

PURA Quarterly Newsletter

2023

Q4



Public Utilities Regulatory Authority

PURA Outlook

October 4, 2023

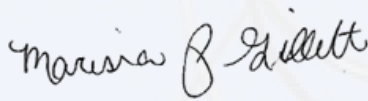
In Connecticut, between November 1st and May 1st, PURA-regulated natural gas and electric utilities are statutorily prohibited from shutting off service due to non-payment for customers facing medical or financial hardship. This important protection helps ensure Connecticut’s most vulnerable households do not have to suffer without electricity or heat during the coldest New England months. However, this does not mean that these customers are exempt from paying their bills, which may accumulate into large, unpaid balances during those months.

Allowing unpaid balances to build over time without a way for these customers to affordably pay their bills helps no one and can ultimately result in these customers being shut off after May 1, and other ratepayers paying for the unpaid bill as the utilities are legally entitled to recover those revenues, which are needed to pay for utility infrastructure. As such, multiple programs and services have been implemented to help hardship and low-to-moderate income (LMI) customers alike pay their past-due balances and prevent service termination. The Authority has worked continuously over the past four years with the utilities, the Office of Consumer Counsel, the Office of Education, Outreach, and Enforcement, the Department of Social Services (DSS), the General Assembly, and other stakeholders to refine these offerings to make them as helpful to customers as possible. If you, or someone you know is struggling to pay their utility bills, know that there are resources to help.

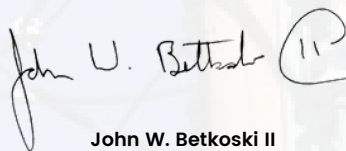
	What	Who	How to Enroll
Hardship Verification	A designation that protects a residential customer from service shutoff during the winter and makes them eligible for certain energy affordability programs. Medical protection status is also available to customers with serious or life-threatening medical conditions.	Customers who receive public assistance benefits from DSS, have a household income of <u><60% of State Median Income (SMI)</u> , or have a serious or life-threatening medical condition.	Contact your electric utility, or your local <u>Community Action Agency (CAA)</u> .
<u>Connecticut Energy Assistance Program</u>	Applies direct funding (typically in the range of \$250-\$600) towards your heating bill	Customers who also receive public assistance benefits from DSS, or have a household income of < 60% of State Median Income (SMI).	Apply directly at your local CAA.

	What	Who	How to Enroll
Matching Payment Plan	A payment plan for hardship customers heating with electricity or gas with past-due balances. Each payment made by the customer is matched by the utility until the balance is eliminated.	Customers who qualify as medical or financial hardship through DSS or a CAA who have past-due balances.	Contact your local natural gas or electric utility company, or CAA directly. Eversource UI/CNG/SCG
Flexible Payment Plan	A payment plan for any active electric, residential customer with a past-due balance. Customers make monthly payments to prevent service shutoff.	Any active electric, residential customer of Eversource or United Illuminating.	Contact your electric utility company directly. Eversource UI/CNG/SCG
Low-Income Discount Rate	No later than January 1, 2024, Eversource and United Illuminating will offer tiered discounts on customer's bills based on their income.	Customers who are at or below 60% of SMI will receive 10% off their monthly electric bill. Customers who are at or below 160% of the Federal Poverty Guidelines will receive 50% off their monthly electric bill.	Customers who are verified as financial hardship are automatically enrolled. Otherwise, contact your electric utility directly to submit proof of income. Eversource UI

This multitude of options helps ensure that as many customers and their varying circumstances can be addressed as possible. As the fall and winter months approach, the Authority strongly encourages all customers to enroll in programs for which they are eligible to help manage their utility costs. For more information on each program, see the links above, contact your utility, or visit a Community Action Agency.



