



PURA 2025 ANNUAL REPORT

March 2026



**Connecticut Public
Utilities Regulatory
Authority**

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INTRODUCTION

PURPOSE OF THIS REPORT

Since the Public Utilities Regulatory Authority (PURA or the Authority) was established through Connecticut Public Act 11-80, An Act Concerning the Establishment of the Department of Energy and Environmental Protection and Planning for Connecticut's Energy Future, PURA's mission has continued to evolve. In addition to ensuring that Connecticut's investor-owned utilities, including the states' electric, natural gas, and water companies, provide safe, clean, reliable and affordable service, PURA also now oversees programs, policies, and tariff designs that advance the state's energy, economic, and climate goals. These responsibilities play a vital role in ensuring public health and safety and a robust economy in Connecticut.

Given the growing importance of enhancing utility service and achieving the state's climate goals, transparent communications and accessible stakeholder resources have become increasingly important, not just for frequent participants in PURA's processes, but also for elected officials, policy makers, and members of the public alike. In recent years, the Authority has launched multiple new efforts to improve communication and engagement with the public and stakeholders that engage in, or are affected by, PURA's proceedings.

Besides this report, PURA offers many educational resources available to the public, including live-streamed events and rate case video series. This Annual Report, organized around key public utility service sectors, provides a concise summary of the Authority's work completed in the previous year, and shares insights into the year ahead. It provides both quantitative metrics on the Authority's work, as well as abridged versions of key decisions across all of the industries regulated by PURA.

The Annual Report also summarizes the reports submitted to

the General Assembly in the previous year and provides progress updates on specific PURA investigations required by recent legislation. Additionally, the Annual Report includes an update on the work of PURA's Office of Education, Outreach and Enforcement (EOE) and on all appeals of prior PURA decisions. Finally, the Annual Report addresses major upcoming topics in the current year.

The Authority uses this Report to increase stakeholder awareness. As a quasi-judicial agency, PURA can only make decisions based on the record evidence placed before it in any given proceeding. The Authority's decisions affect a wide variety of stakeholders both directly and indirectly and are, therefore, made more robust with increased awareness and participation from all stakeholders. The Annual Report will evolve year-over-year, based on feedback received by the Authority, in order to best communicate with stakeholders.

ABOUT PURA

The Public Utilities Regulatory Authority (PURA or the Authority) is a quasi-judicial agency that interprets and applies the statutes and regulations governing Connecticut's investor-owned electric, natural gas, water, and telecommunications utility companies. These electric, gas, and water companies are granted an "exclusive franchise right" to a specific territory or territories by the General Assembly because they meet the criteria for what is known as a "natural monopoly."

Electricity, natural gas, water, and some telecommunications services are all examples of industries that may qualify as a natural monopoly. Under a natural monopoly, there is only one set of infrastructure that services all customers who all share the costs.

Importantly, however, being granted an exclusive franchise right comes with conditions. In exchange for this right, a utility consents to regulation, including meeting required standards of service.

The Authority is statutorily charged with ensuring that Connecticut's investor-owned utilities provide safe, clean, reliable utility service at just and reasonable rates. During a distribution rate proceeding, PURA reviews a utility's capital and operating expenses to ensure that they were incurred prudently. Then, PURA incorporates these costs, along with a reasonable rate of return derived based on evidence considered during a rate proceeding, into rates.

What does "Quasi-Judicial" mean?

This means that PURA's decisions are legally binding on the utilities it regulates.

HISTORY OF PURA

In the early to mid-nineteenth century, the expansion of railroads enhanced transportation access for people and the distribution of goods and services across the nation. Quickly, it became clear that it was in the public interest to implement safety regulation and monitoring of these railroads and in 1853, the Connecticut General Assembly established a commission of three general railroad commissioners to ensure compliance with safety regulations. [1]

Over time, the jurisdiction of this commission expanded to address issues of safety, property rights, eminent domain, and more. In 1894, the U.S. Supreme Court affirmed previous court rulings and stated that “while railroad corporations are private corporations... distinguished from those created for...governmental purposes, their uses are public, and they are invested with the right of eminent domain, only to be exercised for public purposes,” and “therefore they are subject to legislative control in all respects necessary to protect the public against danger, injustice, and oppression. Most importantly, the Supreme Court confirmed that “the state has the power to exercise this control through boards of commissioners.” [2]

By 1901, the commission was responsible for approving new locations for lines, certifying them as safe, conducting regular safety inspections, investigating complaints, petitions, and accidents, conducting research on emerging technologies, and submitting reports to the Connecticut legislature. The commission would hold hearings, provide legal notices, receive testimony, and issue decisions; all activities familiar to PURA today. [3]

Not long after, the increasing numbers of electric, gas, water, telegraph, and telephone companies brought the need for increased regulation and an agency with an expanded scope. On September 9, 1911, in accordance with Public Acts 1911, chapter 128, the Board of Railroad Commissioners became the new Public Utilities Commission.

In 1975, the General Assembly created the Public Utilities Control Authority from the former Public Utilities Commission. In 1979, this became the Division of Public Utility Control in the Department of Business Regulation and, in 1980, was made an independent department called the Department of Public Utility Control (DPUC).

The DPUC was charged with regulating the electric, gas, water, and telephone industries. The department was subsequently given jurisdiction over cable TV and telecommunications companies, while its jurisdiction over bus, trucking, and livery companies was transferred to the Department of Transportation. It had also been given responsibility for “Call Before You Dig” and began administering certain other programs. Historically, DPUC set utility rates based on costs, with companies allowed to earn a DPUC-authorized rate of return on their investments. As the legislature opened specific industries to competition, it allowed DPUC to implement alternative forms of regulation for those services that are not fully competitive.

In 2011, PURA replaced the former Department of Public Utility Control (DPUC) and, along with the Bureau of Energy and Technology Policy, was made part of the Energy Branch of the Department of Energy and Environmental Protection (DEEP). In 2025, as part of Public Act 25-173, PURA became part of DEEP for administrative purposes only, which removed the requirement that PURA adopt its regulations in accordance with DEEP policies and made changes related to commissioner terms, decisions and panels, and employment restrictions.

PURA'S STATUTORY RESPONSIBILITIES

Among other things, PURA is authorized to adjust the distribution rates charged by investor-owned utilities, advances the modernization of the electric distribution system, sets rates for customer-owned renewable energy resources, regulates the retail electric supplier market, implements federal requirements for natural gas pipeline safety, ensures adequate water system infrastructure investments, reviews mergers and acquisitions, provides education and outreach for consumers, and regulates the expansion of certain telecommunications infrastructure.

The majority of key statutes that govern the work of PURA are found in Title 16 of the General Statutes of Connecticut, "Public Service Companies." Several of the most-referenced statutes are summarized by Table 1 on the next page.

Table 1: PURA's Governing State Statutes

Statutory Section	Purpose
§ 16-9	Governs the issuance of orders by PURA.
§ 16-11	Requires PURA to regulate the condition of the plant, equipment and manner of operation of all public service companies. Enables PURA to order reasonable improvements, repairs, or alterations to companies' plant or equipment or changes to the manner of operation as necessary in the public interest.
§ 16-18	PURA has jurisdiction over the method and manner of construction of wire, poles, conductors, and fixtures for the transmission of electricity.
§ 16-19	Establishes PURA's ratemaking authority.
§ 16-19e	Sets forth the principles PURA must apply when regulating public service companies.
§ 16-41	Authorizes PURA to issue civil penalties.
§ 16-43	Requires public service companies to obtain approval prior to taking certain actions (listed in the statute).
§ 16-244i	Requires PURA to oversee quality and reliability of electric service. Obligates the electric distribution utilities to provide safe and reliable service to customers, among other things.
§ 16-245	Establishes PURA's authority to regulate electric suppliers.

PURA'S ORGANIZATIONAL STRUCTURE

All matters and proceedings before the Authority are presented to a panel of PURA's Commissioners. Each Commissioner is appointed by the Governor, typically to a four (4) year term, with consent from the legislature.

In 2025, PURA welcomed several new commissioners.

Thomas Wiehl, Interim Chairman, was nominated by Governor Ned Lamont in October. Prior to joining PURA, Wiehl served as the Legal and Regulatory Director for the Connecticut Office of Consumer Counsel (OCC) and brings experience managing engagement in regulatory proceedings and appellate activity. Prior to OCC, Wiehl worked as Vice President of Administration and General Counsel for Consumers Petroleum of Connecticut.

David Arconti, Vice Chairman, has been at PURA in this role since August of 2024. Prior to joining PURA, Arconti represented Danbury's 109th district in the State House of Representatives from January 2013 to January 2023. He also has experience in the utility sector, focusing on fuel cells, government relations, and community engagement.

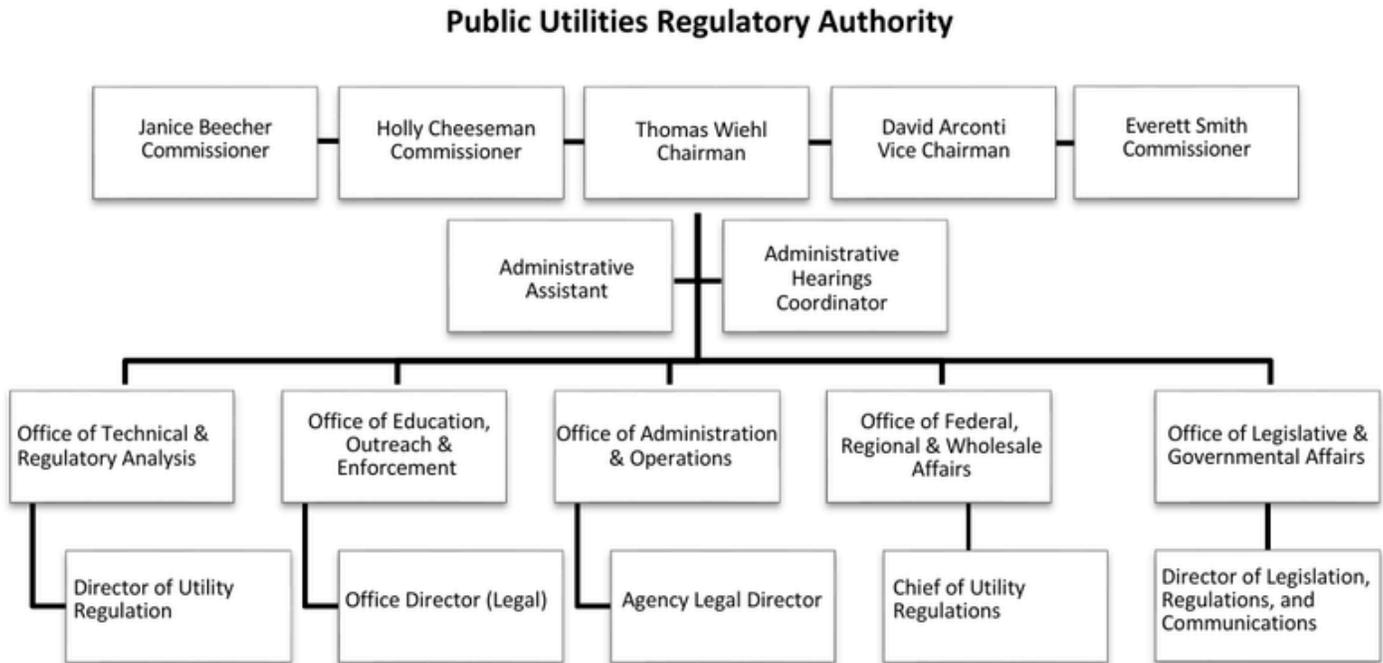
Janice Beecher, Interim Commissioner, was nominated by Governor Ned Lamont in October. Prior to joining PURA, Beecher was a Professor Emeritus (Political Science) and Director Emeritus (Institute of Public Utilities) at Michigan State University. She was also the Editor-in-Chief of the peer-reviewed journal *Utilities Policy* (Elsevier) and a member of the International Advisory Board of Energy Policy (Elsevier). She served on the U.S. EPA's Environmental Finance Advisory Board and Michigan's 21st Century Infrastructure Commission. She previously held staff positions at the Illinois Commerce Commission, The Ohio State University, and Indiana University, and has advised federal, state, and local governments on regulatory policy.

Holly Cheeseman, Interim Commissioner, came to PURA after serving as executive director of the Niantic Children's Museum, where she was responsible for overseeing all financial, organizational, and operational management and oversight. Cheeseman has held several public offices, including as State Representative for the 37th district of CT from 2016 to 2024. She also served on the East Lyme Board of Selectmen, the East Lyme Board of Assessment Appeals, and on the board of seCTer, a nonprofit economic development organization.

Everett Smith, Interim Commissioner, has over 45 years of experience investing across the capital structure. Most recently, he founded and was CEO of GoldenSet Capital which, since 2012, constructed and owned over 54 distributed solar and wind projects and completed investments in residential solar, energy storage, and renewable natural gas. Previously, Smith spent 15 years at GE Capital as Managing Director and Executive Vice President. Prior to that, Smith spent 11 years at Chemical Bank, where he focused on utility corporate and project finance and financings for the independent oil and gas industry. He holds a BA in Economics from Vassar College and an MBA from the University of Houston.

The Authority staff assist the commissioners in reviewing evidence submitted into the record, issuing information requests like interrogatories and conducting cross examination during hearings, and propose recommended decisions to the commissioner panel. A decision on a particular proceeding is reached by a majority vote among the commissioners.

Figure 1: PURA's Operational Organization



PURA’s staff are currently organized into five distinct offices, as show in Figure 1 above.

All docketed work that is primarily technical in nature (i.e., adjudicated investigations) is assigned to the Office of Technical and Regulatory Analysis (TRA), which supports the technical and substantive elements of each of the sectors included in this Report. Other docketed work that is primarily legal in nature is assigned to the Office of Administration and Operations, which houses PURA’s Adjudications unit. Together, TRA and the Office of Administration and Operations are known as “decisional staff.” [4]

Each docket is assigned to technical staff from TRA based on expertise, and at least one legal advisor (attorney) from the Office of Administration and Operations, with other staff assisting as necessary and appropriate. Other matters, such as routine licensing, dispute mediation, or enforcement, are assigned to the Office of Education, Outreach, and Enforcement (EOE). As discussed in greater detail in Section 8, EOE staff are separate from TRA Staff and are subject to ex parte limitations in communicating with other Authority staff. This allows EOE to also participate in PURA dockets as a separate party, particularly when a docket is related to rate amendments, performance-based regulation, or other alternative forms of regulation. [5] In October 2025, PURA began assigning a presiding officer to each new docket, who is designated to preside at hearings on specific matters.

The Office of Legislative & Governmental Affairs serves as PURA's primary contact for the Connecticut General Assembly, news media, and other interested stakeholders. The office handles all inquiries and interview requests from these parties to ensure the Authority's goals, services, activities, and programs are communicated in an accurate, transparent, and timely manner to the benefit of Connecticut ratepayers.

Finally, the Office of Federal, Regional, and State Affairs monitors the federal, interstate, and interregional policies that affect the wholesale energy market, and the reliability and security of energy transmission. This team is also tasked with matters related to in-state siting, including representing the PURA chairperson as her designee to the Connecticut Siting Council and serving as technical staff in reviewing relevant applications (e.g., construction method and manner applications).

PURA'S PUBLIC ENGAGEMENT & OUTREACH

The Authority's work impacts all of Connecticut's businesses and residents, making outreach to the public essential. Ensuring that stakeholders can provide input into PURA's proceedings is critical to preparing robust, and equitable decisions.

2025 brought about important work in some key PURA proceedings related to public engagement, namely PURA [Docket No. 24-09-07](#): Equity, Accessibility, and Stakeholder Engagement (EASE) and PURA [Docket No. 23-09-34](#): Stakeholder Compensation.

These efforts are in addition to multiple public outreach and engagement efforts, including educational videos, the publication of quarterly newsletters that highlight recent decisions and upcoming procedural events, and the PURA 101 Roadshow, which brings live engagement to public audiences statewide. The Authority is committed to ongoing education and will continue to modify its resources to best serve the needs of the public.

PURA'S DOCKET DATABASE

All documents related to each docket's procedural record are filed in PURA's online docket database. To search the record of any docket, simply type the docket number into the search box. To access the database, click the button to the right.

[Access PURA's
Docket Database](#)

[1] Public Acts, 1853, chapter 74.

[2] NEW YORK & N E R CO v. TOWN OF BRISTOL, 151 U.S. 556 (1894)

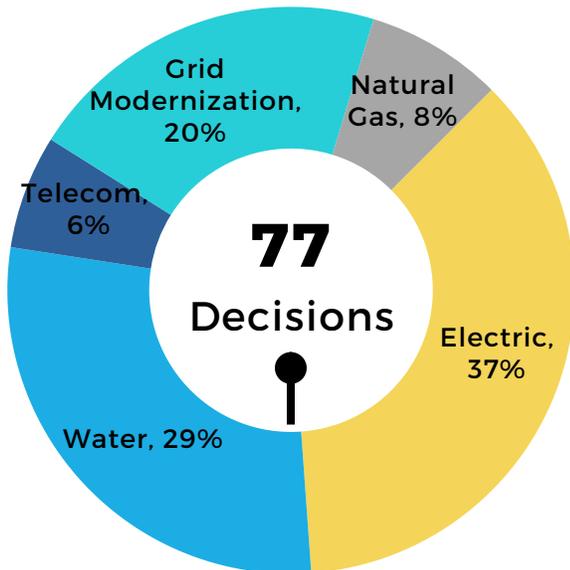
[3] CT State Library - Board of Railroad commissioners records. <https://cslarchives.ctstatelibrary.org/repositories/2/resources/427>

[4] Decisional staff work directly with the PURA Commissioners on decisions and, therefore, are subject to the Authority's prohibition on ex parte communications (i.e., decisional staff are unable to discuss substantive matters related to an open investigation with docket Parties, Intervenors, or Participants).

[5] General Statutes § 16-19(a) states that the Authority may require a portion of its staff to serve as a party to any proceeding. General Statutes § 16-19j(b) mandates that such an assignment shall occur when the proceedings relate to: (1) a rate amendment proposed pursuant to section 16-19 by a public service company having more than seventy-five thousand customers; (2) the approval of performance-based incentives pursuant to subsection (b) of section 16-19a; or (3) the approval of any alternative form of regulation pursuant to section 16-247k.

