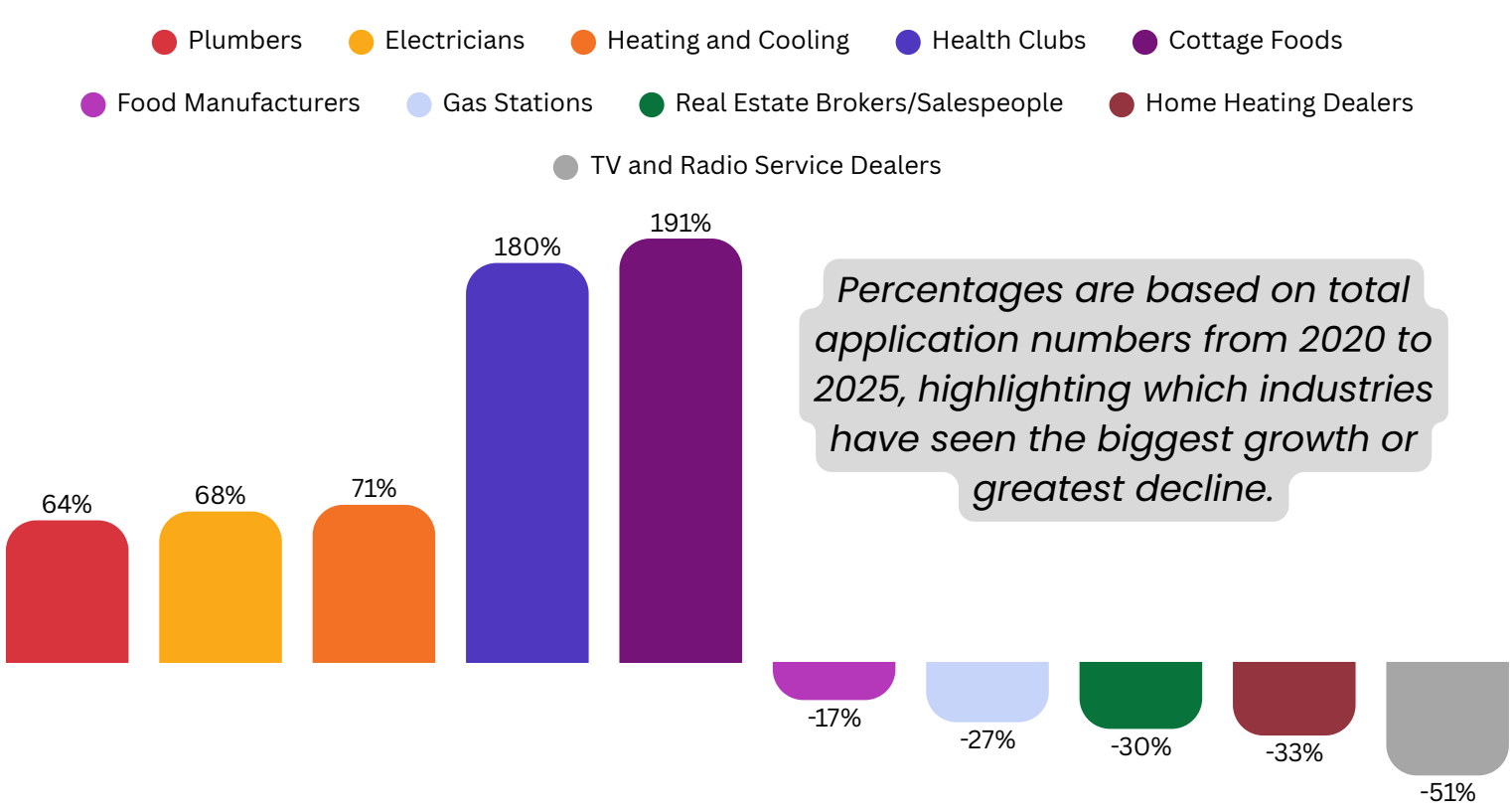
CONNECTICUT
Consumer Protection

2025 LICENSING REPORT

DCP's License Services Division issues more than **260,000** licenses, registrations and permits annually to individuals and businesses in Connecticut.