Marissa P. Gillett
Chairman



John W. Betkoski II
Vice Chairman



Michael Caron
Commissioner

Q3 Docket Decisions

ELECTRIC SECTOR

- 14-07-19RE07 - PURA Investigation Into Redesign of the Residential Electric Billing Format – Cost Allocation Among Suppliers for System Redesign and Associated Costs
- 23-01-39 - Investigation into the Response of The Connecticut Light and Power d/b/a Eversource Energy to the Accident on January 17, 2023, at 602 Greenwood Road, Norfolk, CT
- 23-01-03 - PURA Annual Review of the Rate Adjustment Mechanisms of The Connecticut Light and Power Company
- 23-01-04 - PURA Annual Review of the Rate Adjustment Mechanisms of The United Illuminating Company
- 22-08-08 - Application of the United Illuminating Company to Amend its Rate Schedule
- 21-07-01 - Application of The Connecticut Light and Power Company and Yankee Gas Services Company, each individually d/b/a Eversource Energy, The United Illuminating Company, Connecticut Natural Gas Corporation, and The Southern Connecticut Gas Company for Approval of Arrearage Forgiveness Program 2021-2022
- 23-07-19 - Application of United Illuminating to Issue Debt
- 13-01-26RE01 - PURA Generic Investigation of Electric Submetering - Review of Application and Processes
- 23-05-69 - Petition for Approval of Method and Manner of Construction & Permission to Energize 1222/1637/1714/1720 Weston Substation to Old Town Substation Lines Rebuild Project
- 23-08-17 - Petition for approval of Method and Manner of construction and permission: to energize the 1550 and 1163 lines rebuild project between Frost Bridge substation and Noera substation



GRID MODERNIZATION

- No grid modernization decisions this quarter. Proceedings ongoing.



NATURAL GAS SECTOR

- 23-07-18 - Application of Connecticut Natural Gas to Issue Debt



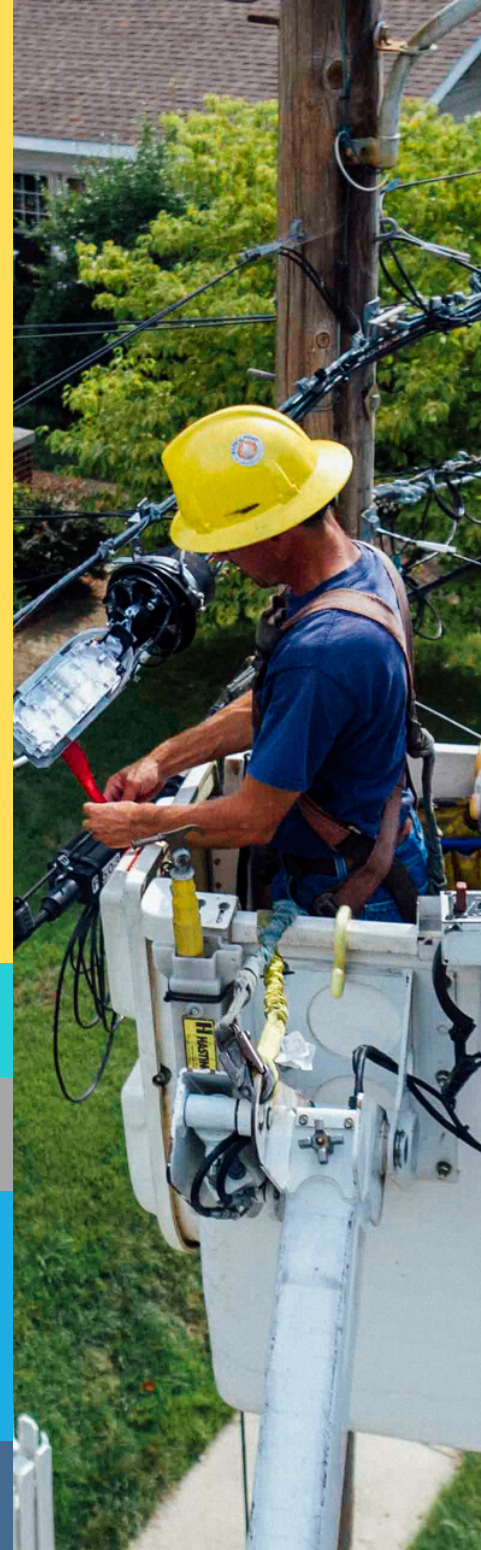
WATER SECTOR

- 20-10-31WI01 - Application of Jewett City Water Company for Approval of Water Infrastructure and Conservation Adjustment and Semi-Annual Filing Report
- 20-12-30WI06 - Application of The Connecticut Water Company for its Water Infrastructure Conservation Adjustment Semi-Annual Filing Report



TELECOMM SECTOR (+ UTILITY POLES)

- No telecomm. or utility pole decisions this quarter. Proceedings ongoing.



Electric Sector

Q3 Major Decision Summaries

14-07-19RE07

PURA Investigation Into Redesign of the Residential Electric Billing Format – Cost Allocation Among Suppliers for System Redesign and Associated Costs

- In December 2018, PURA issued a decision in Docket No. 14-07-19RE05, PURA Investigation into Redesign of the Residential Electric Billing Format – Review of Summary Information, Implementations and Display, in which it investigated the cause of, and developed solutions to, the problem of third-party electric suppliers not timely or accurately providing the Next Cycle Rate as well as other Supply Summary information.
- PURA ordered the EDCs to make certain billing system changes and an itemized accounting of the cost of all IT redesign and communications work ordered, among other topics.
- In this Decision, PURA reviews the EDCs' compliance filings from Docket No. 14-07-19RE05 and finds that the EDCs' Final Project Costs were prudently incurred and will be reasonably recovered through a fee structure paid by the third-party electric suppliers.