2025 BY THE NUMBERS

Metrics and data tracking are essential tools to understanding trends and progress. The below are key quantitative statistics related to PURA’s work product and other activities in 2025, included to help stakeholders better understand PURA’s roles & responsibilities.



77
Decisions

Contains:

- 14 Annual Reviews
- 2 Major Rate Cases

Over 2,000

Total pages of analysis across decisions

+559

Additional Licensing, Certification, and Submetering Application Decisions



Stakeholder Engagement Efforts

- 54 opportunities for written comments
- 28 Technical Meetings
- 72 Hearings
- 11 unique public engagement events
- 8 PURA 101 [Workshops](#)
- 5,016 customer complaints addressed

\$118K
Awarded in Customer Complaint Restitution

\$950K Issued in Fines for CBYD Violations

\$1.6M Issued for Gas Pipeline Safety Violations

79
Total Staff

74 | 275
Dockets Opened | Dockets Closed

104
Motion Rulings

SECTION 1: RATE CASE UPDATES

One of the core functions of PURA is regulating the distribution rates of Connecticut's investor-owned electric, natural gas, and water utility companies. These companies are granted monopoly franchise rights over the distribution and delivery infrastructure of their respective services because they are considered to have the characteristics of natural monopolies. As a result, the role of the regulator is to serve as a proxy for the forces of competition to balance this monopoly control and ensure that the companies provide safe, adequate, and reliable service to customers at affordable rates. Specifically, PURA regulates the rates utilities charge customers to recover the costs of owning and maintaining distribution infrastructure; while the cost of energy supply is instead a product of the New England regional wholesale market, which is regulated by the Federal Energy Regulatory Commission.

In order to amend its distribution rates, a utility company must file a detailed application with the Authority. PURA is statutorily charged with conducting an adjudicated proceeding to investigate any rate application. This investigation is called a "rate case" and is one of the core functions of the Authority. Connecticut law requires PURA to conduct a rate case for public service companies at certain intervals and within a certain amount of time. After receiving a rate application, PURA has 270 days to complete a rate case proceeding for water companies, and 350 days for electric and gas companies.

During each rate case, PURA's objective is to determine whether the rates proposed by the utility are just, necessary to meet reliability and safety standards, and reasonable. By law, it is the company's responsibility to prove that its proposed rates are just and reasonable. Notably, this responsibility requires the company to provide more than mere assertions or documentation of expenses. Rather, the company must provide credible and sufficient evidence and clear

explanations that demonstrate that the proposed rate change is just and reasonable and that the costs arise from prudent and efficient management of the utility. By requiring this demonstration that a requested rate is just and reasonable the Authority can ensure that the public interest is protected as required by Title 16 of the General Statutes.

The Office of Consumer Counsel (OCC) is an automatic party to all rate cases before PURA and regularly engages in such proceedings by offering testimony and discovery responses that typically oppose or question the positions of the applicant company. Other parties or intervenors, such as the Department of Energy and Environmental Protection and the Office of the Attorney General, also regularly participate in rate cases and advocate for outcomes that may differ from the application presented by the company.

Authority staff with expertise in accounting, finance, utility regulation, engineering, economics, and policy scrutinize the evidence provided by the company and other parties, starting with the company's proposed rate base. A utility's rate base includes the facilities, infrastructure, and other capital investments made by the utilities to supply safe, reliable, and cost-effective service to customers. Utilities finance these investments through a mixture of debt and equity capital and then seek to recover these investments through rates paid by ratepayers. The Authority conducts a prudence review by analyzing the evidence provided by the utility and other parties to the rate case proceeding to ensure that all costs included in the rate base are reasonable. Specifically, the Authority carefully reviews all relevant filings, conducts public cross examination of technical experts and other witnesses in hearings, issues interrogatories (i.e., written questions directed at specific parties) in advance of those hearings, audits the financial reports filed by the companies, evaluates all of the evidence and positions advanced by other parties and intervenors, and reviews public comment.

In addition to recovering the return of their authorized investments in rate base, utilities are also afforded the opportunity to earn through rates a specified return on capital that is derived from both the return on debt and the return on equity (ROE) such investments, as required by long-standing U.S. Supreme Court precedent. The authorized ROE is determined by examining several factors including current economic and market conditions, analytical models and cost of equity capital methodologies, ROEs of similar companies in other jurisdictions, the company's financial risk and credit rating, and competing analyses and other evidence offered by the OCC and/or other parties or intervenors.

The Authority then multiplies the rate base by the return on capital, inclusive of the authorized ROE, and adds in the depreciation expense (which is the return on capital investments), any operations and maintenance expenses, and taxes to determine the annual authorized revenue for the utility, called the revenue requirement. The distribution revenue requirement is what the utility is allowed to recover through various charges on customer bills. These charges can take various forms, including fixed customer charges (e.g., \$/customer), demand charges (e.g., \$/kW measured in a particular period), and volumetric charges (e.g. \$/kWh).

Revenue Decoupling

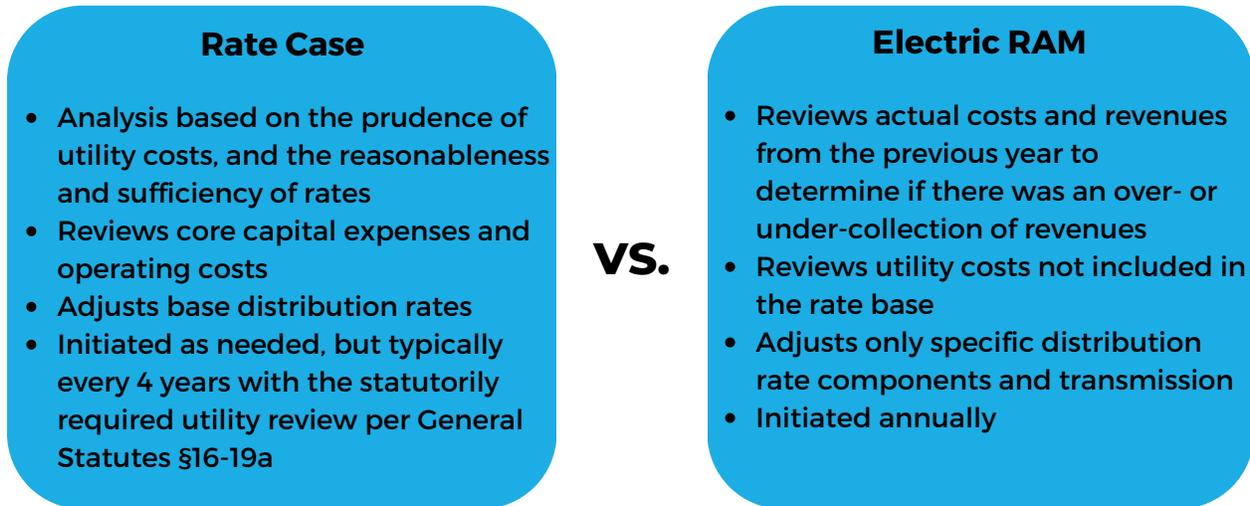
Any under- or over-collection of a utility's approved annual revenue requirement is subject to reconciliation pursuant to the state's revenue decoupling law. Decoupling ensures that the utility receives its annual revenue requirement, regardless of its annual sales. As such, decoupling disconnects utility revenue from customer usage, thereby creating incentive for conservation efforts and other measures that reduce sales, while also insulating both customers and the utility from the risks associated with the collection of either too much or too little revenue.

For electric and gas utilities, the reconciling rate component is known as the revenue decoupling mechanism (RDM). For water utilities, the reconciling rate component is known as the revenue adjustment mechanism (RAM, though, not to be confused with an electric rate adjustment mechanism that uses the same acronym described further below). The Authority reviews and compares a utility's revenue each year with its approved revenue requirement and authorizes a charge or credit, as appropriate, through the RDM or RAM, as applicable, to reconcile any difference from the preceding year. The charge or credit is applied for one year.

Rate Cases vs. Electric Rate Adjustment Mechanisms (RAM)

The Authority also reviews rates recovered through additional cost recovery mechanisms. For electric and gas utilities, this includes a review of the charges related to the supply through the standard service and last resort offers for electric customers and the purchased gas adjustment for gas customers. For electric utilities this also includes a review of transmission and additional policy-related charges through the annual rate adjustment mechanisms (RAM). Whereas a rate case is used to determine the expected distribution revenue requirement a utility needs to recover the cost of providing safe and reliable distribution service, the electric RAM is used to recover and reconcile costs not included in base distribution rates. Included in the electric RAM for example are costs or revenues associated with clean energy programs and arrearage management programs as directed by state statute, and transmission costs, among other costs. These costs are reconciled on an annual basis and charged to customers through separate rate components that are included in different portions of customers' monthly bills.

Ultimately, rate cases and rate adjustments are some of the most important tools that the Authority has because their outcomes affect all residents, businesses, critical infrastructure, and industries within a utility's service territory. For more information on the 2025 electric RAM decisions, and how differences in expected and actual revenues are reconciled each year, see the discussion of the Rate Adjustment Mechanism in Section 3 below in this Report.

Figure 2: Understanding Rate Cases vs. Electric RAM Proceedings

ACTIVE RATE CASES

In 2025, the Authority completed full prudency reviews and issued decisions for the United Illuminating Company (UI), in Docket No. 24-10-04, and the Yankee Gas Services Company d/b/a Eversource Energy (Yankee) in Docket No. 24-12-01. The decisions for each of these companies are products of rigorous discovery and analysis described above, which included hundreds of interrogatories, weeks of hearings including hours of cross examination and testimony by topical experts, detailed audits of financial statements, and multiple public comment hearings. The Authority's decisions present the fulfillment of its duties to ensure that approved rates are sufficient to cover the companies' prudently incurred costs, including a reasonable rate of return, while protecting the public interest. Subsequent to issuing the UI and Yankee rate case decisions, the Authority decided to reconsider the decisions individually. Accordingly, pursuant to General Statutes § 4-181a(a)(2), the Authority is conducting additional proceedings to consider new evidence and arguments made by the companies and by parties and intervenors in the respective UI and Yankee rate case dockets. Until a reconsidered decision is reached in each docket, PURA is unable to comment substantively on the UI and Yankee rate cases. PURA is scheduled to make reconsideration decisions in Docket Nos. 24-10-04 and 24-12-01 on or before March 4, 2026 and March 11, 2026, respectively.

In 2025, PURA also received a rate case application from the Hazardville Water Company, in Docket No. 25-07-12. Robust public engagement and comment have been a priority in this proceeding, as demonstrated by the multiple opportunities for public comment offered through live sessions conducted in the affected community and also held virtually, during lunchtime and evening hours, and the opportunity to submit comments in writing at any time. PURA has completed evidentiary hearings in this proceeding and

parties and intervenors filed briefs and reply briefs in January of 2026. Until a decision is reached in this docket, PURA is unable to comment substantively outside of the formal noticed proceedings. PURA is scheduled to issue a proposed final decision on March 23, 2026 with a chance for parties and intervenors to comment (i.e., submit Written Exceptions to the proposed decision) on March 31, 2026. The final decision in Docket No. 25-07-12 is scheduled to be adopted at the May 1, 2026 Special Meeting.

Table 2: Active Rate Case Application Summary

	Docket No. 24-10-04 (UI)	Docket No. 24-12-01 (Yankee)	Docket No. 25-07-12 (Hazardville)
Customers	More than 340,000	More than 252,000	7,300
Territory	17 towns and cities in southwestern Connecticut	85 towns and cities throughout Connecticut	2 towns in northern Connecticut
Previously Authorized Revenue Requirement	\$384,865,000	\$719,998,000	\$3,900,362
Previously Authorized ROE	9.10%	9.30%	9.60%
Requested Revenue Requirement	\$490,283,797	\$912,953,454	\$6,358,141
Requested ROE	10.50%	10.80%	10.60%
Authorized Revenue Requirement	Decision scheduled for March 3, 2026	Decision scheduled for March 15, 2026	Decision scheduled for May 1, 2026
Authorized ROE			

PURA Video Tutorials About Rate Cases

Click the links in each circle to learn more.

[Overview of Rate Cases & Why They Matter to You](#)

[Ways to Get Involved In a Rate Case](#)

[The Why and How of Setting Utility Rates](#)

[Parties in a Rate Case](#)

[How is my bill affected by a rate case?](#)

[Review of Storm Costs in a Rate Case](#)

SECTION 2: PERFORMANCE BASED REGULATION

THE EXPANDING SCOPE OF UTILITY REGULATION

In 2020, the General Assembly enacted Public Act 20-5, An Act Concerning Emergency Response by Electric Distribution Companies, The Regulation of Other Public Utilities and Nexus Provisions for Certain Disaster- Related or Emergency-Related Work Performed in The State (Take Back our Grid Act). This bipartisan legislation required PURA to, among other things, initiate a proceeding to research and consider financial, performance-based incentives, penalties, and metrics to use in regulating the electric distribution companies (EDCs), Eversource and UI. In other words, PURA is required to design a performance-based regulatory framework (PBR Framework) that cost-effectively incentivizes the EDCs to achieve the outcomes desired from Connecticut's electric grid, including but not limited to: reliability, safety, affordability, emergency responsiveness, cost-efficiency, equity, customer satisfaction, municipal engagement, resilience, and the advancement of the state's environmental and climate policy goals.

This PBR Framework, currently in development, will provide a set of tools to ensure utility performance and incentives are aligned with the public interest and enable innovations within modern power systems. PURA established a two-phase process to develop the PBR Framework. In Phase 1, which completed in 2023 in Docket No. 21-05-15, the Authority adopted a set of regulatory goals, foundational considerations, and priority outcomes to guide future electric utility regulation in Connecticut. The regulatory goals and priority outcomes are depicted in Table 3, below.¹ In Phase 2, which remains active, PURA is conducting an extensive stakeholder process to detail the components of the PBR Framework within three categories: Revenue Adjustment Mechanisms, Performance Mechanisms,

and Integrated Distribution System Planning. With the EDCs and stakeholders, PURA is investigating these three categories in separate “reopener dockets”: Docket Nos. 21-05-15RE01 (Revenue Adjustment Mechanisms); 21-05-15RE02 (Performance Mechanisms); and 21-05-15RE03 (Integrated Distribution System Planning). In 2025 PURA issued draft decisions in each of the PBR reopener dockets, however the timelines for completion PBR Framework have been paused due to the change in commissioner panel composition in 2025 and early 2026. The current panel of commissioners continue to review the records in each of the PBR reopener dockets and anticipates a path forward in 2026. Each of the PBR reopener dockets is discussed further below.

Table 3: PURA’s Regulatory Goals and Priority Outcomes

Regulatory Goals	Priority Outcomes
1.Excellent Operational Performance	<ul style="list-style-type: none"> • Business Operations and Investment Efficiency • Comprehensive and Transparent System Planning • Distribution System Utilization • Reliable and Resilient Electric Service
2.Public Policy Achievement	<ul style="list-style-type: none"> • Social Equity • Greenhouse Gas Reduction
3.Customer Empowerment & Satisfaction	<ul style="list-style-type: none"> • Customer Empowerment • Quality Customer Service
4.Reasonable, Equitable, and Affordable Rates	<ul style="list-style-type: none"> • Affordable Service

ACTIVE PBR INVESTIGATIONS

Across the three PBR reopener dockets in 2025, PURA hosted six Technical Meetings, issued three Written Comment Requests, issued 36 Interrogatories, and issued three proposed final decisions with an opportunity for participants to file written exceptions. Though the public proceedings for the PBR reopener dockets are currently paused as the current panel of commissioners continues to onboard, internal evaluation continues and the Authority anticipates completing these proceedings in 2026.

Docket No. 21-05-15RE01: Revenue Adjustment Mechanisms

The first PBR reopener is investigating potential modifications and additions to Revenue Adjustment Mechanisms. Specifically, these include: Multi-Year Rate Plans (MRP); Earnings Sharing Mechanisms (ESM); the Revenue Decoupling Mechanism (RDM); and potential Capex / Opex Equalization Measures. As the MRP is the primary mechanism governing EDC cost recovery through base rates, it has been the main focus of this investigation. By necessity, the ESM, RDM, and Capex / Opex Equalization will also be reviewed as mechanisms related to the MRP; however, such review may or may not result in reforms during Phase 2 if none are deemed necessary to advance priority outcomes. Moreover, the Authority is reviewing, considering, and investigating the MRP, ESM, RDM, and Capex / Opex Equalization as a group of Revenue Adjustment Mechanisms in Phase 2 to account for the interrelationships and collective results of such mechanisms and proposed modifications. The discovery, analysis, and deliberation of the Revenue Adjustment Mechanism reopener will culminate in a final Decision to adopt guidance for subsequent EDC rate cases.

Docket No. 21-05-15RE02: Performance Mechanisms

The second PBR reopener is investigating potential modifications and additions to Performance Mechanisms. These include: Reported Metrics; Scorecards; and Performance Incentive Mechanisms (PIMs). These elements of the state's regulatory structure provide transparency of information with respect to EDC performance and will help measure achievement of the regulatory goals and priority outcomes adopted in Phase 1 of PBR. The Authority is reviewing this group of performance mechanisms as a portfolio to account for the interrelationships and collective results of such mechanisms and proposed modifications.

The discovery, analysis, and deliberation of the Performance Mechanisms reopener will culminate in a final Decision to align existing reported metrics within the PBR Framework and elsewhere and potentially adopt new metrics effective immediately where necessary. Additionally, this reopener docket's final Decision may establish scorecards to be implemented as soon as practicable and/or PIMs likely to be implemented in subsequent EDC rate cases. The Final Decision in Docket No.

21-05-15RE02 is expected to include the requisite detail for implementation, including but not limited to, metric and scorecard reporting frequency, the format and venue for reporting, targets and benchmarks in the case of scorecards, and financial impact in the case of PIMs.

Docket No. 21-05-15RE03: Integrated Distribution System Planning

The third and final PBR reopener is investigating the establishment of an Integrated Distribution System Plan (IDSP). Such planning among EDCs is a growing industry standard to anticipate and optimize the proliferation of DERs and grid-edge technologies on the distribution system. Various elements of IDSP currently exist in Connecticut, for example, EDC hosting capacity maps and the Non-wires Solutions (NWS) Process established in Docket Nos. [17-12-03RE07](#) and [24-08-08](#). Additionally, the EDCs already conduct load forecasting and assess grid needs to inform capital investments – both of which are core practices of IDSP.

As a result, this proceeding is focused on documenting the existing components of IDSP, reviewing and evaluating the systems and processes that support IDSP, making components of IDSP more transparent and better connected where necessary, and establishing a public and transparent IDSP process and reporting standard.



