

# INTRODUCTION

## PURPOSE OF THIS REPORT

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Over the twelve years 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 transformed and expanded. In addition to its statutory charge to ensure that Connecticut's investor-owned utilities, including the state's electric, natural gas, water, and telecommunications companies, provide safe, clean, reliable, and affordable service,[1] PURA also now oversees a half dozen or more programs, policies, and tariff designs that advance the state's energy, economic, and climate goals. Both sets of responsibilities play a vital role in ensuring public health and safety and a robust economy in Connecticut.

Given the growing importance of improving utility service and addressing the state's climate goals, accessible and transparent communications and resources have increasingly become a necessity, not just for regular participants in PURA's processes, but for the legislature, policymakers, and members of the public alike. In recent years, PURA has been working hard to improve communication and engagement with both the public and the diverse set of stakeholders that engage in our proceedings. Notably, in 2020, the Authority established the Office of Education, Outreach, and Enforcement (EOE), which is tasked with directly engaging with non-traditional stakeholders on matters before PURA and

fielding important ratepayer complaints and inquiries. In 2022, PURA expanded the number of public resources available to stakeholders through the release of its [Quarterly Newsletters](#), [video series](#), [live-streamed events](#), and now this report (Annual Report or Report).

In particular, the Annual Report provides a concise summary of the Authority's work completed in the previous year, while providing some 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 Report is organized around the key public service sectors that PURA regulates, with a section for each sector, and an additional section providing a specific overview of the Authority's "rate case" work.

The Annual Report also summarizes the reports submitted to the General Assembly in the previous year, as well as progress on specific PURA investigations required by recent legislation. The report also includes a distinct update on the work of EOE and on all appeals of prior PURA decisions. Last, the Annual Report addresses major upcoming topics in the current year, such as new program launches, anticipated rate proceedings, and the transition to performance-based regulation.

The Authority intends to use this Report to increase stakeholder engagement with and awareness of ongoing and future proceedings. 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 all stakeholders.

## **PURA'S MISSION**

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The Public Utilities Regulatory Authority (PURA) is statutorily-charged with ensuring that Connecticut's investor-owned utilities, including the state's electric, natural gas, water, and telecommunications companies, provide safe, clean, reliable, and affordable utility service and infrastructure. PURA's mission is essential to advancing the state's energy, economic, and environmental goals and is critical to maintaining public health and safety as well as a robust economy.

## **PURA'S STATUTORY RESPONSIBILITIES**

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PURA is a quasi-judicial agency that interprets and applies the statutes and regulations

governing all aspects of Connecticut’s investor-owned utility sector. PURA replaces the former Department of Public Utility Control (DPUC) and along with the Bureau of Energy and Technology Policy, is part of the Energy Branch of the Department of Energy and Environmental Protection (DEEP). DEEP was created in July 2011 and brings together the state’s Department of Environmental Protection (DEP), the DPUC, and an energy policy group that had been based at the Office of Policy and Management.

Among other things, PURA sets 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 (Conn. Gen. Stat.), “Public Service Companies.” Several of the most referenced statutes are summarized by Table 1 below.

**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 our 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

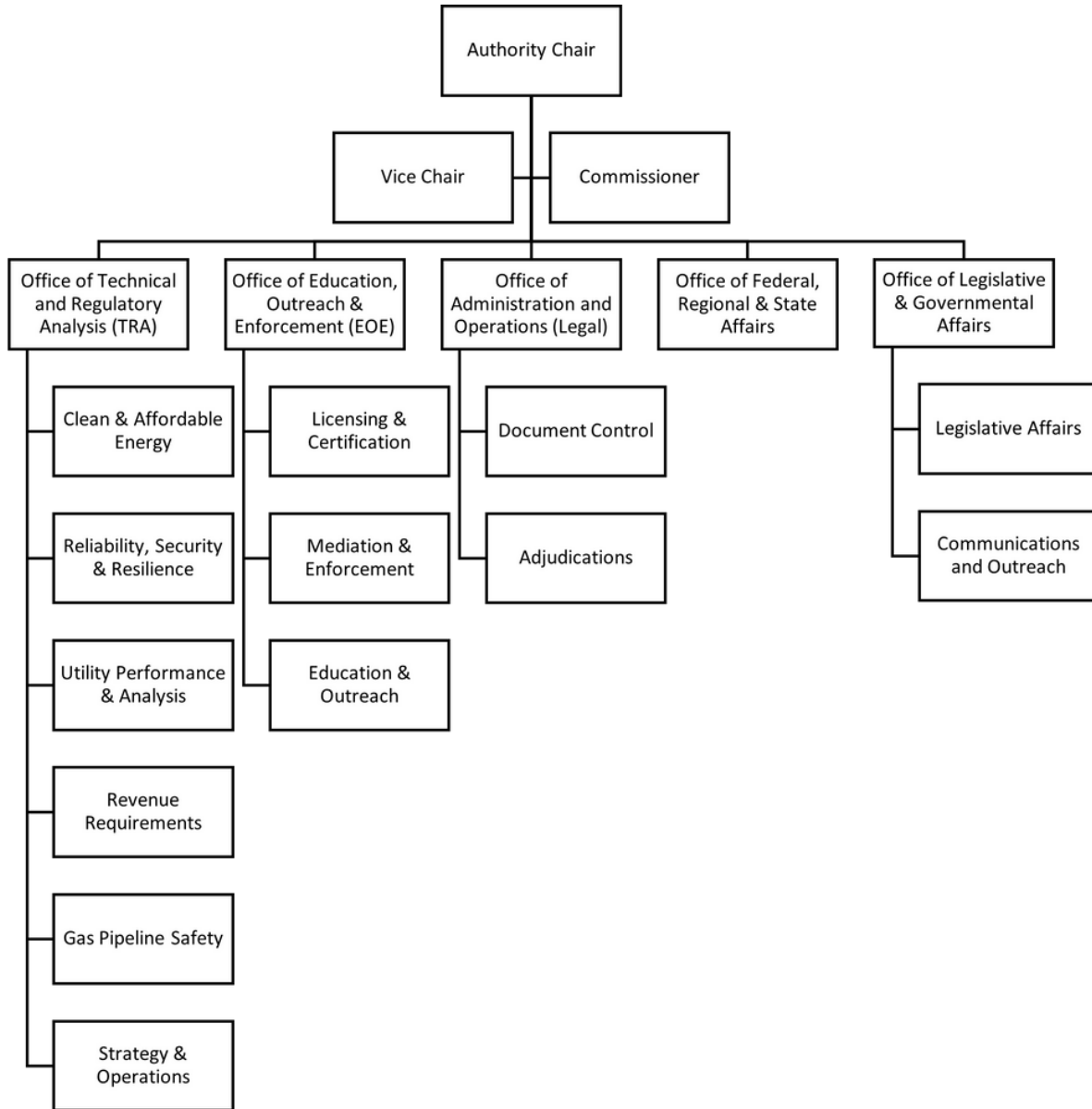
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All matters and proceedings before the Authority are presented to a panel of PURA's three Commissioners. Each Commissioner is appointed by the Governor, typically to a four (4) year term, with consent from the legislature.