23-01-39

Investigation into the Response of The Connecticut Light and Power d/b/a Eversource Energy to the Accident on January 17, 2023, at 602 Greenwoods Road, Norfolk, CT

- This docket investigated Eversource's response to a motor vehicle collision with an Eversource utility pole in Norfolk, CT on January 17, 2023, which resulted in the entrapment of two individuals.
- In this Decision, PURA finds that Eversource's delayed response to this accident was due to imprudent actions taken by the Company, and that its reporting of the accident was deficient and may have violated statutory and regulatory requirements.
- As a result, PURA directs Eversource to adjust its Priority 1 call response target to 30 minutes, and to review and revise its accident response procedures to ensure compliance with Connecticut statutes and regulations.

21-01-03

PURA Annual Review of the Rate Adjustment Mechanisms of The Connecticut Light and Power Company

- PURA conducted its annual prudency review of the actual revenues and approved expenses from the prior calendar year associated with the Rate Adjustment Mechanism (RAM) filings submitted by Eversource.
- In this Decision, PURA found that adjustments to certain rate components between September 1, 2023, through April 30, 2024, are necessary, resulting from over- or under-recovered revenues in 2022 and expected revenues and expenses in 2023.

21-01-04

PURA Annual Review of the Rate Adjustment Mechanisms of The United Illuminating Company

- PURA conducted its annual prudency review of the actual revenues and approved expenses from the prior calendar year associated with the Rate Adjustment Mechanism (RAM) filings submitted by The United Illuminating Company.
- In this Decision, PURA found that adjustments to certain rate components between September 1, 2023, through April 30, 2024, are necessary, resulting from over- or under-recovered revenues in 2022 and expected revenues and expenses in 2023.

22-08-08

Application of The United Illuminating Company to Amend Its Rate Schedule

- 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.
- This docket investigated The United Illuminating Company's application to raise rates filed on September 9, 2022, seeking to increase its distribution revenue requirement by \$131M, and requesting an increased allowed return on equity (ROE) of 10.2% over the next three years.
- PURA conducted an extensive investigatory process that instead resulted in an allowed \$22M increase in distribution revenue requirement, and a 9.10% ROE.
- The reduced ROE and revenue requirement were found to be appropriate as the Authority determined that UI did not meet its burden of justifying the requested revenue requirement and ROE included in their application.
- Further details on PURA's investigation and prudency review can be found in the [Decision Summary](#) and [Press Release](#).

21-07-01

Application of The Connecticut Light and Power Company and Yankee Gas Services Company, each individually d/b/a Eversource Energy, The United Illuminating Company, Connecticut Natural Gas Corporation, and The Southern Connecticut Gas Company for Approval of Arrearage Forgiveness Program 2021-2022

- On October 13, 2021, PURA issued an Interim Decision in Docket No. 21-07-01 requiring the Companies to submit additional compliance related to the 2021-2022 Arrearage Forgiveness Plan (AFP).
- As a result of multiple deficiencies in compliance filings following the Interim Decision, PURA issued orders requiring the Companies to revise their medical web portals and medical certification forms.
- On February 1, 2023, PURA issued Notices of Violation (NOV) to both Eversource and Avangrid for failing to comply with orders directed by PURA.
- PURA conducted a hearing for both Companies on June 27, 2023, providing them opportunity to submit additional testimony to contest the allegations in the NOVs.
- PURA issued two decisions, one for each company, finding that the evidence indicates that the Companies each violated Order No. 21.
- As a result of the violations, PURA assessed an aggregate civil penalty of \$52,500 on the Avangrid Companies, and \$31,500 on the Eversource Companies.

23-07-19

Application of United Illuminating to Issue Debt

- On July 21, 2023, UI submitted an application requesting approval to issue debt. Per Connecticut law, public service companies must receive approval from PURA to issue debt.
- To conduct its review, PURA examines: (1) the transaction fees; (2) the terms and conditions; (3) the coupon rate and effective yield; and (4) the overall financial impact on the Company.
- In this Decision, PURA approves UI's application to issue debt, not to exceed \$525M through December 21, 2025.