SECTION 3: THE ELECTRIC SECTOR

1.5 M Customers

The Electric Sector is the largest industry regulated by PURA with over \$2.5 billion annually in distribution revenue under PURA's jurisdiction. The Authority is responsible for regulating the rates, services, and distribution infrastructure of Connecticut's two investor-owned electric distribution companies (EDCs), The Connecticut Light and Power Company d/b/a Eversource Energy (Eversource) and The United Illuminating Company (UI), in a manner that leads to just and reasonable rates. Together, Eversource and UI serve over 1.6 million customers (also called "ratepayers"), which represents over 90% of the state's electric customers.¹ The Authority's oversight of the EDCs, which is outlined in Title 16 of the General Statutes, covers a broad range of topics, including but not limited to:

- Electric distribution rates and other bill charges;
- The provision of safe, adequate, and reliable service;
- The wholesale procurement of electricity;
- The administration of renewable power contracts;
- Emergency performance and incident response procedures;
- The administration of utility poles;
- Vegetation management practices (i.e., tree trimming);
- Metering and billing accuracy;
- Customer service, education, and outreach; and
- The oversight of renewable energy tariff structures.

In addition to its regulation of the EDCs, the Authority also has purview over other aspects of electric sector regulation, including but not limited to:

- Third party electric supplier licensing;
- Registration of electric aggregators; and
- Monitoring compliance with the renewable portfolio standards.

When a docket concerning any of the above topics is brought before the Authority, staff must follow the docket process to build a record of evidence that enables a well-founded decision that supports the agency's overall mission of just and

reasonable rates. A detailed explanation of this process is included in Appendix 1 – Standard Docket Procedure Guide, attached to this report.

Electric Supply Costs

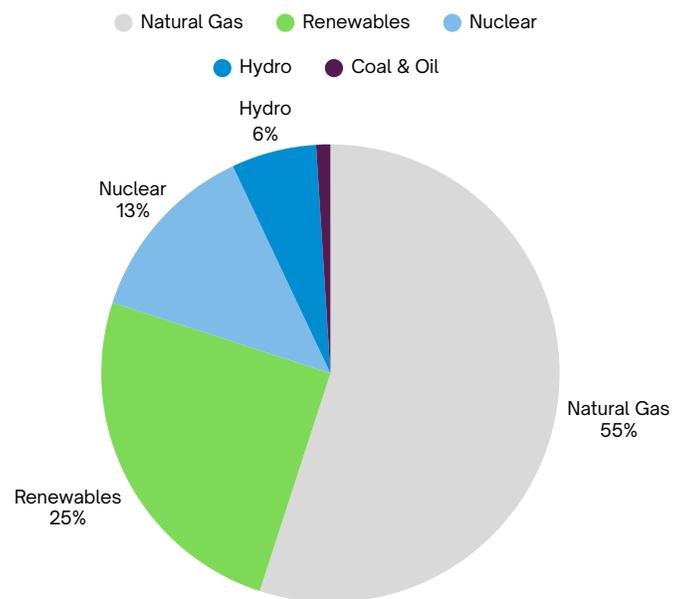
While many components of the Electric Sector are under PURA’s jurisdiction, PURA does not regulate wholesale energy costs. When Connecticut deregulated its energy supply in 1998, the intent was to let market competition reduce both supply costs and risk to ratepayers, while PURA would oversee the safe, reliable, and affordable distribution of electricity throughout the state. Thus, the cost of electricity supply is now established by the regional wholesale energy markets overseen by the Independent System Operator of New England (ISO-NE or ISO New England). Although ratepayers can choose an alternate supplier, most ratepayers elect to remain on standard service, whereby Eversource and UI purchase electricity through the wholesale energy markets and pass that cost directly through to ratepayers. The EDCs do not earn a profit on the cost of electricity.

The price of energy supply for electricity is highly correlated with the price of natural gas because it is the “marginal resource”, or the resource that sets the price in the wholesale energy markets in most hours. Typically, when the price of natural gas increases, electricity supply rates subsequently increase. As shown by Figure 3, natural gas powers approximately 55% of New England’s electricity generation.

Though the Authority has no control over the price of wholesale electric supply, it has designed and implemented multiple affordability and bill repayment programs, and renewable energy tariffs that empower a ratepayer’s decision to install, lease, or subscribe to solar facilities in the state to gain some control over their electric supply costs. Additionally, PURA has other tools to address distribution charges on customers’ bills in the long term, including rate cases, as discussed in Section 1 above.

Figure 3: 2025 New England Regional Generation Mix

Source: [ISO New England](#)



KEY ELECTRIC SECTOR TOPICS

As discussed throughout, PURA's regulation of the EDCs primarily focuses on ensuring reliability, safety, and affordability of electric distribution service. In 2025, among many other proceedings, PURA reviewed and approved electricity supply rates for standard service customers and completed its annual 2025 RAM proceedings to ensure that any adjustments reflect actual prices and costs. The Authority also continued to monitor the EDCs' reliability performance. The full list of PURA decisions for the electric sector is included further below in this section.

Affordability

Electric Supply

Customer electricity bills are divided into two primary categories of charges: (1) supply charges and (2) delivery charges. Supply charges represent the cost of the electricity commodity used by the customer. Delivery charges represent all other charges related to the conveyance of electricity to customers including transmission, distribution, public benefits, and other charges. In Connecticut's de-regulated electricity market, customers can choose to source their electricity supply from a retail supplier or from their local EDC's default electricity supply service, known as Standard Service (SS) for residential customers and commercial customers using less than 500 kilowatt (kW) of demand, and known as Last Resort Service for customers using more than 500 kW of demand. As a result of the de-regulation of the electricity industry in 1998, Connecticut's regulated, investor-owned EDCs, Eversource and UI, generally do not own and operate the electricity generation resources that supply electricity to customers. Instead, electricity is supplied to Connecticut customers, whether through retail suppliers or through SS, via the competitive wholesale energy markets administered by the Independent System Operator of New England (ISO-NE). Electricity supply prices are determined in the ISO-NE wholesale markets and are not regulated by PURA.

In 2025, SS rates reflected a typical annual pattern of increasing for the first half of the year and decreasing for the second half of the year. This pattern typically recurs annually because of seasonal changes in the price of natural gas. Specifically, across all rate schedules for January 1, 2025 through June 30, 2025, Eversource SS was 11.02 cents per kWh on average and UI SS was 13.48 cents per kWh on average. Across all rate schedules for July 1, 2025 through December 31, 2025, Eversource SS was 9.68 cents per kWh on average and UI SS was 11.72 cents per kWh on average.

Rate Adjustment Mechanisms (RAM)

In 2007, the General Assembly enacted Public Act 07-242, An Act Concerning Electricity and Energy Efficiency, which ordered Connecticut's electric and gas utilities to decouple their distribution revenues from the volume of sales. Essentially, this means that if a utility collects revenue higher than the amount previously established through a full rate case, it

is returned in the next year's rates as a credit to customers, and if there is an under-collection, then the utility can recover that shortfall through an additional charge instead. Additionally, other costs for programs such as the EDCs' arrearage forgiveness programs and several clean energy project contracts entered into by the State of Connecticut are not included in base distribution rates. While distribution rates are set through a rate case, the other costs and revenues associated with clean energy programs, arrearage management programs, etc., are reconciled and charged to customers through separate rate components that are delineated as additional line items on the delivery side of a customer's monthly bill.

To ensure a fair and accurate accounting of all rate components charged to customers and to address any associated under- or over-collections, the Authority annually performs a full prudence review of actual revenues and approved expenses from the prior calendar year for all rates, apart from base distribution rates, charged to retail electric customers. Areas of review include, but are not limited to: the collection timeline of each rate component, including transmission; customer renewable energy and grid modernization program costs (e.g., the Residential Renewable Energy Solutions program); state-led renewable energy procurements; resilience and reliability measures; and revenue decoupling. The Authority initially reviews these filings in March and April to allow for changes to be provisionally made to the reconciling components starting May 1 of each year. Subsequently, the Authority conducts a full prudency review of the underlying costs expended through the associated programs during the previous calendar year and approves the final rate adjustments associated with such prudence review. Any differences between the May 1 rates and the findings of the Authority's prudence review go into effect September 1 of the current year.

In accordance with General Statutes §16-19e(a), PURA reviews these rate components to ensure that:

- 1.The level and structure of rates [are] sufficient, but no more than sufficient, to allow public service companies to cover their operating costs including, but not limited to, appropriate staffing levels, and capital costs, to attract needed capital and to maintain their financial integrity, and yet provide appropriate protection to the relevant public interests, both existing and foreseeable...; and
- 2.The level and structure of rates charged customers reflects prudent and efficient management of the franchise operation.

This process is known as the Annual Review of the Rate Adjustment Mechanisms, or RAM, and is conducted for both Eversource and UI.

Every year on March 1, Eversource and UI each submit their RAM filings for the previous year, detailing the Company's calculated over- or under-recoveries for the period of January 1 through December 31 of the previous calendar year. A standardized docket numbering system is used for each company's annual RAM proceeding: XX-01-03 for Eversource and XX-01-04 for UI, with the "XX" representing the last two digits of the current calendar year. The Authority typically issues an interim decision in mid-April authorizing the provisional May 1 rates and a final decision in mid-August approving the final revenues and expenses and any rate adjustments for September 1.

2025 Eversource and UI RAM Proceedings

On March 1, 2025, Eversource and UI submitted their RAM filings detailing each company's over- or under-recoveries of the various rate components addressed by RAM in Docket Nos. [25-01-03](#) and [25-01-04](#), respectively. Additionally, each company provided their proposed weighted-average rate adjustments associated with such over- or under-recoveries.

The Authority issued interrogatories – as did other parties and intervenors such as OCC, EOE, and DEEP – and held public hearings in both dockets, resulting in Interim Decisions issued on April 23, 2025, that approved rate adjustments for both Companies effective May 1, 2025 to April 30, 2026. These interim decisions also specified that the Authority may adjust these approved rates effective September 1, 2025, based on its subsequent review and Final Decisions in the proceedings.

On August 13, 2025, the Authority issued Final Decisions in both dockets approving rates for Eversource and UI, with adjustments to certain rate components for the period of September 1, 2025, through April 30, 2026, to account for the Company's 2024 actual revenues and expenses and resulting over- or under-collections for the RAM Components for the 12-month period ending December 31, 2024, and to incorporate certain known and measurable expenses the Company is likely to incur in calendar year 2025. Notably the Authority also made adjustments to the Non-Bypassable Federally Mandated Congestion Charge (NBFMCC) and the System Benefit Charge (SBC) to reflect funding authorized by the State Bond Commission pursuant to [Public Act 25-173, An Act Concerning Energy Affordability, Access, and Accountability](#). View the Final Decisions for [Eversource's RAM Proceeding](#) and [UI's RAM Proceeding](#).

Reliability

General Statutes § 16-245y(a) requires each EDC to report reliability data to PURA for the preceding 12 months in terms of System Average Interruption Duration Index (SAIDI) and System Average Interruption Frequency Index (SAIFI), both of which are common electric utility industry measures of reliability. Eversource and UI submitted their Transmission and Distribution Reliability Performance Reports reflecting calendar year 2024 data (2025 TDRP Reports) on March 31, 2025. General Statutes § 16-245y(a) also requires PURA to report these data for each EDC and for the state as a whole to the joint standing committee of the Energy and Technology Committee of the Connecticut General Assembly. This reliability report includes additional information and metrics, such as Customer Average Interruption Duration Index (CAIDI), to give the General Assembly greater insight into the reliability performance of Connecticut's EDCs and their distribution systems. The Authority issued the reliability report on November 10, 2025.

In 2024, Eversource's 2024 SAIDI and CAIDI increased slightly relative to 2023 but remain significantly lower than the 1995-1998 four-year average. UI's SAIDI and CAIDI decreased or stayed the same compared to 2023 and have decreased significantly since 2010. A national comparison shows that Connecticut's EDCs rank favorably in terms of reliability performance. The reliability report provides additional background describing each EDC's distribution system, the reliability metrics reviewed, outage causes, and statewide performance as compared to other states. View the Authority's [2025 reliability report](#).



SECTION 4: GRID MODERNIZATION

The electric sector and its infrastructure are the veins and arteries that power modern society. Nationally, the electric sector accounts for approximately 5% of the gross domestic product (GDP). Indirectly, the electric sector contributes much more, enabling businesses and industry to create the goods and services that make up the remaining 95% of the GDP and improving productivity, health, safety, comfort, and convenience. However, today's electric grid faces new and growing challenges such as rising energy demand, growing deployment of distributed energy generation resources (DERs) like rooftop solar, ambitious climate and energy policies, and increasing storm frequency and intensity. These, and other challenges, are impacting the affordability, resilience, and reliability of our electric distribution system.

In response to these challenges, PURA determined a distinct strategy for grid modernization was necessary, separate from traditional electric sector regulation. In October 2019, PURA issued an Interim Decision in Docket No. 17-12-03, PURA Investigation into Distribution Planning of the Electric Distribution Companies (EMG Interim Decision) outlining the Authority's framework for investigating both near- and long-term- strategies to implement an Equitable Modern Grid (EMG) for Connecticut.

The EMG framework is designed to foster innovative solutions that address the major challenges and opportunities facing the electric sector and has four objectives:

1. Support (or remove barriers to) the growth of Connecticut's green economy;
2. Enable a cost-effective, economy-wide transition to a decarbonized future;
3. Enhance customer access to a more resilient, reliable, and secure commodity; and
4. Advance the ongoing energy affordability dialogue in the state, particularly in underserved communities.

All four objectives are inextricably connected and, thus, no single objective can be accomplished without the others to achieve an Equitable Modern Grid. Similarly, the whole of an Equitable Modern Grid is greater than the sum of its parts, as the realization of each objective can further the achievement of the others. The 2019 EMG Interim Decision introduced 11 sub-topics for further investigation through a series of “reopened” proceedings, where PURA has evaluated and in some cases, continues to consider potential solutions for cost-effectiveness and achievement of objectives in the longer-term. Since 2019, PURA has completed decisions or final reports in all 11 reopeners, with several having moved into a cycle of ongoing annual program reviews. The EMG reopener dockets are summarized below in Table 4.

What is a reopener docket?

A docket that is initiated to either reassess or continue evaluating a specific part of the original docket's decision. It helps to maintain continuity between related dockets. "Reopened" proceedings use the naming convention "##-##-##re0#" in PURA's docket database.

Table 4: Overview of the EMG Reopener Dockets

Docket Number 17-12-03REXX	Topic Area	Date of Decision or Final Report	Ongoing Annual Dockets
RE01	Energy Affordability	10/18/2019, 07/01/2020, 12/02/2020, 06/09/2021	Yes
RE02	Advanced Metering Infrastructure	1/3/2024	N/A
RE03	Energy Storage Systems	7/28/2021	Yes
RE04	Zero Emissions Vehicles	6/9/2021	Yes
RE05	Innovation Pilots	3/30/2022	Yes
RE06	Interconnection Standards	11/25/2020	N/A
RE07	Non-Wires Solutions	11/9/2022	Yes
RE08	Reliability & Resilience	8/31/2022	Yes
RE09	DER Analysis and Program Review	2/23/2022	Annual Reporting
RE10	Resource Adequacy & Clean Energy Supply	2/1/2024	N/A
RE11	Advanced Rate Design	02/23/2021, 06/23/2021, 10/19/22	N/A

KEY GRID MODERNIZATION TOPICS

The Authority's work in 2025 to advance the Grid Modernization objectives is illustrated below by a summary of a select docket for each objective.

Support (or Remove Barriers to) the Growth of Connecticut's Green Economy

Docket No. 24-08-07: Innovative Energy Solutions Program Cycle 3

The Authority issued a decision in Docket No. 17-12-03RE05, PURA Investigation into Distribution System Planning of the Electric Distribution Companies -Innovative Technology Applications and Programs (Innovation Pilots), on March 30, 2022, officially approving the program design of the Innovative Energy Solutions Program (IES Program). The goal of this program is to enable the deployment of, on a limited basis, innovative pilot technologies, products or services, and to evaluate their performance. If satisfactory ratepayer benefits are demonstrated, the innovation(s) could be scaled up for statewide deployment by the EDCs.

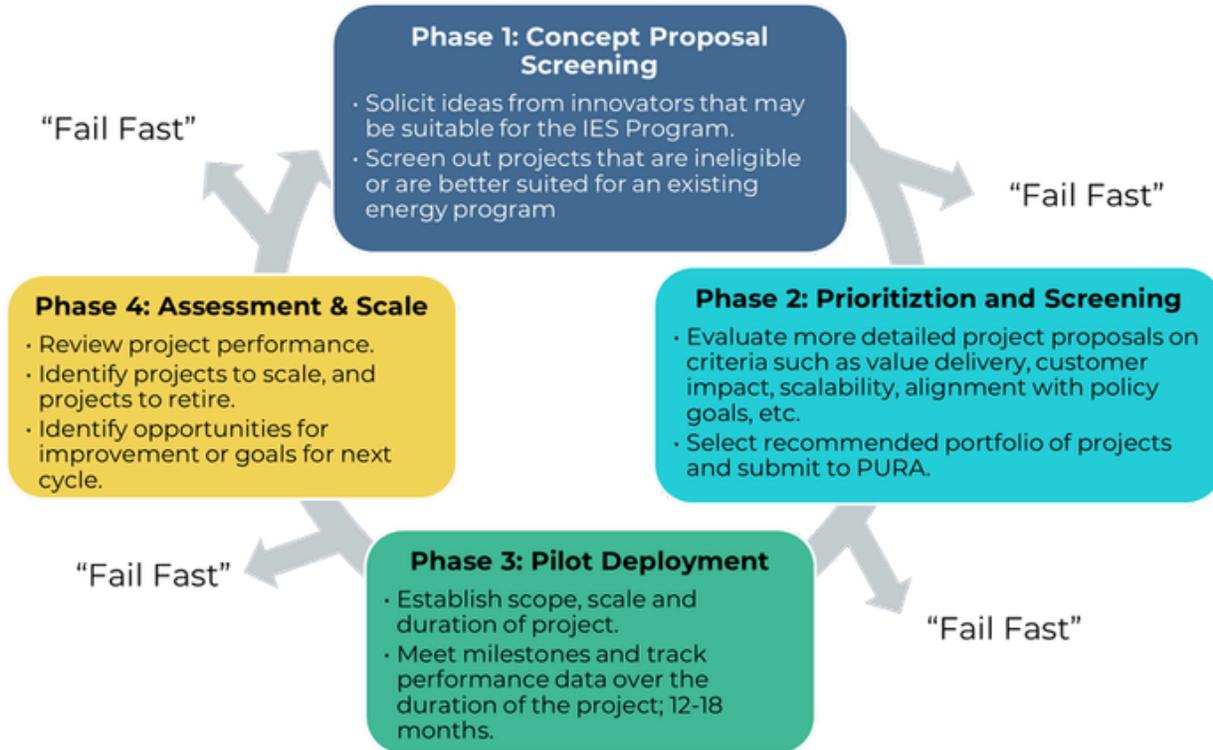
There are two features that distinguish this program from other pilot programs. First, it employs guardrails and project "off-ramps" to ensure value and to minimize ratepayer risk. The IES Program is structured into four phases, where potential innovations are reviewed with increasing scrutiny to ensure that their product or service meets the needs of Connecticut's grid and ratepayers, and can deliver their claimed benefits at scale. If a project cannot meet the criteria and thresholds at a certain phase, the Authority will be able to quickly retire the project, thereby avoiding unnecessary risk and costs to ratepayers.

