

PURA 2025 ANNUAL REPORT EXECUTIVE SUMMARY

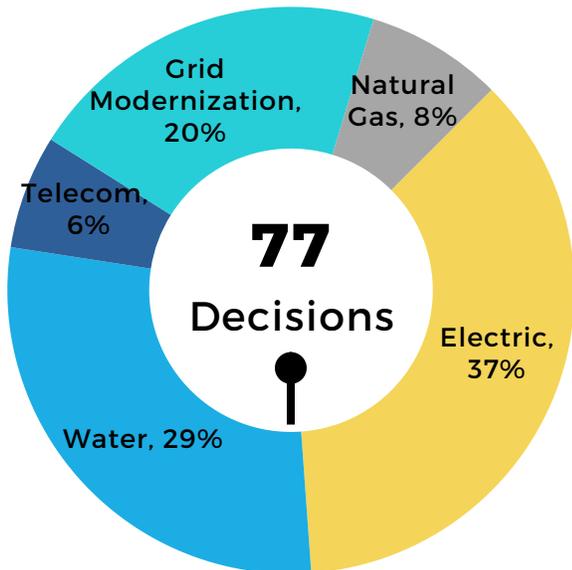
Since 2011, legislative directives have shaped the evolving responsibilities of the Connecticut Public Utilities Regulatory Authority (Authority or PURA). In addition to its statutory mission to ensure that Connecticut's investor-owned electric, natural gas, and water utilities provide safe, clean, reliable, 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 policy 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. PURA offers a number of public resources available to stakeholders through live streamed events, PURA 101 Workshops, and this report (Annual Report or Report). Each of these resources are important tools for increasing stakeholder engagement with and awareness of ongoing and future proceedings before the Authority. As a quasi-judicial agency, PURA can only make decisions based on the record evidence placed before it. The Authority's decisions, therefore, are made more robust with increased awareness and participation from diverse stakeholders.

The Annual Report provides a summary of the work completed by the Authority in 2025 and is designed to promote public awareness and understanding. In particular, the Annual Report provides both quantitative metrics on the Authority's work this past year, as well as abridged versions of key decisions. Key information and developments from each section of this 2025 PURA Annual Report are summarized below.

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

Rate Cases

One of the Authority’s core functions is regulating the distribution rates of Connecticut’s investor-owned electric, natural gas, and water utility companies. The rate amendment proceedings through which distribution rates are reviewed are the primary tools to ensure that the resulting rates are just, necessary, and reasonable. They are also the best tools regulators have to ensure utility costs are contained from a long-term perspective and that the utilities are being managed with efficiency and care. 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. PURA is scheduled to issue reconsideration decisions in Docket Nos. 24-10-04 and 24-12-01 on or before March 4, 2026 and March 11, 2026, respectively.

PURA also received a rate case application from the Hazardville Water Company in August of 2025, which is being evaluated in Docket No. 25-07-12. 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.

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			

Performance-Based Regulation

In 2020, the Connecticut 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, colloquially known as the “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.

In 2023, the Authority issued a Phase 1 decision that established the formal goals and priority outcomes of PBR, and launched Phase 2 of PBR, creating three reopener dockets, each investigating a specific regulatory mechanism used in PBR:

- Docket No. 21-05-15RE01: Revenue Adjustment Mechanisms
- Docket No. 21-05-15RE02: Performance Mechanisms
- Docket No. 21-05-15RE03: Integrated Distribution System Planning

Phase 2 of the development of performance-based regulation framework remains open. In 2025, through these three Phase 2 proceedings, the Authority continued to hold robust conversations and collaborated with stakeholders to streamline and/or refine elements of the existing regulatory framework, develop incentive mechanisms to better address specific objectives or areas of utility performance, and implement other improvements to the regulatory framework that meet the goals and outcomes established in Phase 1.

PURA issued draft decisions in each of the PBR reopener dockets in the summer of 2025 with final decisions initially scheduled for issuance in October, 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 assigned to the proceedings continues to review the records in each of the PBR reopener dockets and anticipates a path forward in 2026. It is the Authority’s intent that, upon completion of these reopeners, the EDCs’ financial incentives and revenue mechanisms will more accurately reflect their performance in achieving financial and public policy outcomes that provide a public benefit to ratepayers, and Connecticut as a whole.

Electric Sector

The Electric Sector is the largest industry regulated by PURA. Though PURA only regulates two electric distribution companies, Connecticut Light and Power (Eversource) and United Illuminating, together they serve more than 1.5 million customers, representing over 90% of the state's electric ratepayers. Given the scale of this sector, transparent and efficient

regulatory mechanisms that ensure safe, affordable, and reliable electric service are essential. In 2025, PURA completed annual RAM proceedings, with Final Decisions issued in August. The final decisions approved 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 each 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 each company is likely to incur in calendar year 2025.

Major Decisions

[Docket No. 25-01-03](#) Eversource's 2025 rate adjustments for expenses incurred in 2024.

[Docket No. 25-01-04](#) United Illuminating's 2025 rate adjustments for expenses incurred in 2024.

Grid Modernization

Today's electric grid faces new and growing challenges such as rising energy demand, growing deployment of distributed energy generation resources (DERs), 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 outlining the Authority's framework for investigating both near- and long-term-strategies to implement an Equitable Modern Grid (EMG) for Connecticut.

In 2025, the Authority continued to build and maintain momentum towards achieving the EMG Framework objectives of advancing affordability, enabling the continued decarbonization of Connecticut's electric supply, supporting enhanced resilience and reliability of the grid, and growing the state's green economy. Specific major developments included authorizing the pilot project funding for the third cycle of the Innovative Energy Solutions (IES) Program and conducting annual program reviews as well as a successor study of the state's renewable energy tariff programs.