The Authority's 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 three commissioners.

Every June, the Commissioners hold a vote to elect a Chair and Vice Chair of the Authority for a one-year term. Per Conn. Gen. Stat. § 16-2(f), appointment as Chair comes with the responsibilities of coordinating all the activities of the Authority and organizing staff into divisions to maximize efficiency and effectiveness. The Chair also approves hiring, contracting, and other administrative resources. Currently, this position is filled by Marissa P. Gillett, with John "Jack" Betkoski III as Vice Chair, and Michael Caron as the third Commissioner. PURA staff are currently organized into five distinct offices, as shown in Figure 1 below:

**Figure 1: PURA's Operational Organization**



All docketed work that is primarily related to public policy or of a technical 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 make up PURA “decisional staff”.<sup>[2]</sup>

Each docket is assigned 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 7, 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.[3]

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 wholesale energy market, and the reliability and security of energy transmission and distribution. 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 DOCKET DATABASE

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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](#)

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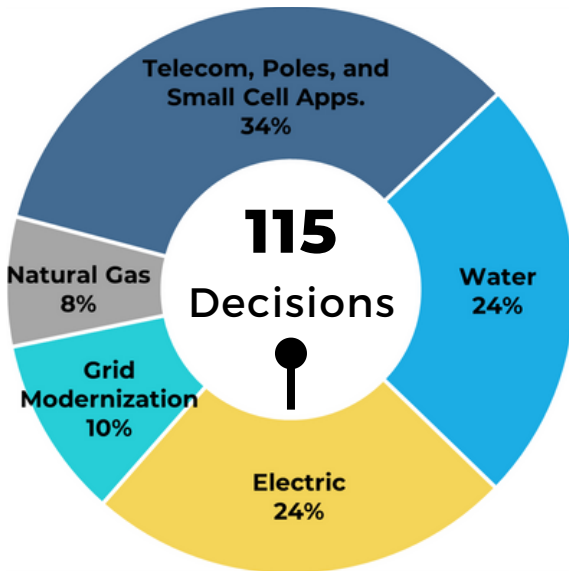
[1] PURA's predecessor, the Department of Public Utility Control, was given a similar statutory charge.

[2] 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).

[3] Conn. Gen. Stat. § 16-19(a) states that the Authority may require a portion of its staff to serve as a party to any proceeding. Conn. Gen. Stat. § 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.

# 2022 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 2022, included to help stakeholders better understand PURA's roles & responsibilities.



### Stakeholder Engagement Efforts

- 54 opportunities for written comments
- 54 Technical Meetings
- 78 Hearings
- 10 unique public engagement events
- 12 PURA 101 [Workshops](#)
- 12,740 customer complaints addressed

- Contains:**
- 108 Final Decisions
  - 5 Interim Decisions
  - 2 Declaratory Rulings

**+294**  
Additional Licensing, Certification, and Submetering Application Decisions

**Over 2,000**  
Total pages of analysis across decisions

**70**  
Total Staff

**366 | 278**  
Dockets Opened | Dockets Closed

**1,038**  
Motion Rulings

**Includes:**

- \$579k** in Restitution
- +**
- \$75k** in Compliance
- +**
- \$4M** In payments to Operation Fuel

**Issued \$15.7M in Fines**