Second, and conversely, if a pilot project demonstrates substantial ratepayer and grid benefits, the IES program provides a clear pathway by which to move a successful pilot project to full-scale deployment across the state's two EDCs' territories. This path to potential scale has been lacking in other EDC pilots nationwide to date. This allows the opportunity for successful pilots to be brought to scale, thereby delivering the benefits of innovation to all ratepayers.

The IES Program also places a high value on transparency, which is achieved through the external Innovation Advisory Council (IAC) comprised of a representative set of stakeholders, who would have a responsibility for ensuring a balanced perspective in the IES program. Though the Authority is the primary entity responsible for developing, administering, and managing the IES Program, and retains ultimate decision-making authority over aspects of program design and project selection, the IAC provides a forum where potential participating innovators can engage and discuss the program without violating the standard communications rules with PURA. Additionally, the IAC will set the themes and objectives for each annual Program Cycle and will screen projects applications before submitting recommendations to PURA for final approval.

The IES Program operates around a four-phase cycle, with a new cycle launching each year. Each cycle takes approximately two years to complete. The four phases are summarized in Figure 4 below.

Figure 4: Connecticut IES Program Cycle Phases



In 2025 the Authority issued the Interim Decision for IES Program Cycle 3 authorizing approximately \$7.5 million in pilot project funding for six innovators: Aion Grid, Edge Zero, Gridsight, Kelvin, Stepwise, and Switched Source. Summaries of each of the six selected projects (Cycle 3 Selected Projects) are listed below. Detailed information related to these projects and the Authority’s rationale for selecting each are discussed in full in the Cycle 3 Interim Decision.

Aion Grid

Aion Grid proposed a project that would deploy a behind-the-meter (BTM) smart microgrid at the Mansfield Elementary School in Mansfield, CT. The BTM smart microgrid will integrate an existing 395-kilowatt direct current rooftop solar system and 522 kilowatt-hour battery storage units managed by a distributed energy resource management system (DERMS). Although demand response programs and efficiency incentives for BTM distributed energy resources (DERs) are offered in Connecticut, there is currently not a solution that offers real-time control of the BTM DERs to provide a resiliency-as-a-service model at critical infrastructure sites, such as public buildings, during peak or outage events. The Aion Grid project, which is in collaboration with the UConn Eversource Energy Resource Center, will demonstrate that Aion Grid’s DERMS can deliver scalable, cost-effective resiliency and load flexibility at public and community sites, validating a “microgrid-as-a-service” business model. The Mansfield Elementary

School and surrounding community are expected to benefit from backup power during outages, reduced demand charges, and improved utilization of solar assets. The project has an annual target reduction of 15 to 25 metric tons of carbon dioxide.

Edge Zero

Edge Zero proposed a project that would deploy Edge Zero sensors, which are real-time, transformer-level monitoring devices, at 625 transformers across the distribution system to provide the EDC granular visibility into voltage, current, and power quality. The Edge Zero sensors use cellular communications and cloud-hosted analytics to deliver insights that support asset management, DER optimization, and power quality improvements. Specifically, the Edge Zero sensors enable utilities to assess transformer health and predict failures, helping to manage supply chain challenges. In addition, the utilities can integrate real-time, transformer-level data delivered by the Edge Zero sensors with DERMS or managed charging systems to improve dispatch and allow for more DER interconnections based on actual loading conditions. The Edge Zero sensors also detect issues such as voltage irregularities and harmonic distortion, which enables utilities to address issues before reliability is impacted. The data provided by the Edge Zero sensors can also inform optimal battery asset placement and dynamic dispatch through platforms such as DERMS or Advanced Distribution Management Systems (ADMS).

Gridsight

Gridsight proposed a project that would use its AI-driven platform to analyze advanced metering infrastructure (AMI) and GIS data to identify cost-effective non-wires solutions (NWS) as alternatives to traditional grid upgrades. Gridsight's platform improves upon conventional planning tools by using real, observed data to build hosting capacity models. The Gridsight project will also evaluate how advanced NWS strategies, such as flexible interconnection and dynamic operating envelopes, can unlock additional hosting capacity. In areas where AMI data is limited or unavailable, Gridsight can supplement its analysis with transformer-level aggregations and grid-edge data as Gridsight's algorithms are designed to produce accurate results using at least 20% smart meter penetration. Gridsight can also deploy its platform incrementally in parallel with AMI rollouts to incorporate AMI data.

Kelvin

Kelvin proposed a project that would install window-mounted heat pumps paired with smart thermostats and integrated with existing centralized boiler systems to demonstrate a hybrid electrification solution for multifamily buildings. This room-by-room approach enables autonomous load shifting during peak demand events, reducing electric heating load while maintaining comfort. The Kelvin project addresses a key gap in the HVAC electrification market for multifamily affordable housing and, if successful, could establish a scalable business model for strategic electrification in this sector. The project is expected to benefit participating customers by lowering heating costs and improving indoor comfort and all ratepayers by reducing grid stress and supporting more efficient heating loads during peak periods.

Stepwise

Stepwise proposed a project that would install its "Stepwise Tap" device between residential Level 2 EV chargers and electric panels to manage energy usage and avoid the need for costly electric panel upgrades. The Stepwise Tap enables load balancing at the home level, reducing the typical cost of electric panel upgrades by an estimated \$3,500 to \$4,500 per participant, thereby supporting more equitable access to EV charging programs. The devices also enable participation in utility-managed charging programs through Wi-Fi and cellular connectivity, while providing EDCs with enhanced visibility into EV charging behavior. These data can support improved rate design, grid planning, and load forecasting.

Switched Source

Switched Source proposed a project that would deploy its grid enhancing technology, known as Phase-EQ devices, at select locations on the medium-voltage distribution grid to increase load-serving capacity and improve grid performance. Switched Source's Phase-EQ devices function like an "internet router" for the grid, using power electronics and specialty transformers to intelligently route power through existing infrastructure, thereby increasing delivery capacity by 10-25% without the need for equipment replacement. Switched Source proposes to pilot up to five Phase-EQ devices across multiple use cases to demonstrate up to 1 megawatt (MW) of additional load-serving capacity per feeder. Switched Source's Phase-EQ devices will enable improved reliability, voltage quality, and greater integration of DERs, EV chargers, and other electrification technologies. All ratepayers are expected to benefit through avoided capital investments and reduced long-term operations and maintenance costs.

[Read the Program Cycle 3 Interim Decision.](#)

Enable a Cost-Effective, Economy-Wide Transition to a Decarbonized Future

Docket No. 25-02-14: Clean Energy Successor Program Study

In 2025, the Authority conducted annual program reviews of the state's existing renewable energy tariff programs, specifically the Residential Renewable Energy Solutions (RRES) Program, the Non-Residential Renewable Energy Solutions Program (NRES), and the Sharef Clean Energy Facilities (SCEF) Program. In these annual program reviews, the Authority made modifications to the programs in alignment with statutes and with program objectives as needed. Concurrently in 2025, the Authority initiated a proceeding in Docket No. 25-02-14 to develop a report to the General Assembly regarding proposed successor programs to RRES, NRES, and SCEF.

Consistent with the directives set forth in Public Act No. 25-173, § 6, the Authority's draft legislative report assesses specified elements of current and successor program design, analyzes program performance and cost impacts, and summarizes stakeholder

input received during the proceeding. Based on this evaluation, the Authority issued its preliminary findings and recommendations for stakeholder comment in a draft legislative report on January 21, 2026. The proposed frameworks aim to maintain Connecticut's clean energy deployment pace while improving cost-effectiveness, grid-responsiveness, and equity for all ratepayers. In its draft report, the Authority recommends a comprehensive shift from current structures to a unified eight-year program duration (2028–2035) to provide long-term market stability. The final legislative report was submitted to the General Assembly on February 27, 2026. Key recommendations for each renewable energy tariff program in the draft legislative report are as follows.

Residential Program (Successor to RRES):

- **Reduced Export Compensation:** Transition from full retail rate credits with non-bypassable charges to compensation below the retail rate for exported energy to encourage load shifting and maximize onsite consumption.
- **Instantaneous Netting:** Transition from monthly to instantaneous netting intervals to better align with the actual value of energy produced.
- **Low-Income Protections:** Retain a "Buy-All" tariff option specifically for Low-Income Discount Rate (LIDR) and Multifamily Affordable Housing (MFAH) customers to ensure predictable savings and avoid complex credit accumulation issues.
- **Storage Alignment:** Incentivize energy storage by reducing export rates, encouraging customers to store energy for peak usage, rather than creating new direct storage adders within the solar tariff.

Non-Residential Program (Successor to NRES):

- **"First-Ready" Selection and Standard-Offer Compensation Rates:** Replace the current competitive solicitation process with a "walk-up" approach where projects are awarded standard-offer tariffs upon meeting maturity requirements (e.g., site control, permits, and interconnection agreements).
- **Adders:** Establish adder compensation categories aligned with existing NRES Program bid preference categories – distressed municipalities, landfills, brownfields, and solar canopies – to advance state policy objectives.
- **Budget-Based Cap:** Transition from a megawatt (MW) capacity limit to an annual budget cap to better control ratepayer cost impacts.

Community Renewable Energy Program (Successor to SCEF):

- **Customer Eligibility and Selection:** Limit enrollment to low-income subscribers, prioritizing selection of those with outstanding arrearage balances to help reduce hardship-related uncollectible costs for all ratepayers.
- **Compensation:** Consider adopting a slightly higher compensation rate than the non-residential program to expand access to solar subscriber credits for low-income participants.
- **Alignment with Non-Residential Program:** Align project selection methodologies with the non-residential program to promote statewide consistency.

In addition, the Authority recommends adoption of these additional initiatives for the successor programs in the draft legislative report:

- **Consumer Protections:** Urge the Consumer Protection Task Force to establish comprehensive licensing requirements for clean energy contractors and ongoing compliance auditing to protect participants from predatory practices.
- **Front-of-the-Meter (FTM) Storage:** Request legislative authorization for PURA to develop a dedicated cost-effective FTM storage program to shift non-residential solar output into peak periods, support grid reliability, and address market gap in current storage programs.

Importantly, the Authority's approach is not to slow or constrain renewable deployment, but rather to ensure that future deployment is efficient, equitable, and cost-effective. By redesigning incentives to better target periods of highest system value and encouraging technologies that enhance grid flexibility, the successor programs are intended to deliver greater benefits to both participating customers and non-participating ratepayers. In light of these considerations, the Authority does not recommend continuing the existing RRES, NRES, and SCEF Programs in their current forms. While those programs were effective in launching and scaling clean energy markets, the framework proposed in the draft legislative report is better suited to current and expected future conditions. The successor programs are designed to maintain robust clean energy deployment across the state, advance statutory climate goals, enhance equity and accessibility, and deliver improved value and affordability for all Connecticut ratepayers.

The final legislative report was submitted to the General Assembly and posted to PURA Docket No. 25-02-14 on February 27, 2026. [Read the report.](#)

Enhance Customer Access to a More Resilient, Reliable, and Secure Commodity

Docket No. 24-08-08: Non-Wires Solution Process Cycle 1

In 2022, PURA issued a Decision in Docket No. 17-12-03RE07, PURA Investigation into Distribution System Planning of the Electric Distribution Companies – Non-Wires Alternatives (NWS Decision), establishing a process to transparently leverage competition to identify and deploy non-wires solutions (NWS) to meet distribution system needs with the ultimate objectives of improving grid resilience and reliability, as well as improved outcomes for customers (NWS Process). As technology has changed over time, new options are available to lower system costs and improve outcomes, and specifically to avoid, defer, or reduce the cost of necessary grid investments. In addition, EDCs are now permitted by statute to own energy storage systems under a wider range of conditions than previously possible. The NWS Process enables the Authority and stakeholders to receive the necessary and appropriate information to review the potential EDC investments, including EDC-owned energy storage.

Further, in the NWS Decision, PURA determined that the NWS Process and its policy objectives would greatly benefit from the expertise and oversight of an official NWS Process Monitor. Given the role of the EDCs in this process, oversight and transparency is key to the provision of results in the public interest. The NWS Process Monitor would act as an extension of PURA staff in the annual NWS Process proceedings to supplement existing staff expertise in its oversight of the NWS Process and provide expertise in areas in which Authority staff expertise does not currently exist. Further, given the importance of the robust stakeholder process called for by many docket participants, the Process Monitor would assist in the creation of key NWS Process materials and analytical tools to provide information to stakeholders and facilitate their input.

In 2025, PURA completed the first cycle of the NWS Process in Docket No. 25-08-08 with the EDCs and the NWS Process Monitor. In its 2025 Decision, PURA reviewed the annual EDC Data and Grid Needs Filings for Eversource and UI and the Process Monitor's comments on the Grid Needs Filings to screen distribution system grid needs that offer a meaningful opportunity to procure NWS. The Authority also evaluated the quality, transparency, and completeness of the EDCs' NWS program filings and highlights areas where future submissions and process components could be improved.

Regarding Eversource's Grid Needs Filing, the Authority determined that while a planned transformer replacement project at the Brookfield 14H substation is a valid NWS opportunity, it is Eversource's choice as to whether to pursue a competitive solicitation for NWS, consistent with the Authority's use of permissive rather than mandatory language when making a finding that a competitive request for proposal "should" be pursued rather than "shall" or "must" be pursued. Additionally, the Authority found that in future NWS Process Cycles, Eversource's Grid Needs Filing could be improved by, (1) more clearly articulating the supporting justification for the Company's recommendations, (2) providing project context in a more developed narrative document and, (3) by improving the quality of documentation on which the recommendations are based.

Regarding UI's Grid Needs Filing, the Authority concurred in its Decision with the UI and Process Monitor recommendations that none of the grid needs in UI's Grid Needs Filings should advance to a competitive NWS solicitation. Additionally, the Authority similarly highlighted that UI's Grid Needs Filing could be improved by, (1) including a more developed narrative document with clearer statements justifying the Company's recommendations, and (2) by improving the quality of documentation to justify its recommendations.

Finally, the Authority concluded that overall effectiveness and transparency of the NWS Program could be improved by providing more context on how the Grid Needs Filings integrate with each Company's five-year capital plan. Subsequent to its 2025 NWS Decision, the Authority will consider potential NWS Process improvements resulting from discussions in the third and fourth quarter stakeholder meetings. Though no NWS opportunities may result from the first NWS Process cycle, the Authority is grateful for the EDCs and stakeholders' partnership in advancing this important Grid Modernization initiative.

Advance the Ongoing Energy Affordability Dialogue in the State, Particularly in Underserved Communities

Docket No. 25-05-01: Annual Affordability Review

Each year, PURA conducts a comprehensive review of the energy affordability and arrearage forgiveness programs (AFP) offered by the EDCs and LDCs through one consolidated proceeding. The annual review process provides the Authority with an opportunity to assess these programs' effectiveness at addressing ongoing energy affordability issues, particularly for low-income or disadvantaged communities, as well as their impact on reducing overall unpaid utility bills. The programs available to help customers pay their bills are the result of collaboration between the Authority, the utilities, the Office of Consumer Counsel, EOE, the Department of Social Services (DSS), the General Assembly, low-income and community advocates, and other stakeholders with a commitment to ensuring these offerings are as helpful to customers as possible.

These programs are designed to ensure that as many customers and their varying circumstances can be addressed as possible. The official objectives of the programs are to:

1. Help customers maintain service by offering payment plans to help them resolve their past due balance and make timely payments;
2. Help reduce past due balances for eligible financial hardship customers with a past due balance by offering matching arrears forgiveness with their timely payments;
3. Increase awareness of and participation in energy assistance, weatherization, and relevant clean energy programs, including but not limited to Residential Renewable Energy Solutions (RRES) and Energy Storage Solutions (ESS) programs; and
4. Evaluate collections management practices for those with past due balances along with the cost and affordability impact on all customers.

In 2025, the Authority issued two Decisions during its Annual Review of Affordability Programs and Offerings in Docket No. 25-05-01. The Interim Decision issued on April 4, 2025 streamlined dozens of energy affordability orders across multiple dockets. Many standing orders were either rescinded or modified to improve the efficacy of affordability reporting and to reduce the administrative burden for the companies.

[Read the 2025 Affordability Interim Decision.](#)

In the October 22, 2025 Decision, the Authority reviewed arrearage forgiveness plan goals, the Matching Payment Program, financial hardship income verification practices, Department of Social Services (DSS) data sharing, clean energy programs, medical protection claims, the Avangrid Customer Experience Initiative, collections practices, outreach and education, and other company affordability compliance matters.

[Read the 2025 Affordability Decision.](#)



SECTION 5: THE NATURAL GAS SECTOR

600K CUSTOMERS

PURA is responsible for the regulation and oversight of all in-state natural gas pipelines, both as they relate to the operation and management by the owners and operators of such pipelines and regarding public safety. These owners and operators of in-state natural gas pipelines are commonly referred to as the local distribution companies (LDCs). The LDCs receive gas from interstate transmission pipelines and distribute the gas to retail customers. Pipelines, called mains, run down streets to distribute gas throughout the area. Smaller service lines run from the mains to the individual customers.

