



STATE OF CONNECTICUT  
**NEWS RELEASE**

Consumer Counsel Elin Swanson Katz

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**FOR IMMEDIATE RELEASE**

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**OFFICE OF CONSUMER COUNSEL HELPS RATEPAYER RECEIVE  
REIMBURSEMENT AFTER 25 YEARS**

(August 13, 2012 -New Britain, CT) - The Office of Consumer Counsel (OCC), Connecticut's ratepayer advocate, recently helped a customer receive a reimbursement in the amount of \$10,491.21 for an unwarranted charge she had been paying for years.

Grace Edwards, a Cheshire resident and CL&P customer, recently learned that when she paid her electric bill each month over the past 25 years, she had been paying for two street lights. Turns out, the house she purchased back in 1987 was previously owned by a developer, who was intentionally covering the costs of those lights.

In July, after trying to resolve her high-bill mystery with CL&P, Edwards finally found out about the street lights having been on her bill. The charges were removed from her bill, but no reimbursement was offered. At that point, she reached out to the Public Utilities Regulatory Authority (PURA), then to the OCC and Kevin Hunt at the Hartford Courant.

Edwards said "I discovered a serious billing error on CL&P's part that amounted to thousands of dollars over many years. I called CL&P, wrote letters, did it all, but they were unresponsive to any kind of reimbursement. I really thought I was going to have to sue CL&P. But when I contacted the Office of Consumer Counsel, they got the issue resolved in two business days. CL&P reimbursed me the total amount of overpayment plus interest, and apologized for the error. The Office of Consumer Counsel was wonderful to work with - professional, concerned, efficient. I can't say enough about what a great advocate they are for the people of Connecticut."

Consumer Counsel Elin Swanson Katz said "I am pleased that the Consumer Counsel staff were able to resolve this issue. It is inconceivable that this problem persisted for so long, and very disappointing that CL&P did not immediately rectify the situation when Ms. Edwards brought it to their attention. The result reflects the dedication and persistence of every person who works at OCC advocating on behalf of Connecticut ratepayers."

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*The Office of Consumer Counsel (OCC) is the State of Connecticut's advocate for all utility ratepayers. OCC seeks to ensure just and reasonable rates and reliable utility service for customers of Connecticut's electric, gas, telephone, and water utilities and reasonable protection for cable television customers. For more information, visit [www.ct.gov/occ](http://www.ct.gov/occ).*