



## OCC Presents on Electric Issues at the Immigrant Advisory Group

Monday, April 03, 2017



On Friday, March 24, 2017, the Office of Consumer Counsel's Attorney Joseph Rosenthal and Paralegal Specialist Megan Sullo joined the Immigrant Advisory Group Meeting at the Hartford Public Library to discuss recognizing and combatting frauds and scams committed against immigrants. Other panelists included Commissioner Jonathan Harris from the Connecticut Department of Consumer Protection and Attorney Lynn Cochrane from Greater Hartford Legal Aid.

Attorney Rosenthal discussed how aggressive electric supplier marketing practices may disproportionately affect vulnerable populations, such as immigrants. He further advised which marketing tactics consumers should be wary of and how consumers can monitor their electric bills to ensure they are paying the best rate. Among the tactics warned of were (1) marketers posing as representatives of Eversource Energy or United Illuminating; (2) consumers being told that they are "being forced to switch," rather than having a choice between standard service and a third-party supplier, (3) mischaracterization of electric supply choice as a "government program," and (4) the offering of gift cards and other items unrelated to the cost of electricity.

As Attorney Rosenthal discussed, consumers who believe they have been subjected to unfair marketing practices are encouraged to file a complaint with the Public Utilities Regulatory Authority (“PURA”) [online](#) or by calling 1-800-382-4586.



Please visit

[OCC's website.](#)