LDCs are required to meet both Minimum Federal Safety Standards and the laws and regulations of Connecticut, which together address most areas of gas operator activities. Detailed requirements apply to the materials that may be used for constructing new gas pipelines. The requirements also address permitted pressure levels for the systems, design standards for the facilities, construction requirements, and initial testing of the facilities to ensure safety. There are extensive requirements for welding steel and other forms of joining materials. Corrosion control, operation and maintenance, emergency response, and qualification of employees to perform safety-related activities are also covered.

PURA's gas pipeline inspection program uses a combination of field inspections and reviews of company plans, procedures, and records to ensure compliance with applicable safety requirements. When a safety incident occurs, PURA staff perform an investigation of the cause, and may levy fines or penalties depending on who or what was responsible for the incident. Any member of the public may file a complaint reporting defects or state or federal safety violations of any part of the natural gas pipeline infrastructure in the state to the Authority.

Sometimes, damage to a gas pipeline is caused by improper or unauthorized digging during construction projects.

Excavation damage to underground utility facilities can cause fires and explosions, significant disruptions to public utility service, and even injuries and death. To prevent this, PURA administers the Call Before You Dig (CBYD) program. The CBYD Program was established to protect the public safety regarding excavations near underground facilities by providing a communications link between excavators, public agencies, and public utilities. Excavators must call CBYD prior to digging, and then CBYD will notify all utilities that might be in the area. Utilities will then locate their pipes and cables using paint and stakes so excavators can conduct their work without causing damage to existing underground utilities. Due to the potential safety issues at risk, the Authority assesses significant civil penalties to any party who violates the applicable statutes and regulations, which are not recoverable in rates. In 2025, PURA conducted robust inspection processes, and found and corrected multiple violations. Additionally, PURA issued multiple civil penalties designed to deter further noncompliance.

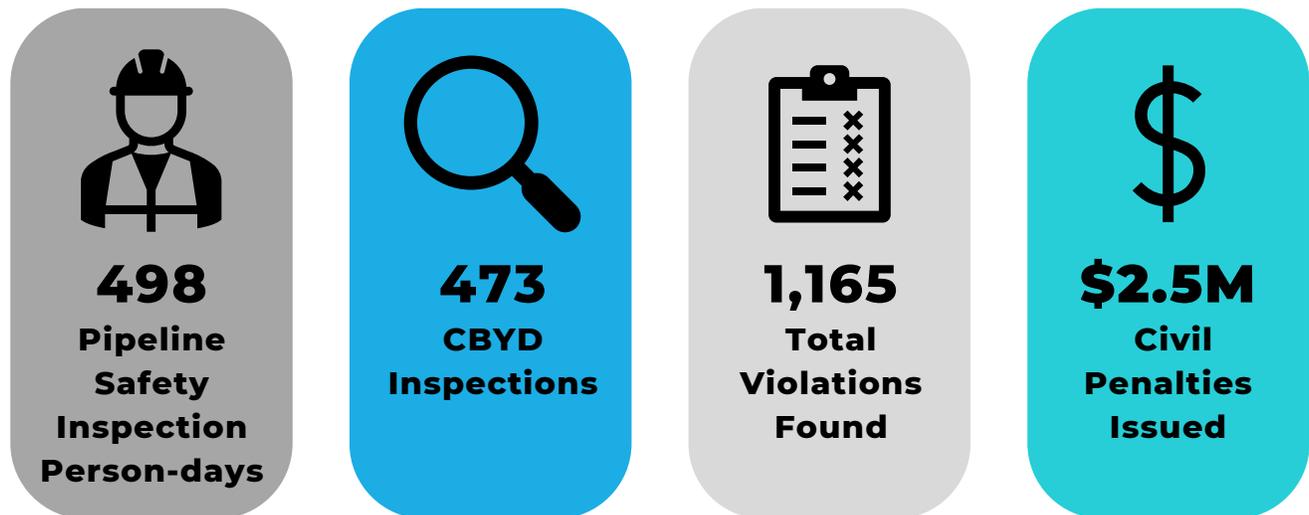
Submit a Safety Complaint

or

Contact CBYD:

Call 811 or 1-800-922-4455

To submit a Safety Complaint or Contact CBYD, call 811 or 1-800-922-4455.



KEY NATURAL GAS TOPICS

The Authority's foremost responsibility related to natural gas is ensuring the safe and affordable delivery of service throughout the state. In addition to inspections, documentation review, and civil penalties, the Authority can monitor and enforce safety compliance through the adoption of regulations and measurement of leak metrics. In 2024, PURA continued updating its regulations for the first time since the 1960's, and also

The Authority's foremost responsibility related to natural gas is ensuring the safe and affordable delivery of service throughout the state. In addition to inspections, documentation review, and civil penalties, the Authority can monitor and enforce safety compliance through the adoption of regulations and measurement of leak metrics. In 2025, PURA completed an update of its gas regulations for the first time since the 1960's, and also completed its annual Lost and Unaccounted for Gas Report, both supporting continued high standards of safety and affordable service in Connecticut.

Updated State Gas Pipeline Safety Regulations

The Legislative Regulation Review Committee approved the Authority's Gas Pipeline Safety Regulations at its May 27, 2025 meeting, completing a nearly two-year process to update the regulations. The Secretary of the State subsequently posted the Gas Pipeline Safety Regulations to the eRegulations System on June 11, 2025. The revised State Regulations go into effect on January 1, 2027 and the LDCs have begun preparing to comply.

The purpose of the updated Gas Pipeline Safety Regulations is to revise PURA's existing regulations that implement General Statutes §§ 16-280b(b) and 16-280c. The updated regulations repeal and replace outdated requirements and provide clarification and updates to reflect current practices related to PURA's oversight and the safety of the gas distribution systems throughout Connecticut using an approach consistent with federal regulations.

The Connecticut Gas Pipeline Safety Regulations had previously not been revised since circa 1964. There have been significant changes in the gas industry including the materials and equipment used, and the processes for installing and maintaining gas distribution systems. Additionally, the Proposed Regulations focus on enhancing public safety and reducing the environmental impact of gas distribution systems.

Lost and Unaccounted for Gas Report (LAUF Gas)

The Authority is required to submit a report to the General Assembly each year reporting on LAUF gas in Connecticut. LAUF gas is an accounting concept and ratemaking tool developed to balance the receipts and deliveries of natural gas. During a 12-month period, a difference may arise between the amount of gas injected into a distribution system and the gas measured at customers' meters; this difference is accounted for using the concept of LAUF gas. The LAUF gas metric is comprised of various sources, such as measurement and accounting errors, and estimates for unbilled gas, stolen gas, and pipe leaks. Thus, LAUF gas encompasses both a physical (e.g., from leaky pipes) and a nominal component. LAUF gas must be kept to a reasonable and prudent level because uncontrolled LAUF gas can indicate that there are excessive leaks, or utility mismanagement in repairing leaks, resulting in customers paying too much for gas.

In 2025, PURA opened Docket No. 25-03-02, 2024 PURA Report to the General Assembly Concerning Lost and Unaccounted for Gas, to review the 2024 LAUF reports submitted by

CNG, SCG, and Yankee Gas. The Authority requires the LDCs to submit LAUF data on both a calendar year and a summer-to-summer basis because Connecticut’s LDCs experience peak sales and delivery of natural gas during the winter months. Therefore, a 12-month period from summer-to-summer provides a more accurate LAUF calculation because it encompasses a full winter heating season. The associated loss of revenue attributable to LAUF gas calculated from summer-to-summer is then recovered by the LDCs through the purchased gas adjustment (PGA) mechanism. Table 5 displays the historical summer-to-summer LAUF Gas over the past five years.

Table 5: LAUF Gas for Summer-to-Summer Period

Year	CNG	SCG	Yankee
2020	1.41%	1.50%	1.54%
2021	2.10%	2.85%	1.55%
2022	2.11%	2.56%	2.25%
2023	1.93%	2.13%	1.80%
2024	2.85%	1.99%	2.81%

Based on the data in Tables 5 and 6, the Authority found that the LAUF gas percentages for CNG and SCG in 2024 are below the 3% threshold and therefore do not require further investigation. For calendar year 2024, CNG, SCG, and Yankee each reported a LAUF gas percentage below the statutory maximum of 3% for the summer-to-summer reports. The Authority investigated the causes of CNG exceeding the 3% LAUF gas maximum for the calendar year reporting period. Through this investigation, the Authority found that the LAUF data provided by CNG indicates that the primary cause of LAUF gas in 2024 is due to the estimated value for unaccounted gas due to meter bias. Meters that are biased slow reduce the net unaccounted for gas, while meters biased fast have the opposite effect. In the sample population of meters tested in 2024, more meters registered “fast”, meaning that they registered more gas than passed through the meter. As such, the Authority did not find evidence suggesting the LAUF gas exceedance of the statutory limit was caused by aging infrastructure or leaks but rather was attributable to meter bias.

Table 6: Historical LAUF Gas during a Calendar Year Period

Year	CNG	SCG	Yankee
2020	2.59%	2.77%	1.31%
2021	2.02%	1.36%	1.88%
2022	2.59%	2.84%	2.42%
2023	2.06%	2.29%	3.13%
2024	3.20%	2.82%	2.60%

Nonetheless, gas leak reduction continues to be a major priority for both the Authority and the LDCs. Two major threats to an LDC's system integrity are aging infrastructure and third-party damage during excavation work. At the direction of the Authority, the LDCs have implemented a variety of methods to address these threats and to reduce gas leaks. These methods include but are not limited to: replacing older leak-prone infrastructure; implementing distribution integrity management programs; and executing aggressive damage prevention programs and enforcement such as CBYD. The Authority recommends that the LDCs continue their efforts to implement the programs listed above to further reduce gas leaks.

In addition to reporting LAUF gas, the LDCs provide the number of leaks that they repaired, broken down by the cause of leak, as well as the remaining leaks on a calendar year basis. Leaks are categorized on a series of grades that reflect the hazard level. A Grade 1 Leak represents an existing or probable hazard to persons or property. A Grade 2 Leak is a leak that is recognized as nonhazardous to persons or property at the time of detection, but justifies a scheduled repair based on probable future hazard. A Grade 3 Leak is a leak that is recognized as nonhazardous to persons or property at the time of detection and can be reasonably expected to remain nonhazardous. All Grade 1 leaks must be repaired immediately; however, Grade 2 leaks are not always repaired immediately, but are still considered important. The Authority limits the number of Grade 2 leak backlogs at the end of each calendar year. Grade 3 leak have traditionally been eliminated through the replacement of older, leak-prone pipe. Table 7 shows the number of Grade 1 Leaks eliminated or repaired by the cause of the leak, over the past five years.

Table 7: Number of Grade 1 Leaks Eliminated or Repaired; by Cause

Cause	2020			2021			2022			2023			2019		
	YGS	CNG	SCG												
Corrosion	97	56	108	84	57	147	85	50	207	78	39	150	73	74	188
Natural Forces	41	12	45	77	13	71	53	21	53	18	17	27	22	24	41
Excavation Damage	98	83	110	96	77	109	89	82	107	90	82	84	88	69	100
Other Outside Force Damage	3	0	2	7	0	2	24	0	5	25	8	2	26	0	10
Material or Welds	49	0	0	52	1	20	16	1	23	27	3	25	22	6	23
Equipment	27	60	21	37	80	46	86	49	51	45	23	37	61	36	44
Incorrect Operation	8	0	0	14	0	0	26	0	0	4	2	0	4	0	0
Other	52	16	0	25	7	2	5	11	1	14	8	6	20	12	2
Total	375	227	286	392	235	397	384	214	447	301	182	331	316	221	408

[Read the LAUF Gas Report.](#)



SECTION 6: THE WATER SECTOR

1.1 M CUSTOMERS

Connecticut's water is an essential natural resource that must be carefully maintained and distributed to ensure long-term, safe, available, and affordable water service. Within the state boundaries are over 6,000 miles of rivers and streams, at least 2,000 lakes and reservoirs, and groundwater resources that supply Connecticut residents with water. Public water systems and resources are jointly regulated by PURA, DEEP, and the Department of Public Health (DPH). DEEP is responsible for administering the Aquifer Protection Area Program, establishing land use regulations and standards, and monitoring, assessing, and reporting water quality. DPH oversees the safe and adequate supply of drinking water for Connecticut's population by regulating the purity of all public water systems, while PURA regulates the costs, rates, infrastructure, conservation mechanisms, and business operations of Connecticut's investor-owned water utilities.

Together, PURA, DEEP, and DPH coordinate roles in protecting Connecticut's water resources through their membership on the Connecticut Water Planning Council (WPC). The WPC was founded in 2001 through Public Act 01-177, An Act Establishing a Water Planning Council, with the purpose of "address[ing] issues involving the water companies, water resources, and state policies regarding the future of the state's drinking water supply." The WPC jointly prepared the State Water Plan in 2018 with a goal of balancing public water supply needs, economic development, recreation, and ecological health. The WPC is now used to guide Connecticut's water strategy, policies, and actions.

KEY WATER SECTOR TOPICS

Water Conservation

Despite typically receiving plentiful precipitation, Connecticut is not exempt from experiencing drought conditions. At the close of 2025, Connecticut has no drought stage declared. However, the state was in a drought as recently as 2024 when

a Stage 2 drought was in effect. Distinct from the other four stages of drought conditions, Stage 2 is used to identify an emerging drought event and warns citizens about potential impacts to water supplies. In a State 2 Drought, residents and businesses are asked to voluntarily take measures to conserve water.

In addition to participating on the WPC, PURA also participates in the Interagency Drought Workgroup (IDW), which is a subcommittee of the WPC. The IDW is responsible for developing and administering the Connecticut Drought Preparedness and Response Plan (Drought Plan). The WPC adopted the IDW's updated Drought Plan on September 6, 2022. The Drought Plan provides guidance and recommendations for a coordinated approach to drought response and determines the level of concern warranted for a drought event. Additionally, the Drought Plan identifies the powers provided by existing statutes and regulations that can be called upon by Connecticut's state agencies to manage water shortages and societal hazards caused by droughts.

Water Infrastructure Conservation Adjustments

Among its responsibilities in regulating the water companies, PURA is charged with ensuring utility rate designs encourage conservation and responsible water use, particularly through a regulatory tool called the Water Infrastructure Conservation Adjustment (WICA) surcharge adjustment mechanism. The WICA process enables the Authority, in consultation with OCC, to administer a rate adjustment mechanism for the purpose of funding eligible water infrastructure improvement projects completed by PURA-regulated water companies between rate cases. Under the WICA program, ratepayers pay the rate-case-approved rates, plus an additional WICA surcharge to recover the costs of approved improvements. This enables water companies to accelerate the replacement and/or rehabilitation of aging water system infrastructure and promotes conservation measures. Pursuant to General Statutes § 16-262w(i), the amount of WICA charged between general rate case filings cannot exceed ten percent (10%) of the water company's approved annual revenue requirement. When companies propose new WICA projects, the Authority analyzes the proposals against the following criteria:

- The project is eligible for WICA Program treatment under General Statutes § 16-262v(1). Specifically, the project is eligible if it:
- Improves or protects the quality and reliability of service to customers including (A) renewal or replacement of existing infrastructure ... [that has] either reached the end of its useful life, are worn out, are in deteriorated condition, are or will be contributing to unacceptable levels of unaccounted for water, or are negatively impacting water quality or reliability of service if not replaced; (B) covers main cleaning and relining projects; (C) relocation of facilities as a result of government actions, the capital costs of which are not otherwise eligible for reimbursement; [and] (D) purchase of leak detection equipment or installation of production meters, and pressure reducing valves;
- Benefits customers by improving water quality, system integrity, or service reliability;
- Adheres to the criteria established for determining priority of infrastructure projects; and
- There is a sufficient level of investment in infrastructure.

In 2025, the Authority reviewed and approved ten WICA applications: Four from the Aquarion Water Company; three from the Connecticut Water Company; one from Torrington Water Company; one from Hazardville Water Company; and one from Jewett City Water.

Water Quality and Treatment Adjustments

On July 1, 2025, Governor Lamont signed into law Public Act No. 25-142, An Act Concerning Water Utility Systems and Water Quality Treatment Surcharges. The Act is intended to enable the acceleration of water quality and treatment projects that constitute major additions or improvements of water infrastructure that are necessary to meet state or federal drinking water regulations. Specifically, Public Act No. 25-142 enables a cost recovery mechanism for water companies' projects to mitigate Per- and polyfluoroalkyl substances (PFAS), lead, or other contaminants. To this end, the Act empowers the Authority to authorize a water company to use a rate adjustment mechanism, similar in form and function to the Water Infrastructure and Conservation Adjustment (WICA) for eligible water quality projects.

PFAS are a group of synthetic chemicals that are highly stable and resistant to degradation in the environment. These chemicals were first synthesized in the 1940s with properties that include water and oil repellency, temperature resistance, and friction reduction. These properties have led to decades-long, widespread application of PFAS in industry, residential products, and firefighting foam. PFAS contains a fluorinated carbon chain that is extremely stable and takes a long time to break down naturally. Due to this slow degradation, along with PFAS's widespread use over time, PFAS resulted in pervasive contamination in the environment.

Water companies may subsequently apply for cost recovery to treat PFAs and other contaminants, at intervals of not less than twelve months in an Annual Filing Report (AFR), for Authority authorization to recover in rates a specified Water Quality and Treatment Adjustment (WQTA) to recover expenses incurred to date for any water company project previously deemed eligible for a WQTA by the Authority. Additionally, Companies shall file a WQTA Annual Reconciliation Report (ARR) on or before February 28th of each year to reconcile the WQTA charges or credits applied to customer bills in the prior year.

In 2025, the Authority reviewed and approved the first WQTA Report (WQTAR), which was submitted by the Connecticut Water Company (CWC). In its decision in Docket No. 23-08-32WQ01, the Authority determined the eligibility and effectiveness of 35 proposed water quality treatment projects submitted by the CWC. Notably, the decision in Docket No. 23-08-32WQ01 did not approve cost recovery, but was focused only on determining project eligibility and effectiveness.

