

## 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

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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](mailto: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
<b>TOTAL</b>	<b>5,016</b>

**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
<b>TOTAL</b>	<b>\$118,321.82</b>

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.<sup>1</sup>

### ***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**

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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

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<sup>1</sup> 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.