13-01-26RE01

PURA Generic Investigation of Electric Submetering – Review of Application and Processes

- On March 18, 2021, PURA's Office of Education, Outreach and Enforcement (EOE) petitioned PURA to reopen Docket No. 13-01-26, PURA Generic Investigation of Electric Submetering, to improve PURA's electric submetering application and oversight process.
- The topics addressed in this proceeding included, but were not limited to, consideration of the implementation of improvements previously identified, proposed application updates, best practices, and clarification of the billing formulas to be used when a Class I renewable energy source is involved.
- As such, this Decision implements immediate improvements to the electrical submetering application and oversight processes and identifies other potential changes for further evaluation.

23-05-69

Petition For Approval of Method and Manner of Construction and Permission to Energize the 1222/1637/1714/1720 Weston Substation to Old Town Substation Lines Rebuild Project

- This Decision approves the method and manner in which transmission lines in the town of Weston, CT will be built and/or upgraded beginning in September 2023, with expected completion in May 2024.

23-08-17

Petition for Approval of Method and Manner of Construction and Permission to Energize the 1550 and 1163 Lines Rebuild Project Between Frost Bridge Substation and Noera Substation

- This Decision approves the method and manner in which transmission lines in the towns of Watertown, Thomaston, Plymouth, and the City of Waterbury, CT will be built and/or upgraded beginning in the Fall of 2023, with expected completion in Spring 2024.

Natural Gas Sector

Q3 Major Decision Summaries

23-07-18

Application of Connecticut Natural Gas to Issue Debt

- On July 21, 2023, Connecticut Natural Gas (CNG) submitted an application requesting approval to issue debt. Per Connecticut law, public service companies must receive approval from PURA to issue debt.
- To conduct its review, PURA examines: (1) the transaction fees; (2) the terms and conditions; (3) the coupon rate and effective yield; and (4) the overall financial impact on the Company.
- In this Decision, PURA approves CNG's application to issue debt, not to exceed \$100M through December 21, 2025.

Water Sector

Q3 Major Decision Summaries

22-09-18

Joint Application of the Town of New Hartford and Aquarion Water Company of Connecticut for Approval of the Transfer of Water and Wastewater System Assets

- The Decision summarizes PURA and the Dept. of Public Health's (DPH) joint consent to the Town of New Hartford's cessation of operations of the New Hartford water system, which serves 404 residential users, 40 commercial users, 8 industrial users, and 6 municipal buildings.
- The Decision also approves the acquisition of the New Hartford water system by Aquarion Water Company for \$8 million.

20-10-31WI01

JApplication of Jewett City Water Company for Approval of Water Infrastructure and Conservation Adjustment and Semi-Annual Filing Report

- In this Decision, PURA authorizes an incremental Water Infrastructure and Conservation Adjustment (WICA) surcharge of 3.4% for Jewett City Water Company (Company) associated with completion of 2 WICA-eligible projects with a total cost of \$616,092.
- The Company's cumulative WICA surcharge effective October 1, 2023, is 3.4%.
- PURA also provisionally approves 9 new projects with an estimated cost of \$2.645 million as WICA-eligible.
- All WICA-eligible projects discussed in this Decision will be subject to a full prudency review at the time of the Company's next distribution rate proceeding.

20-12-30WI06

Application of The Connecticut Water Company for its Water Infrastructure Conservation Adjustment Semi Annual Filing Report

- In this Decision, PURA authorizes an incremental Water Infrastructure and Conservation Adjustment (WICA) surcharge of 1.19% for The Connecticut Water Company (Company) associated with completion of 14 WICA-eligible projects with a total cost of \$11,462,622.
- The Company's cumulative WICA surcharge effective October 1, 2023, is 7.38%.
- PURA also provisionally approves 38 new projects with an estimated cost of \$55.18 million as WICA-eligible.
- All WICA-eligible projects discussed in this Decision will be subject to a full prudency review at the time of the Company's next distribution rate proceeding.

[Click here for more information on how to participate](#)

Q4 Upcoming Procedural Events



Planned Procedural Meetings

Date	Docket No.	Docket Name	Event & Registration
10/10/23 10:00AM	23-07-02	PURA Implementation of the Provisions of Public Act 23-199	Technical Meeting
10/11/23 3:00PM	23-07-21	Regulations for Gas Pipeline Safety	Public Comment Hearing
10/12/23 10:00AM	21-05-15RE02	PURA Investigation into Performance Mechanisms for a Performance-Based Regulation Framework	Technical Meeting
10/17/23 10:00AM	21-05-15RE03	PURA Investigation into the Establishment of Integrated Distribution System Planning within a Performance-Based Regulation Framework	Technical Meeting
10/31/23 10:00AM (Tent.)	22-08-07	Innovative Energy Solutions Program Cycle 01	Technical Meeting
11/1/23 12:30PM	17-12-03RE10	PURA Investigation into Distribution System Planning of the Electric Distribution Companies – Building Blocks of Resource Adequacy and Clean Electric Supply	Technical Meeting
11/02/23 10:00AM	22-10-12	PURA Proceeding to Investigate Alternative Risk Transfer Programs	Technical Meeting