BIGGEST MOVERS: INDUSTRY TRENDS IN CONNECTICUT

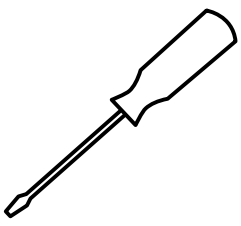


Percentages are based on total application numbers from 2020 to 2025, highlighting which industries have seen the biggest growth or greatest decline.

ACTIVE STATUS: INDUSTRIES WITH MOST ACTIVE CREDENTIALS

The following industries hold the highest number of credentials issued by DCP.

Occupational Trades (41,908)



Professionals that work in electrical, Heating Ventilation and Cooling (HVAC), home inspection, plumbing and pipefitting, sheet metal work, and pool installations.

- Average approval time: **40 days** (longer approval time due to third-party competency testing.)

Home Improvement and New Home Construction (29,331)

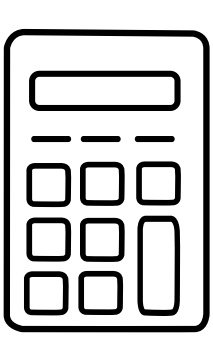
Registrations for contractors on residential properties, single or multifamily dwellings, condominiums or common interest communities, and charge more than $1,000/month for 12 months/year.

- Average approval time: **2 days**

Real Estate (27,119)

Licensure for individuals buying or selling real estate property on behalf of a consumer. This includes real estate salespeople, brokers, real estate teams, community association managers, and temporary appraisers. Approval ensures individuals are qualified and meet the necessary education requirements.

- Average approval time: **23 days**



Accountancy (24,790)

Credentials include a Certified Public Account (CPA) Certificate Registration, License, and Accountancy Firm Permits, for example, a home office. Credentials are issued based on education, exams, experience, and ethical requirements.

- Average approval time: **15 days**

LICENSE SERVICES DIVISION AT A GLANCE

22
Full-time staff

800
Average email replies per week

18,490
Phone calls answered in 2025

APPLICATIONS PROCESSED IN 2025

260K
Active credentials

38,271
New applications

130
Credential types

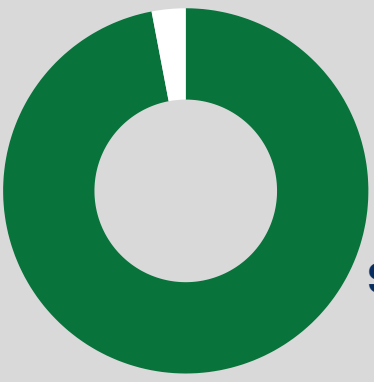
197,312
Renewal applications

MOST RENEWALS IN 2025

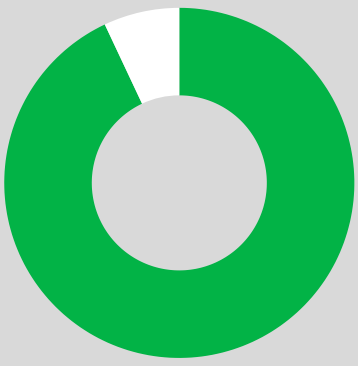
Drug Control:
Controlled Substance Registration for Practitioner (34,264)

Registered individuals can distribute, dispense, conduct research, administer or procure controlled substances through professional practices.

CREDENTIAL HOLDER SATISFACTION



97%
of survey respondents rated License Services as Good or Satisfactory



93%
of survey respondents felt informed about progress of application

Since 2015, digital certifications have saved the State of Connecticut over $1 million

License Services offers digital certifications and notices for many credentials, jump starting careers, getting Connecticut to work faster, and saving money.

- Applicants no longer wait to receive their credential through the mail, which can take days or weeks to arrive.
- Most new applicants receive digital credentials immediately upon approval.
- For renewals, digital certificates allow current credential holders to continue their work without interruption if there are no changes to their credential.
- Most credential holders no longer need to request a physical replacement. They can now print multiple copies and send a copy of their credential to interested parties.

That means the doctor who needs their renewed registration to prescribe medication the following day, or the real estate agent with a closing scheduled next week, can continue their work knowing they have a copy of their most up to date credentials in hand.

Learn More

To learn more about credentials issued by the Department of Consumer Protection and how to apply, please visit our website at ct.gov/dcp