All of PURA's annual clean energy program review decisions and updates are captured in the 2024 Clean and Renewable Energy Report produced in Docket No. 25-08- 01, attached as Appendix 3 to this Report.

Major Decisions

[Docket No. 24-08-07](#) Innovative Energy Solutions Program Cycle 3

[Docket No. 25-02-14](#) Study on successor programs to the state's renewable energy programs

[Docket No. 25-08-08](#) PURA completed the first cycle of the Non-Wires Solutions (NWS) process with the EDCs and the NWS Process Monitor

[Docket No. 25-05-01](#) PURA's review of energy affordability programs

Natural Gas Sector

In addition to its ratemaking and economic regulatory functions pertaining to the state's investor-owned natural gas distribution companies, the Authority 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. Specifically, the Authority facilitates a gas pipeline inspection program to ensure compliance with state and federal safety standards and regulations, and the Call Before You Dig (CBYD) program to prevent accidental damage to pipelines.

In 2025, consistent with its ongoing commitment to ensuring safety of the gas pipeline system, PURA completed an update of Connecticut's gas pipeline safety regulations, which have not previously been revised since the 1960s. There have been significant changes in the gas industry since that time, including the materials and equipment used and the processes for installing and maintaining gas distribution systems. Additionally, there is now increased prioritization on the enhanced public safety and reduced environmental impact of gas distribution systems. The agency also completed its annual Lost and Unaccounted for Gas Report to the state legislature.

Gas Safety Highlights

- **498** Pipeline Safety Inspection Person-Days
- **473** CBYD Inspections
- **1,165** Violations Found
- **\$2M** Civil Penalties Issued

Major Decisions

[Docket No. 23-07-21](#)

Final proposed regulations to update the state's gas pipeline safety regulations

[Docket No. 25-03-02](#)

PURA's report to the General Assembly regarding lost and unaccounted for (LAUF) gas in 2024.

Water Sector

Connecticut's water resources are overseen and protected through interagency coordination between PURA, DEEP, and DPH. The Authority's specific role is to ensure that water rate designs encourage conservation and responsible water use. In addition to rate design, ensuring that the state's aging drinking water infrastructure is modernized is essential to efficient water use. The regulatory tools PURA uses to accomplish this include the Water Infrastructure Conservation Adjustment (WICA) surcharge, which enables water companies to accelerate necessary upgrades in advance of a rate case. The Authority issued ten WICA decisions in 2024.

Major Decisions

10 WICA Applications
Approved

Telecomm & Utility Poles

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.

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. 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 while protecting electric ratepayers from shouldering costs caused by non-electric pole usage. Further, the CBYD program, discussed in natural gas section of this report and overseen by the Authority, ensures that excavations related to underground telecommunications facilities are done safely and in coordination with other relevant utilities.

In addition to supporting the deployment of broadband and ensuring the structural safety of the poles throughout the state, the Authority also plays a significant role in reviewing and approving funding for important public services each year, including state-directed technology education grants, Connecticut’s Enhanced Emergency 911 (E-911) program, and community access television.

Major Decisions

- [24-10-02](#) Allocation of Public Educational and Governmental Programming and Education Technology (PEGPETIA) grant funding
- [25-01-05](#) Assessment of funding the E911 Program
- [24-11-06](#) Verizon and Frontier Change of Control

Office of Education, Enforcement & Outreach

PURA established the Office of Education, Outreach, and Enforcement (EOE) in July of 2020. The key objective of EOE is to provide ratepayers and non-traditional stakeholders that interact with PURA an improved customer service experience. The "ex parte" communication prohibition that applies to PURA's decisional staff does not apply to staff assigned to EOE, meaning ratepayers and other parties may pose questions and concerns to EOE staff regarding specific proceedings before PURA. In this capacity, EOE supported eight PURA 101 offerings in 2025, as well as one additional public engagement opportunity. Importantly, however, EOE staff are not able to discuss pending substantive matters with PURA's decisional staff and commissioners, nor are EOE staff permitted to speak on behalf of the Authority with respect to potential issues to be decided by the agency.

EOE also mediates disputes concerning matters related to regulated companies whenever possible or appropriate, enforces applicable regulations and statutes in matters delegated to EOE, and independently investigates issues related to PURA-regulated or licensed entities as directed or delegated. EOE also operates a call center that receives and responds to customer complaints. Consistent with the objectives of the Authority, EOE has dedicated significant focus to vulnerable and low-income customers in this capacity in recent years.

EOE also supports PURA's role in dozens of state-mandated working groups and subgroups including facilitating the Vegetation Management Standing Working Group, several Distributed Generation Working Groups, and the Pole Attachment Working Group.

Licensing & Certification Unit Highlights

- 10,849 Class I, II, and III Renewable Energy Certifications Reviewed
- 22 Electric and Water Submetering Applications Reviewed
- 128 Rights-of-Way Applications Reviewed

Mediation & Enforcement Unit Highlights

- Independent advocacy as "prosecutorial staff" in 2 Rate Cases
- Continued efforts to support supplier oversight, energy affordability, and consumer protection

Education & Outreach Unit Highlights

- 5,016 Customer Complaints Addressed
- \$118K in Customer Restitution
- 555 Applications Processed

Working Group Administration

- Interconnection Working Groups
- Pole Attachment Working Group
- Vegetation Management Working Group

Additional PURA Resources

- [Read the Full Annual Report](#)
- [Subscribe to PURA's Quarterly Newsletter](#)
- [Review CT Clean Energy Programs](#)
- [Energy Affordability and Hardship Protection Programs](#)
- [How to Participate in PURA Dockets](#)
- [Contact PURA](#)
- [View Upcoming Events](#)