Planned Procedural Meetings Continued

Date	Docket No.	Docket Name	Event & Registration
11/8/23 11:30AM	21-05-15RE03	PURA Investigation into Performance Mechanisms for a Performance-Based Regulation Framework	Technical Meeting
11/9/23 10:30AM	21-05-15RE02	PURA Investigation into Performance Mechanisms for a Performance-Based Regulation Framework	Technical Meeting
11/20/23 1:30PM	23-06-40	Assessment of Civil Penalty Against Yankee Gas Services Company for Pipeline Safety Violations	Hearing – In Person
11/29/23 1:00PM	23-01-39RE01	PURA Consideration of Civil Penalty and Enforcement Action Against The Connecticut Light and Power d/b/a Eversource Energy After Investigation of the Accident	Hearing – In Person
12/12/23 10:00AM	21-05-15RE02	PURA Investigation into Performance Mechanisms for a Performance-Based Regulation Framework	Technical Meeting

Planned Final Opportunities to Comment

Date	Docket	Docket Title	Event Type
10/16/23	23-08-05	Annual Energy Storage Solutions Program Review - Year 3	Briefs Due
10/17/23	23-08-04	Annual Shared Clean Energy Facility Program Review - Year 5	Briefs Due
10/20/23	23-07-21	Regulations for Gas Pipeline Safety	Comment Period Ends

Click to see the PURA
Calendar of Events:
[Pre- 2018 dockets;](#)
[Post- 2018 dockets](#)

All events are listed in chronological order, categorized by the colors and sectors listed on page 3.

PURA Regular Meeting Dates & Planned Final Decisions

Regular Meeting Date	Docket No.	Docket Title
10/11/23	23-05-01	Annual Review of Affordability Programs and Offerings (Energy Affordability Annual Review)
11/1/23	23-08-02	Annual Residential Renewable Energy Solutions Program Review - Year 3
11/8/23	23-06-02	GenConn Energy LLC Application to Establish 2024 Revenue Requirements
	23-06-03	GB II New Haven LLC Application to Establish 2024 Revenue Requirements
	23-08-03	Annual Non-Residential Renewable Energy Solutions Program Review - Year 3
11/22/23	23-08-05	Annual Energy Storage Solutions Program Review - Year 3
11/29/23	23-08-06	Annual EV Charging Program Review - Year 3
12/6/23	23-08-04	Annual Shared Clean Energy Facility Program Review - Year 5
12/13/23	22-08-07	Innovative Energy Solutions Program Cycle 01
	22-06-26	PURA Study of the Operations of Certified Third-Party Nonprofit Community Access Programming Providers
	23-08-27	Application for Temporary Master Meter Approval at 9 Covered Bridge Road, Newtown, CT
12/20/23	23-07-02	PURA Implementation of the Provisions of Public Act 23-199

[Click here to stream PURA's Regular Meetings](#)

All planned final decisions are listed in chronological order, categorized by the colors and sectors listed on page 3.

Upcoming PURA 101 Workshops



The Authority will resume the PURA 101 Workshop series this fall. To request a PURA 101 presentation on site or via Zoom, compose an email to Joe.Cooper@ct.gov. In the request, please include a preferred time, date range, location, target audience, and topics you would like the Authority to cover. Organizers are responsible for securing in-person locations.

Watch the Below Videos to Help You Interpret Your Electric Bill

[EVERSOURCE CUSTOMERS](#)



[UI CUSTOMERS](#)



[PURA 101](#)



PURA In the News

7/2/2023 CT Examiner

[PURA Chair Talks Affordable Utility Rates, Performance-Based Regulation](#)

7/10/2023 Brown University

[How Public Utility Commissions are Key to the Energy Transition: 'PURA does great 101 videos'](#)

7/14/2023 CT News Junkie

[PURA: Eversource Needs to Update Response Times And Revise Accident Reporting Procedures](#)

8/23/2023 WHSU

[Ahead of Friday's decision, lawmakers back PURA against United Illuminating rate hike](#)

8/25/2023 CT Post

[CT regulators hold the line on UI rate increase in final ruling](#)

9/20/2023 NBC Connecticut

[Low-income electric customers in Connecticut will soon see savings](#)

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