In reviewing a WQTAR, the Authority undertakes a three-step analysis. First, the Authority determines if each proposed project is WQTA eligible. To be eligible, the Authority must find that the proposed project: (a) is a major addition, upgrade, improvement

or replacement of a critical element of water infrastructure necessary to meet state or federal drinking water regulations adopted or amended after December 16, 2021; (b) has not been authorized by the Authority for inclusion in a water company's rate base; and (c) is not eligible for funding through WICA. Second, the Authority determines whether the Company demonstrated that “the projects considered for addition, upgrade, improvement, or replacement will provide public health benefits by improving water quality for customers.” Public Act No. 25-142, § 1(d). Third, the Authority assesses the extent to which the company adhered to specified criteria in selecting and prioritizing the proposed projects. Specifically, the Authority evaluates the Company’s considerations of: (a) compliance with applicable state or federal drinking water quality standards or other standards met by such project; (b) the nature and extent of water treatment required to meet such water quality standards; and (c) water source development, system consolidation, treatment or other acceptable means necessary to comply with action levels determined by the Commissioner of Public Health or applicable state or federal water quality standards for PFAS, lead, or other contaminants. In addition to the above criteria, all projects included in a WQTAR must be planned for completion no later than five years from the date the WQTAR is filed with the Authority for review and approval.



SECTION 7: THE TELECOM AND UTILITY POLE SECTOR

4.7M COMMUNICATIONS LINES

Since the mid-1990s, both wireless and wireline telecommunications in Connecticut have been largely deregulated under state and federal law. Most telecommunications services, including cellular service, local and long-distance calling, “800” services, and voice over internet protocol (VOIP), are not subject to rate or quality regulations.

Connecticut customers can obtain telecommunication services from The Southern New England Telephone Company (Frontier Communications of Connecticut), which is the primary incumbent local exchange carrier, or from any number of Competitive Local Exchange Carriers (CLECs), or even from cable companies.

PURA continues to provide regulatory oversight of what is referred to as Plain Old Telephone Service (POTS), which is the traditional, analog voice transmission over copper wires. This service, however, has been largely replaced as customers have migrated towards other competitive services. PURA also plays an important role in promoting a competitive telecommunications market through its regulation of public rights-of-way and utility poles, which support a substantial portion of the state’s telecommunications infrastructure. With rapid advances in communications technology, PURA endeavors to maintain a regulatory scheme that facilitates equitable and timely access to these critical assets. Further, the CBYD program, discussed in Section 5: The Natural Gas Sector and overseen by the Authority, ensures that excavations related to underground telecommunications facilities are done safely and in coordination with other relevant utilities.

Finally, PURA is also responsible for determining and approving funding for public and community technology and telecommunications resources such as Connecticut’s Enhanced Emergency 911 (E-911) program and community access television. These services are critical elements of Connecticut’s infrastructure, providing education, and emergency support, and enhancing First Amendment rights for Connecticut’s citizens.

KEY TELECOM & UTILITY POLE TOPICS

Ensuring Continuity of Public Telecommunication Resources

Ensuring Continuity of Public Telecommunication Resources In addition to supporting the deployment of broadband and ensuring the structural safety of the poles throughout the state, the Authority determines and approves funding for important public services each year including certain state-directed grants, Connecticut's Enhanced Emergency 911 (E-911) program, and community access television funding.

PEGPETIA

In 2007, the General Assembly established the Public, Educational and Governmental Programming and Education Technology Investment Account (PEGPETIA) program to promote and improve public, educational, and governmental programming and to support education technology initiatives through the enactment of Public Act 07-253, An Act Concerning Competitive Video Services. This account is funded by a quarterly tax on the gross earnings of video service providers, while the Authority is responsible for determining the allocation of accumulated funds into the account and administering grants to eligible entities.

Each year, PURA opens a proceeding where it accepts applications for funding. The Authority opened Docket No. 24-10-02, Allocation of Public Educational and Governmental Programming and Education Technology Investment Account Pursuant to Conn. Gen. Stat. Sec. 16-331cc, to distribute \$1,988,010.51 in available funding.

Fifty percent (50%) of available funding is allocated to local community television councils, the state-wide video advisory council, public, educational, and governmental programmers and public, educational, and governmental studio operators; the other fifty percent (50%) is allocated to boards of education or other entities offering education technology initiatives. In the event that the total amount requested by eligible applications for one category is less than 50%, and the other is greater, PURA may reallocate excess funds to the other category.

The Authority received a total of 136 applications. The Authority awarded grants for "public, educational and governmental" programming (PEG Grants) to 33 applicants for a total of \$995,132.19 in grant funds. Additionally the Authority awarded grants for "education technology initiatives" (ETI Grants) to 81 applicants for a total of \$992,878.32. A complete list of awardees and the amount of funding received is available in the decision.

[Read the 2025 PEGPETIA Final Decision.](#)

Table 8: PEG and ETI Grants

Grant Type	Total Requests	Grants Awarded
PEG	\$2,954,471.75	\$995,132.19
ETI	\$8,791,205.72	\$992,878.32
Total	\$11,745,677.47	\$1,988,010.51

E911 Program

The Authority is statutorily responsible for determining the amount of the monthly fee to be assessed on each telephone service, commercial mobile radio service (CMRS or wireless), customer-owned coin operated telephone (COCOT) service, and Voice over Internet Protocol (VoIP) subscriber to fund the administration of the E-911 program. PURA bases this fee on:

1. The operating budget established by Department of Emergency Services and Public Protection (DESPP), taking into consideration any existing moneys available in the Enhanced 9-1-1 Telecommunications Fund;
2. A progressive wire line inclusion schedule (excluding CMRS) that considers “the final report of the task force to study enhanced 9-1-1 telecommunications services established by Public Act 95-318;” and
3. A maximum fee of \$0.75 per month per access line.

The Authority calculates the E-911 monthly assessment fees for non-CMRS customer accounts with multiple lines using a progressive schedule. In other words, the more lines on an account, the less the account pays per line. Telecommunications companies report the total number of accounts based on number of lines to PURA, while DESPP reports the annual operating budget for the E-911 program. Examples of expenses comprising this budget include database services, network management and maintenance, translation services, regional telecommunications centers, and training. Using these values, PURA can calculate a per-line monthly fee necessary to fund the program.

In Docket No. 25-01-05, Annual Assessment Proceeding to Fund the Development and Administration of the Enhanced Emergency 911 Program, using the telecommunications companies’ provided line numbers and the 2025 E-911 budget of \$38,434,300.44 provided by DESPP, PURA calculated a single-line fee of \$0.69 per month. Accounts with more than one line pay a lower rate per line on a progressive scale, as low as \$0.14 per line. The \$0.69 per line fee is a four cent decrease over 2024.

[Read the 2025 Enhanced E-911 Decision.](#)

Annual Community Access Support Review

Public access television programming provides benefits that are not necessarily easily quantified but are nonetheless important public services, such as enhancing a sense of community and First Amendment rights. Connecticut law requires multichannel television companies (e.g., cable or satellite television), referred to as “multichannel video programming distributors” (MVPDs) to fund public community access programming (CAP) by assessing a baseline \$5 per year charge on each of their customers. The Authority is responsible for determining whether this charge should be adjusted each year to reflect any increase or decrease in the consumer price index (CPI) in the previous year.

Further, the Authority can adjust the community access subscriber fee amount for each MVPD within a range of 40% above or below the statutory benchmark, as adjusted for inflation, based on the following criteria:

- The level of public interest in community access operations in the franchise area;
- The level of community need for educational access programming;
- The level and breadth of participation in community access operations;
- The adequacy of existing facilities, equipment and training programs to meet the current and future needs of the franchise area; and
- Any other factors determined to be relevant by the Authority.

Through Docket No. 25-01-06, Annual Community Access Support Review, PURA assessed the subscriber fee amount for each MVPD that took effect on July 1, 2025. Using data from the Bureau of Labor Statistics, PURA found that the 2024 rate of inflation as measured by the CPI for the Northeast Urban Region is 3.51%. To determine the +/-40% range within which the per subscriber amount can be set, the Authority adjusts the original statutory \$5/subscriber amount for inflation. In the 2024 Decision, the Authority found that the statutory amount as adjusted for inflation was \$11.10. Increasing this amount by 3.51% for 2023 CPI inflation equates to a value of \$11.49. Forty percent of \$11.49 is \$4.60. Consequently, the community access support per subscriber for each MVPD must be between \$6.89 (\$11.49 - \$4.60) and \$16.09 (\$11.49 + \$4.60). The Final Decision in Docket No. 25-01-06 thus calculated the 2025 subscriber fee for each MVPD, which all fall within the statutory range identified above.

[Read the 2024 Community Access Support Final Decision.](#)

Docket No. 24-11-06: Joint Application of Verizon Communications Inc. and Frontier Communications Parent, Inc. for Approval of a Change of Control

On November 15, 2024, Verizon and Frontier submitted a joint application to the Authority requesting a change of control in which a wholly owned subsidiary of Verizon would merge into Frontier and Frontier would become a direct wholly owned subsidiary of Verizon. The merger was proposed to occur at the holding company level meaning there would be no merger or dissolution of any regulated company, and no transfer of customers or assets. Upon completion of the merger, Verizon would acquire 100 percent of Frontier and its subsidiaries, including The Southern New England Telephone Company d/b/a Frontier Communications of Connecticut (SNET). On June 11, 2025, the Authority issued a decision approving the change of control between Verizon and Frontier.

A change of control such as the one proposed between Verizon and Frontier is governed by General Statutes § 16-47. Specifically, “[n]o . . . holding company . . . shall interfere or attempt to interfere with or, directly or indirectly, exercise or attempt to exercise authority or control over any [telephone company], without first making written application to and obtaining the approval of the Public Utilities Regulatory Authority, . . .” SNET is a telephone company supplying services within the state. In approving a proposed change of control, the Authority may approve or disapprove any such application in whole or in part and upon such terms and conditions as it deems necessary or appropriate. Importantly, by statute, the Authority must take into consideration: (1) the financial, technological, and managerial suitability and responsibility of the applicant; the ability of the holding company to provide safe, adequate, and reliable service to the public through the company's plant, equipment, and manner of operation if the application were to be approved; and (3) the effect of the approval on the location and accessibility of management and operations and on the proportion and number of state resident employees.

Additionally, General Statutes § 16-247a(a) identifies certain goals of the state, including, among others, “to (1) ensure the universal availability and accessibility of high quality, affordable telecommunications services to all residents and businesses in the state, [and] (2) promote the development of effective competition as a means of providing customers with the widest possible choice of services . . .”

In its decision, the Authority found that Verizon possesses the requisite technological, managerial, and financial suitability to operate a public service company and to provide safe, adequate, and reliable service to the public. In its review, the Authority considered the effect of approval on Frontier's provision of safe, adequate, and reliable service as well as the location and accessibility of management and operations and on the impact on state resident employees. Moreover, Verizon, Frontier, and OCC reached a settlement agreement for certain terms and provisions of the change of control. The settlement

agreement terms were incorporated into the Authority decision approving the transaction.

[Read the Verizon - Frontier Change of Control Decision.](#)

SECTION 8: THE OFFICE OF EDUCATION, OUTREACH, & ENFORCEMENT (EOE)

PURA established the Office of Education, Outreach & Enforcement (EOE) in July 2020. Due to PURA's quasi-judicial structure, there are restrictions on communications between PURA staff and stakeholders or members of the public, particularly during active proceedings. These restrictions, known as the prohibition on "ex parte communications," are in place to ensure no individual participant gains an unfair advantage by obtaining additional knowledge over others involved in a docket. However, the complexity of many dockets and the docket process itself can make it challenging for stakeholders, especially those less familiar with Authority proceedings, to navigate effectively.

Additionally, certain topics under PURA's review can benefit from more flexible engagement structures, such as working groups, or could be addressed more efficiently through streamlined processes.

To address these needs, EOE was established with the primary goal of enhancing the customer service experience for ratepayers and non-traditional stakeholders interacting with PURA. Unlike PURA's decisional staff, EOE staff are not subject to the "ex parte" communication rules, allowing them to respond to questions and concerns from ratepayers and other parties using their specialized knowledge. However, EOE staff are prohibited from communicating with PURA's decisional staff and commissioners about active proceedings and cannot speak on behalf of the Authority.

EOE ORGANIZATION

EOE is comprised of three units: Licensing & Certification, Mediation & Enforcement, and Education & Outreach (which houses the Customer Affairs Resolution Center).

Licensing and Certification Unit

The Licensing & Certification Unit within EOE is responsible for reviewing and processing licensing and certification matters filed with PURA under the PURA's jurisdiction. The unit ensures compliance with applicable regulatory requirements while maintaining a streamlined and transparent process for stakeholders. It also oversees reporting obligations and manages a range of administrative responsibilities, working closely with state agencies and utility stakeholders to uphold PURA's standards of accountability and operational efficiency.

In addition to licensing and certification functions, the unit provides guidance to applicants, evaluates compliance filings, and supports PURA's efforts to promote fair, consistent, and lawful practices across regulated industries. Through these oversight activities, the Licensing & Certification Unit plays a critical role in fostering reliability, accountability, and public trust in Connecticut's public utility systems.

In 2025, EOE staff reviewed over 11,000 licenses and certifications statewide, including but not limited to electric and water submetering applications, renewable generator certification (Class I), electric supplier and aggregator licensing applications, wireline and wireless facilities, conduit excavations, and natural gas seller registrations:

- 10,849 Class I, II and III Renewable Energy Certifications (including 1 Close Without Approval). Of the larger aggregate number, this was represented by 160 unique dockets.
- 8 Electric Submetering Applications (including 1 Closed Without Approval and 1 Denied)
- 14 Water Submetering Applications (including 1 Denied, 1 Withdrawn, and 2 Service Fee Increases)
- 79 Wireless Facilities Within the Public Rights-of-Way Applications
- 39 Wireline Facilities Under and Over the Public Rights-of-Way Applications
- 1 Variance of Regulation 16-11-64 Application
- 5 Telcom Certificates of Public Convenience and Necessity (CPCN) Applications
- 4 Investigations of Multiple Dwelling Unit's Noncompliance with General Statutes § 16-333a
- 33 Electric Supplier License Actions (including 1 Application, 4 Relinquishments, and 28 License Review Approvals)
- 11 Electric Aggregator Certification Application Actions (3 Approved, 5 Closed, 3 Denied)
- 4 Appeal of Tree Warden's Decision Pursuant to General Statutes 16-234(c)(6)
- 17 Natural Gas Seller Registrations
- 188 Motions Related to Conduit Excavations

The numbers above are not inclusive of dockets open before PURA for which Final Decisions have not been posted at the time of the final Regular Meeting of the year on December 17.

EnergizeCT & Suppliers

Additionally, Licensing & Certification Unit supports oversight and engagement with the EnergizeCT Rate board.

The [EnergizeCT Rate Board](#) is Connecticut's official site for alternative electric supplier market and rates. The Rate Board provides consumers with transparent and accessible information to compare supplier offers, empowering them to make informed decisions about their electric service.

EOE staff maintain the public-facing Rate Board as well as the back-end functionality known as “Rate Manager” and works with licensed electric suppliers to create public offers.

EOE staff are responsible for maintaining both the public-facing Rate Board and the back-end system known as Rate Manager. This includes ensuring the platform's functionality, accuracy, and reliability. EOE staff work closely with licensed electric suppliers to facilitate the creation and display of public offers, ensuring compliance with regulatory standards and providing clarity to consumers.

In this past year EOE staff provided support to hundreds of customers by assisting them in accessing the Rate Board, explaining utility standard service pricing, comparing alternative generation offers, and navigating the enrollment process. These efforts are essential in helping ratepayers understand their options, make cost-effective decisions, and better manage their energy needs. The unit's work with the Rate Board reinforces PURA's commitment to consumer protection, education, and the promotion of fair competition within Connecticut's energy market.

NEPOOL

This unit of EOE also supports the work of the New England Power Pool (NEPOOL). On a quarterly basis, and prior to the closure of each NEPOOL Generation Information System (GIS) trading period, EOE submits a detailed spreadsheet to NEPOOL GIS identifying facilities that have been certified by PURA, along with their respective certification effective dates. NEPOOL GIS reviews this information to confirm the accuracy of NEPOOL GIS identification numbers and to update the system with the effective dates provided. These identification numbers and certification dates are required for the issuance of Renewable Energy Certificates (RECs).

NEPOOL is a voluntary association of participants in the wholesale electricity market across New England and plays a central role in the operation and administration of the region's energy markets. NEPOOL operates under the oversight of ISO New England (ISO-NE), the independent system operator responsible for maintaining the reliability of the regional power system.

Mediation & Enforcement Unit

The Mediation & Enforcement Unit within EOE is a critical component of PURA's efforts to ensure accountability and regulatory compliance across Connecticut's utility sectors.

The unit plays a central role in leading working groups, participating in docketed matters including but not limited to rate cases, and resolving disputes involving regulated entities, employing mediation whenever appropriate and feasible, or when needed enforcement of applicable statutes and regulations delegated to EOE. The unit also conducts independent investigations into the operations of PURA-regulated or licensed

entities to ensure compliance with state law and PURA orders.

In 2025, EOE was designated as the home of the Interconnection Ombudspersons for several renewable energy programs, providing targeted assistance to renewable energy developers in resolving disputes with the electric distribution companies, and named to new working groups and dockets.

The unit also continued to align its work with PURA's overarching goals, with a particular focus on supporting vulnerable and low-income customers. Significant resources were devoted to identifying and addressing challenges faced by hardship customers, including difficulties related to utility bills and service access, as well as expanding access to and simplifying engagement with programs that support low-income and vulnerable populations. These efforts reflect PURA's broader mission to protect the interests of all ratepayers.

Supplier Oversight

As part of its core responsibilities, the Mediation & Enforcement Unit continuously monitored the activities of electric suppliers, natural gas sellers, and submetering operations operating in Connecticut throughout the year. This oversight included investigating customer service and marketing practices to ensure compliance with applicable state statutes, regulations, and PURA orders. Through this work, the unit protects consumers, promotes accountability, and reinforces confidence in Connecticut's regulated energy markets.

In prior years, EOE resolved a substantial number of supplier enforcement actions, including matters that resulted in more than \$11 million in combined settlements and customer restitution in the preceding year. These outcomes stemmed from investigations into supplier marketing practices and other compliance violations.

During the current reporting year, EOE did not resolve supplier enforcement actions of comparable magnitude. This shift reflects the cumulative impact of strengthened oversight, clearer regulatory expectations, improved compliance by market participants, enhanced consumer protections, and changes in supplier behavior and customer service practices. Together, these improvements have reduced the need for large-scale enforcement settlements while supporting greater market stability and accountability.

As part of its ongoing efforts to monitor and improve supplier practices, EOE undertook the following activities in 2025:

- **Supplier Contract Limitations:** EOE was designated to lead Docket No. 18-06-02RE02, Investigation of Appropriate Limitations on All Customer Contracts with Electric Suppliers Pursuant to Conn. Gen. Stat. § 16-245o(m). This docket examines potential statutory and programmatic changes to supplier contract requirements. (Additional details are provided in the Working Groups section).

