territory.¹

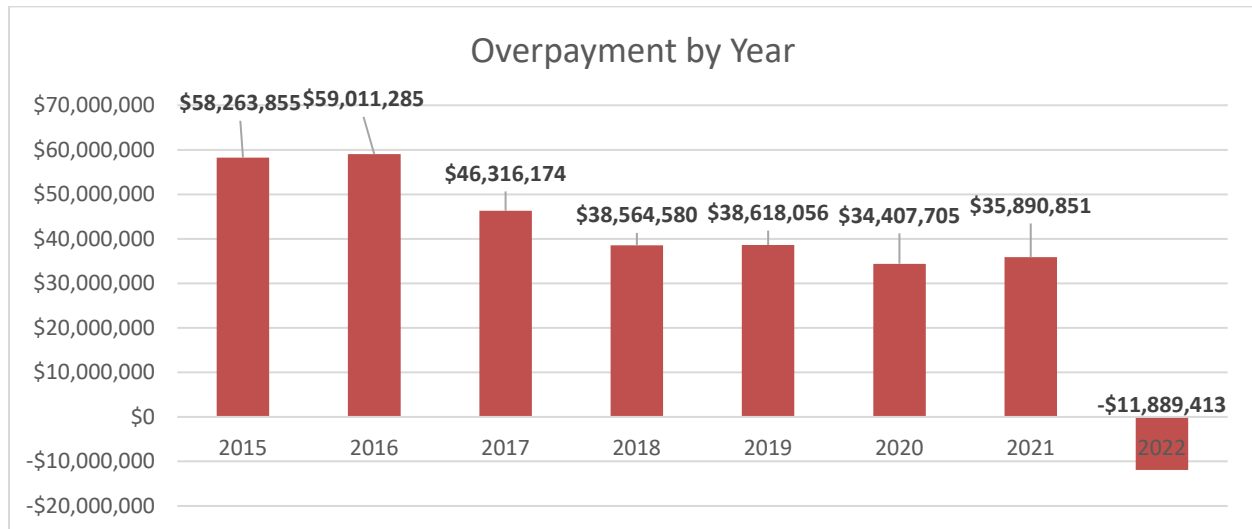


- In the month November 2022, residential Eversource customers who chose suppliers saved in aggregate **\$662,133 more** than the Standard Offer for their electric generation, and residential UI customers who chose suppliers paid in aggregate **\$54,119 more** than the Standard Offer.²

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 and may include some "incidental residential accounts" (IRAs)

- For the rolling year of December 2021 through November 2022, residential consumers who chose a retail supplier saved, in aggregate, **\$8,060,679 more** than the Standard Offer.
- Since January 2015, when OCC started tracking supplier data, customers with a supplier have overpaid a total of **\$299,183,095** more than standard service.



- For July 1, 2021 through December 31, 2021 the Standard Offer was 7.003 cents/kWh. The Standard Offer for January 1, 2022 through June 30, 2022 is 11.484cents/kWh. For July 1, 2022 through December 31, 2022 the Standard Offer was 12.050 cents/kWh.
- For July 1, 2021 through December 31, 2021 the Standard Offer was 8.0103 cents/kWh. The Standard Offer for January 1, 2022 through June 30, 2022 was 10.6731 cents/kWh. For July 1, 2022 through December 31, 2022 the Standard Offer is 10.62 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 November 2022			
Electric Suppliers	% of Eversource Customers paying over 18.075 cents	% of UI Customers paying over 15.93 cents	Supplier Phone Number
Major Energy Electric Services, LLC	N/A	70.12%	(888) 625-6760
Verde Energy USA Inc	N/A	65.07%	(800) 388-3862

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.