- **Renewable Portfolio Standards (RPS) Compliance:** Through Docket No. 25-06-01, Annual Review of Connecticut's Electric Suppliers' and Electric Distribution Companies' Compliance with the Renewable Portfolio Standards for 2024, EOE streamlined and updated Supplier Exhibit A and provided substantive input to improve clarity, consistency, and compliance reporting.
- **Legislative Reporting and Market Analysis:** EOE assisted PURA in developing Docket No. 24-11-01, Annual Report to the Legislature – The State of Electric Competition. This report provides the Connecticut General Assembly with a comprehensive analysis of electric supplier licensing, submetering applications, and competitive market conditions. The report evaluates the state of retail electric competition—initiated in January 2000—by examining indicators such as average generation service charges and Standard Service generation rates for both residential and business customers, highlighting the impacts of competition on participating customers.

Additional Docketed Work

In 2025, EOE brought to decision, administered, or participated extensively in numerous PURA dockets spanning energy affordability, renewable energy programs, consumer protection, rate cases, and emergency response. These include energy affordability and consumer protection, Residential Renewable Energy Solutions (RRES) and related dockets, Cable Consumer Protection, and more.

Energy Affordability and Consumer Protection

EOE participated in multiple ongoing dockets focused on improving affordability and protections for vulnerable and low-income customers, with particular emphasis on reducing arrearages, addressing disparate impacts, and strengthening program design and oversight. Key dockets included:

- Docket No. 17-12-03RE11 – Investigation into Distribution System Planning of the Electric Distribution Companies – New Rate Designs and Rates Review
- Docket No. 24-05-01 – Annual Review of Affordability Programs and Offerings
- Docket No. 18-06-02RE02 – Investigation of Appropriate Limitations on All Customer Contracts with Electric Suppliers Pursuant to Conn. Gen. Stat. § 16-245o(m)
- Docket No. 25-06-28 – PURA Report to the General Assembly Regarding the Evaluation of Medical Protection

Through this work, EOE conducted research, analysis, and investigation related to the development and implementation of a multi-tier Low-Income Discount Rate (LIDR), medical protection policies, and potential limitations on third-party electric supplier contracts. EOE also provided ongoing oversight of supplier practices that have historically had a disparate impact on low-income customers.

Residential Renewable Energy Solutions (RRES) and Related Dockets

EOE played a significant role in multiple dockets addressing Connecticut's residential renewable energy programs, including:

- Docket No. 25-08-02 – Annual Residential Renewable Energy Solutions Program Review and Rate Setting – Year 5
- Docket No. 25-02-14 – Renewable Energy Tariff Program Successor Study

In these proceedings, EOE contributed its expertise regarding consumer experiences with contractors participating in residential renewable energy programs. In the Final Decision issued December 17, 2025, in Docket No. 25-08-02, PURA adopted several EOE recommendations, including:

- Directing EOE to convene and lead a Contractor Compliance Working Group (CCWG) to develop standardized methodologies for calculating financial savings and production information
- Requiring contractors to provide completed customer disclosure forms prior to contract execution
- Directing contractors to provide EOE with a customer-facing point of contact
- Ordering UI to offer add-on netting systems to RRES customers no later than January 1, 2026

Similarly, in Docket No. 25-02-14 PURA sought extensive input from EOE on contractor requirements and consumer protections. EOE provided recommendations addressing:

- Deceptive practices by solar sales companies
- Legislative and regulatory frameworks to strengthen consumer protection
- Requirements for transparent and comprehensive solar sales proposals
- Contractor compliance filing obligations
- Post-installation customer service and maintenance
- Impacts of solar company bankruptcies on customers

In addition, PURA initiated Docket No. 24-08-02RE01, Annual Residential Renewable Energy Solutions Program Review – Contractor Education and Enforcement, to continue EOE's compliance oversight. Following EOE's review of thousands of contractor filings and extensive communications, EOE issued:

- First strikes to 14 contractors for compliance failures and two contractors for marketing violations
- Second strikes to two contractors, resulting in six-month bans from participation in the RRES Program

Notably, total violations decreased significantly from the prior year, from 63 strikes to 18, demonstrating measurable improvements in program compliance and consumer protection.

Cable Consumer Protection

Building on the inaugural 2024 “Cable Summit” held as part of Docket No. 24-03-17, Investigation into Video Service Provider Customer Service Practices, EOE hosted two additional summits with Connecticut’s cable providers in 2025. These meetings brought together PURA leadership and industry representatives to address customer service performance, affordability, fiber deployment, and service restoration standards.

Through these summits, EOE set clear expectations for improved customer service practices, confirmed compliance with annual filing requirements, and continued working with cable companies to ensure accountability and measurable improvements in customer experience.

Other

EOE supported PURA in major rate case proceedings, including:

- United Illuminating (Docket No. 24-10-04) – Final Decision issued October 28, 2025
- Yankee Gas (Docket No. 24-12-01) – Final Decision issued November 5, 2025

EOE staff also continued to serve in a delegated capacity as PURA’s procurement manager for several 2024 DEEP procurements and two additional 2025 zero-carbon procurements, representing the Authority as an independent participant.

Additionally, EOE supported the Eversource Storm Docket (Docket No. 24-03-30, Investigation of the 2018-2021 Catastrophic Storm Costs Reported by The Connecticut Light and Power Company d/b/a Eversource Energy) by reviewing storm-related costs for multiple events, issuing and reviewing approximately 500 interrogatories to ensure cost accountability and compliance.

Education & Outreach Unit

The Education & Outreach Unit, which includes the Customer Affairs Resolution Center, serves as a primary point of contact for Connecticut utility ratepayers seeking assistance with complaints, inquiries, and disputes involving public utilities. The unit functions as an intermediary between consumers and utility companies, working to facilitate timely and effective resolution of issues while providing clear guidance on applicable utility regulations, programs, and services. It also equips complainants with educational resources to help them better understand and navigate utility-related concerns.

In addition to addressing individual matters, the unit plays a proactive role in consumer education. It develops and disseminates educational materials addressing Connecticut’s utility systems, regulatory framework, and consumer rights. These materials are shared through multiple channels—including public forums, community events, webinars, and digital platforms—to ensure broad accessibility and public awareness.

The Education & Outreach Unit also collaborates with other divisions within PURA to monitor and identify emerging trends and recurring issues reflected in consumer

complaints. Analysis of this information helps inform regulatory oversight, improve utility practices, and strengthen customer service standards statewide and contribute to Rate Case efforts. Through these efforts, the unit supports PURA's mission to ensure that Connecticut utility customers are informed, protected, and supported in their interactions with regulated entities.

Customer Affairs Resolution Center

Since 1995, PURA has maintained records of customer complaints and inquiries. Customers may contact PURA's call center or submit complaints directly or indirectly to EOE through the following channels:

- Telephone, 8:30-4:30PM, Monday – Friday (except for state holidays)
- Toll Free: 1-800-382-4586
- Email: PURA.Information@ct.gov
- [Web Portal](#)

In addition to these direct channels, PURA also receives complaints referred by the state legislature, the Governor's Office, offices of U.S. Representatives and Senators, the Office of Consumer Counsel, the Office of the Attorney General, municipal officials, and not-for-profit organizations and consumer advocates.

PURA's Customer Affairs Resolution Center assists customers with a broad range of utility-related questions and concerns. The Center provides customers with guidance to help them navigate PURA's processes and utility services, while also supporting consumer protections against fraudulent, deceptive, or improper practices across regulated utilities and related industries within PURA's jurisdiction. The Resolution Center conducts this work through informal, non-docketed engagement focused on timely issue resolution.

The Customer Affairs Resolution Center assists customers with matters including, but not limited to:

- General questions regarding utility service
- General questions about PURA programs, licensing, and certifications
- Billing questions and disputes
- Meter testing
- Payment arrangements
- Rates and tariffs
- Customer service quality concerns
- Shut-offs, terminations, and reconnections
- Financial and hardship assistance
- New service or service change issues
- Competitive suppliers and supplier choice

- Energy-related resources for homes and businesses, including energy efficiency, solar, energy storage, and electric vehicles
- Illegal or improper submetering

Importantly, the Center serves as a first point of contact for customers regarding submetering, primarily within a customer service and consumer protection framework. The office assists tenants and other sub-metered customers who have questions or concerns about billing practices, meter accuracy, service interruptions, or the application of PURA-approved submetering requirements. It also provides guidance to property owners interested in implementing submetering, including the associated process and regulatory requirements.

EOE responds to inquiries, reviews complaints, and works with building owners, property managers, legal representatives, and utility company representatives to ensure that sub-metered customers receive clear and accurate information, are billed in accordance with applicable approvals, and have access to appropriate dispute resolution mechanisms. Through this oversight role, EOE promotes transparency, consistency, and fair treatment for all customers served under submetering arrangements.

The Unit also manages PURA's Utility Scorecard report, which tracks ten defined categories of customer complaints. The Scorecard allows data to be analyzed by time period, geographic location, intake specialist, case status, reason for contact, and other metrics, providing a clear view of trends and issues affecting utility customers. In 2025, the Education & Outreach Unit responded to more than 5000 complaints and inquiries. As a result of complaint resolution efforts, EOE secured more than \$118,000 in refunds and bill adjustments returned directly to customers.

During the reporting year, the Unit experienced an overall reduction in the number of formal complaints year on year. This decline reflects improvements in the clarity, accessibility, and effectiveness of information provided to consumers, rather than a decrease in need or engagement. Clearer PURA-issued public guidance regarding payment plans, post-moratorium hardship protections, eligibility standards, and the Unit's role has also helped consumers resolve issues earlier and more directly. Additional protections and clarity around the application of such protections, including a Low-Income Discount Rate (LIDR), have further reduced preventable issues. At the same time, clearer communication about jurisdiction, documentation requirements, and appropriate escalation pathways has resulted in fewer misdirected or premature filings.

While the number of discrete complaints declined, the complexity of issues continues to increase. Matters involving solar, submetering, and other evolving utility arrangements often require coordination among multiple parties, technical review, and sustained staff involvement. The growing use of AI tools has also changed how consumers engage. While these tools can support more informed consumers (e.g. reduction in the number of customers looking for a customer service phone number), they can also lead to heightened escalation, legalistic or prescriptive submissions, and AI-generated narratives

that attempt to direct agency action. This can complicate resolution by increasing expectations, amplifying conflict, or obscuring the underlying factual issues.

In response, the Unit continues to adapt by emphasizing factual analysis over advocacy, maintaining consistent standards and protocols, and applying a uniform level of effort to each complaint and engaging proactively with legal, subject matter experts and cross-agency point persons and stakeholders. As a result, individual complaints now involve more staff time and follow-up. Despite the lower number of formal complaints and inquiries, the Unit estimates more than 20,000 individual consumer interactions over the course of

PURA Utility Complaint Scorecard Data Types

- Billing
- General Complaint/Quality of Interaction
- Installation
- Meter Test
- Outage
- Payment Arrangement
- Quality of Service
- Deposit
- Slamming
- Termination

Table 9: 2025 Customer Complaints and Inquiries by Industry

Industry Type	Quantity
Community Antenna Television	654
Electric	2,291
Natural Gas	405
General Info	723
Solar	63
Suppliers/Electric Aggregators	155
Telephone	294
Telephone Other	27
Video Service Provider	71
Water	333
TOTAL	5,016

Table 10: 2025 Customer Complaint Resolution Restitution Amount by Industry

Industry Type	Amount
Community Antenna Television	\$48,062.73
Cellphone	\$6,097.90
Electric	\$32,775.33
Natural Gas	\$17,627.97
Electric Supplier	\$995.60
Telephone/Local	\$6,292.46
Telephone/Other/CLEC	\$1,090.15
Video Service Provider	\$1,963.95
Water	\$3,415.73
TOTAL	\$118,321.82

the year, including calls, emails, informal guidance, and follow-up communications. This reflects a shift toward deeper, more resource-intensive casework and proactive consumer assistance beyond the traditional complaint framework.

Overall, the reduction in complaints reflects improved system performance and early resolution, even as the workload remains substantial and increasingly complex.¹

Outreach & Training

Key senior EOE staff supported [PURA 101](#) public forums both across the state of Connecticut, educating the public on PURA, the regulatory process, and other important utility issues that matter to ratepayers. EOE supported in-person PURA 101 events in person in several Counties as well as virtually.

As part of PURA's education and outreach mission, EOE staff also engage in professional training on key topics. In November 2025, EOE staff provided Continuing Legal Education (CLE) training for the State Bar of Connecticut related to Single Visit Transfer (SVT), as detailed in the Working Group Participation section below. The training included an overview of the relevant Connecticut legal and regulatory framework.

WORKING GROUP PARTICIPATION

Representatives from EOE support PURA's work by serving on dozens of state-mandated working groups and subgroups. These include, but are not limited to, interagency working groups focused on distributed generation, pole attachments, and vegetation management, including the Low-Income Energy and Water Assistance Board (LIEWAB).

IX Working Group (IXWG)

Along with a consultant, EOE serves as the facilitator of the Distributed Generation

¹ Since the onset of COVID-19, CAU intake volumes have reflected a pattern of sharp peaks and subsequent normalization driven by external events rather than internal capacity or performance. Intakes surged in 2020 during the pandemic and again in 2023 following the end of the COVID-19 moratorium, as customers sought assistance with shutoffs, billing disputes, and service disruptions. As those pressures eased, overall intake volumes declined, signaling a return toward a new post-pandemic baseline.

Electric-utility related intakes followed a similar pattern but remained comparatively steady over time, with a notable peak in 2024 tied to major policy changes (including LIDR, MPP, and public benefits). These electric trends serve as a reliable proxy for system stress, demonstrating that while total intake volumes fluctuate, demand for assistance with essential services remains consistent.

At the same time, the complexity and impact of CAU's work has increased. Credits saved per intake rose significantly year over year indicating that CAU is resolving more complex cases with greater financial impact for consumers. Together, these trends show that while intake volumes rise and fall, CAU continues to deliver stable, high-quality outcomes and increasing value to consumers, even as external conditions evolve.

Working Group (IXWG), which is composed of two interconnection working groups, a policy working group and a technical working group, that meet together monthly to discuss numerous ways to improve the standards and practices for the interconnection of distributed generation (DG) sources, such as solar photovoltaics, to the electric distribution system.

The working group members consist of DG developers, electric distribution companies, and various state agencies. Over the past year, IXWG has been working diligently with the electric distribution companies to implement many of the 44 proposals to the IXWG developed in a 100-Day Sprint held in 2024, with the Sprint Report filed on December 20, 2024. PURA opened Docket No. 25-01-27: Investigation into Interconnection Process Modifications, to track and order implementation of the proposals. The proposals address improvements in four areas: costs, customer service, the interconnection process, and scaling of distributed energy resources. Key accomplishments include:

- Facilitating improvements to interconnection review timelines and costs for non-RRES projects under 1 MW.
- Engaging in substantive discussions regarding changes to the Interconnection Guidelines to improve timelines and clarity.
- Facilitating changes to Power Clerk to improve interconnection timelines and communications between the electric distribution companies and developers.
- Contributing to technical discussions and developments regarding flexible interconnection.
- Implementation of mediation in the role - led by EOE - of the Interconnection Ombudspersons, with two successful mediations held in the fourth quarter of 2025 (4 are also underway).

Beyond these measurable projects, IXWG members consistently engaged in collaborative problem-solving, facilitated knowledge sharing through presentations, and hosted Q&A sessions to address stakeholder concerns. EOE's leadership in the IXWG exemplifies its commitment to improving regulatory frameworks, fostering stakeholder collaboration, and supporting the state's transition to a sustainable energy future.

Additional information about the IXWG, including all meeting minutes, can be found on PURA's website at [Interconnection Technical Working Group](#) and [Interconnection Policy Working Group](#).

Single Visit Transfer (SVT)/Pole Removal

To help address the backlog of double poles, PURA approved a Single Visit Transfer (SVT) Pilot Program in Docket No. 21-07-29, Single Visit Transfer Process for Double Poles.

UI Territory

In UI's service territory, contractors have completed surveying and removing double poles in all municipalities for 2025. The work is organized into removals in new municipalities and a second pass through municipalities previously surveyed in earlier phases.

New Municipalities - Double Poles Removed in 2025:

- Trumbull: 132
- West Haven: 121
- Ansonia: 31
- Derby: 74
- Woodbridge: 133
- North Haven: 45
- North Branford: 11
- Shelton: 103
- Stratford: 50
- Orange: 104
- Total: 804

Second Pass/Ongoing Work - Double Poles Removed in 2025:

- Easton: 36
- East Haven: 25
- Hamden: 174
- Bridgeport: 155
- New Haven: 225
- Fairfield: 57
- Woodbridge: 58
- Ansonia: 4
- Derby: 10
- Shelton: 22
- Total: 766

Together, these efforts account for 1,570 double poles removed in UI territory in 2025. The SVT program in UI territory now operates as a rolling and ongoing initiative, continuously performing surveying and construction, regardless of the original phase in which towns were onboarded.

Eversource Territory

In Eversource's service territory, contractors removed a total of 1,515 double poles as of November 6, 2025. The removals by municipality are shown below:

Double Poles Removed:

- Middletown: 185
- Stamford: 497
- West Hartford: 305
- Danbury: 521
- Westport: 235 Transferred & 7 Removed*
- East Hampton: TBD*
- Total: 1,515

*Municipalities in Eversource territory scheduled for SVT attachment transfers and double pole removal in 2026 include Waterbury, Stonington, Manchester, Greenwich, Newtown, Litchfield, and Monroe.

The SVT program, which began in 2023, as a phased pilot, transitioned in 2025, into a continuous program that will ultimately engage all of Connecticut's 169 municipalities to improve reliability, reduce hazards, and enhance service for customers by systematically surveying and removing double poles. The following data summarizes the progress made in 2025, including work in new municipalities, second-pass removals, and total double poles removed between January 1, 2025 and November 6, 2025.

Notes and from that effort remain available in the docket. EOE leads the working group for SVT. Across both UI and Eversource service territories, a total of 3,085 double poles have been removed in 2025. This reflects the program's ongoing commitment to improving safety and reliability while efficiently addressing both routine and complex double pole removals.

Other

EOE participates in and leads several other PURA-established working groups that address key regulatory, operational, and consumer-protection issues across the state's energy system, including but not limited to the following:

One such effort is the Vegetation Management Standing Working Group, established by PURA in Docket No. 17-12-03RE08, PURA Investigation into Distribution System Planning of the Electric Distribution Companies - Resilience and Reliability Standards and Program. This working group focuses on identifying programmatic improvements and emerging issues related to utility vegetation management for the maintenance of electric distribution lines. The group evaluates existing practices, develops recommendations for legislative, regulatory, or other improvements as needed, and produces annual reports for PURA. All materials and work products associated with this effort are maintained in the docket.

In addition, EOE was designated to lead a working group under Docket No. 18-06-02RE02, Investigation of Appropriate Limitations on All Customer Contracts with Electric Suppliers Pursuant to Conn. Gen. Stat. § 16-245o(m). This working group examines potential modifications to third-party electric supplier contracts to ensure alignment with statutory requirements and evaluates the programmatic and systemic changes necessary to support implementation.

Separately, through its role in the Low-Income Energy and Water Assistance Board (LIEWAB) and related working groups, EOE supports the planning, development, implementation, and coordination of energy-assistance and low-income weatherization programs and associated policies. Across these efforts, EOE serves in leadership roles, participates actively in policy development, and performs specialized functions, including serving as an ombudsperson.

SECTION 9: LEGISLATIVE UPDATES

Updates on 2025 Legislation

In 2025, multiple pieces of legislation were enacted directing PURA to participate in or complete a number of tasks by certain dates. The below table summarizes each of these bill's requirement(s) of PURA, the progress made since their passage, and any next steps planned.

Table 11: 2025 Legislation Relevant to PURA

Act	Title	Tasks Assigned to PURA	Effective Date	Progress
Public Act <u>25-33</u>	An Act Concerning the Environment, Climate, and Sustainable Municipal and State Planning	Section 20: No later than Dec. 31, 2028, DPH, DEEP, and PURA shall each review their regulations pertaining to water supply and revise them to incorporate the most concurrent projections on precipitation, temperature, or other applicable conditions that could impact water quality, quantity, and distribution.	July 1, 2025	This will be undertaken before 2028.
Public Act <u>25-173</u>	An Act Concerning Energy Affordability, Access and Accountability	See summary below.	Multiple Effective Dates	See summary below.
Public Act <u>25-125</u>	An Act Concerning the Protection of the Environment and the Development of Renewable Energy Sources and Associated Job Sectors	Section 13: PURA shall submit a study to develop a solar canopy strategic plan for submittal to the legislature by January 15, 2027.	Effective from Passage	The solar canopy strategic plan is being developed in Docket No. 25-02-14, which also evaluates solar successor programs.
Public Act <u>25-142</u>	An Act Concerning Water Utility Systems and Water Quality and Treatment Surcharges	Section 1: Tasks PURA with approving water companies' water quality and treatment assessment reports for infrastructure or improvement projects.	July 1, 2025	The first water quality treatment adjustment report was reviewed and approved with modification in Docket No. 23-08-32WQ01. Review of these reports and rate adjustments will continue on an ongoing basis as companies submit them.

Public Act 25-173

Public Act 25-173, also known as Senate Bill 4, served as the energy omnibus bill for the 2025 session. The bill contains over a dozen directives for the agency, covering a variety of energy and utility policy topics, including electric procurement, demand response programs, and renewable energy tariffs. The bill also creates new directives for the electric distribution companies, OCC, DEEP, and other organizations which impact the agency, such as submitting new materials for review, creating reports, and initiating pilot programs. The table below summarizes the legislation in greater detail.

Table 16: Public Act 25-173 and PURA’s Directives

Section	PURA Directives	Effective Date	Progress
Section 3	The Authority shall limit the expenses for EV charging stations and customer wiring upgrades of any light-duty electric vehicle charging program established by the Authority to \$20M per year.	October 1, 2025	The budget cap set in statute was incorporated into the Authority’s Dec. 17, 2025 Decision in Docket No. 25-08-06.
Section 4	PURA shall open an uncontested proceeding to evaluate the duration of the winter shutoff moratorium and the criteria and standards related to medical hardship service terminations. The report is due to the legislature by March 16, 2026.	Effective from Passage	PURA has opened a docket to study the shutoff moratorium and medical hardship as outlined by the legislation. It is currently being investigated in Docket No. 25-06-28.
Section 6	PURA shall conduct a study regarding renewable energy tariff programs, due on March 1, 2026.	Effective from Passage	The Residential Renewable Energy Solutions (RRES) and Non-Residential Renewable Energy Solutions (NRES) programs are being evaluated in Dockets No. 25-08-02 and 25-08-03, respectively.
Section 7	Any low-income rates implemented by PURA, or in any other proceedings initiated on or after October 1, 2025, must include cost-containment measures to protect ratepayers.	July 1, 2025	The section codifies an existing process at PURA. Current cost containment strategies include (1) the LIDR is only applied to up to the first 800 or 1200 kWh, depending on whether electric heating is used, that a customer consumes; and (2) the LIDR is targeted to be under 2% of each EDCs’ annual billed revenue, and if it meets or exceeds that target, the EDCs must file a motion to review the LIDR structure for modification. Future LIDR proceedings will continue to include cost-containment measures.
Section 8	By November 15, 2029, PURA shall report on the implementation of the LIDR structure, including the effectiveness of cost-containing measures, the effectiveness in reducing uncollectibles, and the effectiveness in encouraging bill payment.	July 1, 2025	The impact of LIDR will be assessed in its annual evaluation, Docket No. XX-05-01, following a few years of implementation in order to gather program data.

Section 17	PURA may select the Green Bank, DEEP, EDCs, a third party, or any combination thereof to implement any ratepayer-funded clean energy or renewable energy program established by PURA. Selection must be based on record evidence, qualifications, cost savings, administrative efficiencies, and the impact on customers' experience.	October 1, 2025	PURA has adopted this practice.
Section 19	PURA shall initiate a docket for the purpose of evaluating applications submitted by EDCs for the implementation of time-varying rates by October 1, 2027. The authority may implement such rates.	July 1, 2025	This docket has not yet been opened as it has a deadline of 2027.
Section 31	PURA may initiate an uncontested proceeding to amend the procurement plan from time to time. No later than April 1, 2026, the Authority must submit a report regarding the implementation of the procurement plan.	October 1, 2025	There is no update.
Section 45	PURA shall receive and review agreements pertaining to electric active demand and gas demand response pilot programs, established under DEEP. PURA must approve the agreements if it is cost effective and in the interest of ratepayers.	October 1, 2025	There is no update.
Section 49	PURA shall fall under DEEP for administrative purposes, and the section clarifies that there are to be five appointed commissioners. It also ensures that utility commissioners who choose to write a concurring or dissenting opinion are provided staff to assist in writing such an opinion.	October 1, 2025	PURA is effectively separate from DEEP and falls under the department for administrative purposes only (APO). The commission currently has five members serving as of October 2025.
Section 51	PURA shall adjust the retail rate charged for transmission service periodically to recover all transmission costs prudently incurred, including to fund costs associated with retaining consultants for DEEP and OCC to enable their proceedings with the Connecticut Siting Council, and their evaluations and analysis related thereto.	October 1, 2025	There is no update.
Section 56	PURA may establish, through programs administered by the Authority and the regulation of EDCs, specific goals and metrics aligned with electric system efficiency goals, including incentives for the dispatch of energy generated by behind-the-meter solar for the purpose of increasing system load.	October 1, 2025	PURA has designated staff to collaborate with DEEP on these goals.
Section 59	The section establishes a task force to examine and make recommendations to improve disclosure requirements and consumer protection for solar photovoltaic systems. This includes a designated member of PURA.	Effective from Passage	PURA has designated staff to serve on the task force.

PURA Annual Reports to the General Assembly

Over the years, the Connecticut General Assembly has tasked PURA with providing annual reports to the legislature on various topics. Links to the final reports for 2025 are available in Table 16 below.

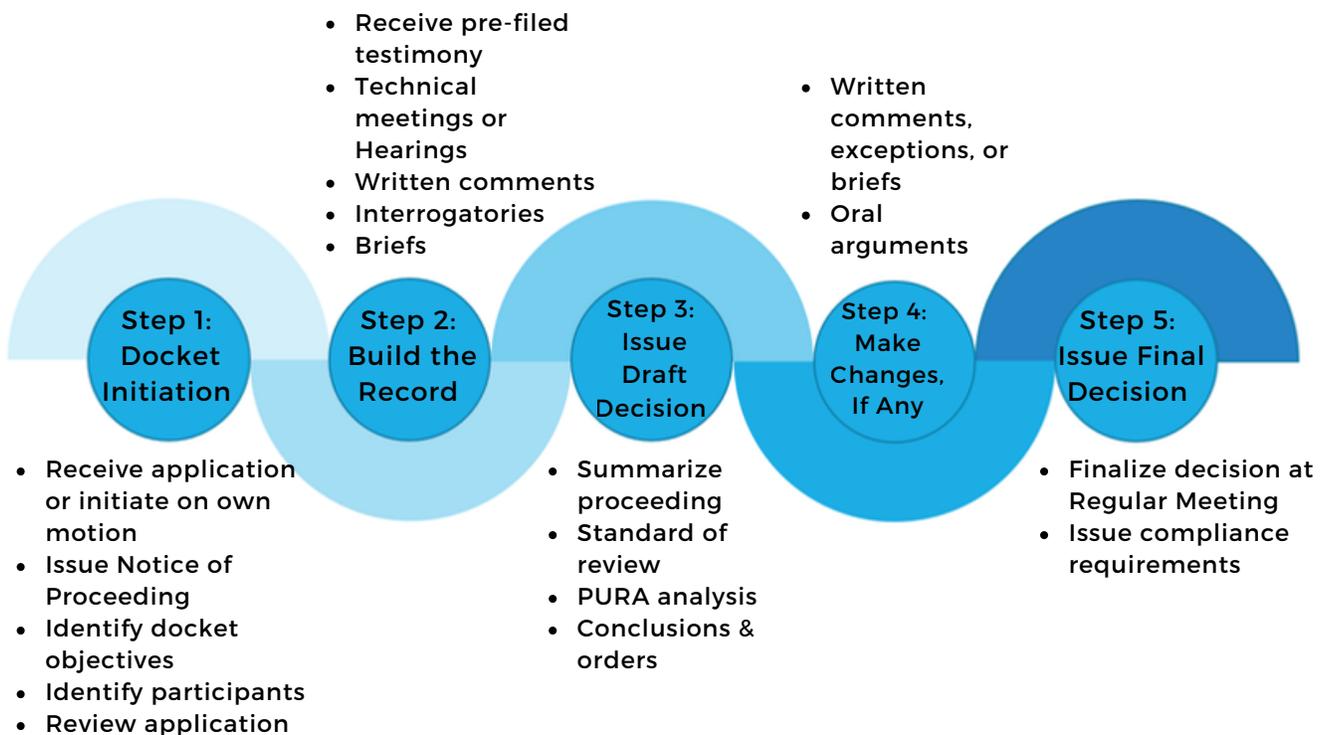
Table 16: 2025 PURA Reports to the State Legislature

Report Title	Codifying Act	Docket Number	Submission Date	Due Date
<u>2025 PURA Report to the General Assembly Regarding the Electric Efficiency Partners Program</u>	Conn. Gen. Stat. 16-243v(i)	<u>25-02-02</u>	February 14	February 15
<u>Annual Report to the Legislature - The State of Electric Competition</u>	Conn. Gen. Stat. 16-245x(a)	<u>24-11-01</u>	March 31	April 1
<u>2025 PURA Report to the General Assembly Concerning Lost and Unaccounted for Gas</u>	Conn. Gen. Stat. 16-34a	<u>25-03-02</u>	July 1	July 1
<u>Annual EDC Reliability and Resilience Framework Review</u>	Conn. Gen. Stat. 16-32k	<u>25-08-09</u>	October 31	November 1
<u>Annual EDC Reliability and Resilience Framework Review - Vegetation Management Practices</u>	Conn. Gen. Stat. 16-32k	<u>25-08-09</u>	November 6	November 1

APPENDIX 1: STANDARD DOCKET PROCEDURE GUIDE

The Public Utilities Regulatory Authority (PURA or the Authority) is a quasi-judicial state agency, which means that, similar to a court, all matters before PURA must go through a standardized procedural process, also known as a “docket”. Though each docket is unique, nearly all follow a five-step framework outlined by Figure A1. A more detailed description of each step is provided below.

Figure A1: The Standard PURA Docket Process



Step 1: Docket Initiation

Dockets are initiated for a variety of matters in response to external stakeholder petitions or applications. The Authority may also initiate dockets of its own accord, either on a voluntary basis or as required by law. External stakeholders file their application through [PURA’s online docket system](#). Upon receipt of an application, PURA’s Docket Control staff will assign the application a docket number and title.

The Authority will then issue, through the docket, a **Notice of Proceeding (NOP)**, which is a legal document that reflects the type (i.e., contested or uncontested) and scope of the proceeding. The NOP is also an important communication device, used by the Authority to set appropriate stakeholder expectations for the proceeding. This includes citing to relevant statutes, providing an initial list of docket participants, and outlining potential areas of exploration or investigation.

At the same time as the NOP is distributed, or shortly thereafter, PURA will also publish an **external docket schedule** whenever possible, particularly if the docket is governed by a statutory timeline. The external schedule is used to communicate the planned procedural steps in a docket, to facilitate the PURA discovery and decision drafting process, and to make sure that external procedural steps do not conflict with other scheduled events.

At this point, any docket participant in an uncontested case or a party or intervenor in a contested case may submit **docket correspondence**. Correspondence provides a stakeholder's perspective outside of the procedural steps identified in the external schedule. Correspondence need not be as structured as the other forms of comments or testimony discussed. The Authority gives docket correspondence its due weight based on the nature of the comments provided, and the evidence presented. The Authority may use correspondence to help guide the discovery process in Step 2: Build the Record.

Step 2: Build the Record

In order for the Authority to issue a decision, it must have a robust record of evidence that supports it. During Step 2, PURA establishes this record evidence through discovery. Discovery entails a variety of tools and events that allow the Authority to investigate the components of the issue(s) in the proceeding. These include:

- **Pre-Filed Testimony:** Pre-filed testimony provides participants, parties and/or intervenors an opportunity to introduce expert witnesses and to present their main position at the outset of the proceeding.
- **Written Comments:** Written comments allow participants, parties, and/or intervenors, and other stakeholders, the opportunity to share their support, concerns, and thoughts regarding the docket. A Request for Written Comments will be separately noticed by PURA and will specify the topics for comment.
- **Interrogatories:** Interrogatories are questions the Authority issues to specific participants, parties, and/or intervenors. These questions are based on the Authority's review of written comments, testimony, or other filed evidence. Interrogatories may also be propounded by other participants, parties, and/or intervenors, as governed by

the Notice of Proceeding and any associated rulings on a request for status as a participant, party or intervenor.

- **Hearings & Late Filed Exhibits:** Hearings allow the Authority to question the participants, parties, and intervenors, as well as their expert witnesses. Exhibits are entered into the evidentiary record during the Hearing for use in the Decision. Answers submitted at a later date to questions asked during cross examination are considered Late Filed Exhibits. The Authority may seek additional explanation or clarity on Late Filed Exhibits during a Late Filed Exhibit Hearing.
- **Technical Meetings:** Technical Meetings are informational meetings that allow the Authority to question the participants while also providing the opportunity for the participants to discuss issues with the Authority. Technical Meetings may be held in addition to, or in lieu of, a formal hearing, depending on the type of docket under consideration.
- **Briefs:** Following the conclusion of the final hearing and/or close of the formal record, the Authority may issue briefing prompts for parties and participants to submit final arguments into the record. The Authority may also issue briefs at other times in the proceeding prior to the close of the evidentiary record to better ascertain the legal or other positions of participants, parties, and/or intervenors. Briefs are not an opportunity to enter new evidence into the record.

The Authority may employ one, many, or all of these tools, and may use them more than once throughout a proceeding. Contested proceedings are guided by the Uniform Administrative Procedure Act and Title 16 of the Regulations of Connecticut State Agencies, and often involve a hearing. Any of these tools that are relied on by the Authority will be listed in the external docket schedule for a proceeding.

Step 3: Issue the Proposed Final Decision

Decisions are authoritative rulings or determinations made by the Authority through its adjudicatory powers over certain matters, as dictated and delegated by state statute. A Decision is written based on evidence entered into the evidentiary record. In most dockets, the Authority may elect to issue a **Proposed Final Decision**. Virtually all of PURA's decisions follow a standardized outline and inventory of information that includes:

- A summary of the decision;
- Background and conduct of the proceeding;
- A list of the parties, intervenors, and/or participants;

A list of relevant statutes, regulations, case law, or PURA precedent that governs the application and PURA's review;

- A summary of the standard of review, including specific findings or conclusions made by PURA;
- A description of the burden of proof, or other statutory limits;
- The Authority's analysis of the proceeding, organized by each subtopic, which may include a synopsis of stakeholder comments in general or by subtopic;
- Conclusions;
- Orders that direct subsequent action related to the topic from specific parties; and
- Any appendices.

Step 4: Revise the Proposed Final Decision (Optional)

Proposed Final Decisions are published for stakeholders to review, along with a Notice for Written Exceptions. Exceptions are provided by stakeholders that disagree with or take issue with specific components of a Proposed Final Decision, and must be structured to identify errors of fact or errors of law; importantly, written exceptions cannot introduce or rely on evidence not already in the official record. Parties, intervenors, and/or participants to the docket are provided the opportunity to file exceptions to portions of the Proposed Final Decision. Additionally, the Notice for Written Exceptions may, but is not required to, offer parties and participants the opportunity to request that the Authority hold **Oral Arguments** so that they may present their argument directly before the Authority. The Proposed Final Decision may be revised as a result of Written Exceptions and/or Oral Arguments.

Step 5: Issue the Final Decision

Following any changes made in response to Written Exceptions and Oral Arguments, PURA staff will present a Final Decision before a panel of the three Commissioners at a **Regular or Special Meeting**. The PURA Commissioners hold a Regular Meeting most Wednesdays at 10:00a.m. to vote on the adoption of Final Decisions. A Decision is not considered final until it is placed on a Regular or Special Meeting agenda and receives a vote of adoption by a majority of the Commissioners. All Regular and Special Meeting agendas are published on the Secretary of the State's Connecticut State Agency Public Meeting Calendar on the Thursday prior to the Regular Meeting, as well as on [PURA's Calendar of Events](#).