



STATE OF CONNECTICUT

**PUBLIC UTILITIES REGULATORY AUTHORITY
TEN FRANKLIN SQUARE
NEW BRITAIN, CT 06051**

**DOCKET NO. 24-11-01 ANNUAL REPORT TO THE LEGISLATURE –
THE STATE OF ELECTRIC COMPETITION**

March 21, 2025

PROPOSED LEGISLATIVE REPORT

This proposed report is being distributed to the participants in this proceeding for comment. The proposed report is not final. The Authority will consider the participants' arguments and exceptions before creating a final report, which may differ from the proposed report. Therefore, this proposed report does not establish any precedent and does not necessarily represent the Authority's final conclusion.

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PROPOSED LEGISLATIVE REPORT

I. INTRODUCTION

A. SUMMARY

The Public Utilities Regulatory Authority (Authority or PURA) hereby submits its 2024 Report to the Connecticut General Assembly regarding the state of competition in the electric industry in Connecticut and the status of electric supplier licensing. Retail competition in Connecticut's electric industry commenced in January 2000, when the generation segment of the industry was opened to competitive supply. This report summarizes the state of electric competition by analyzing a variety of diverse indicators, including the average generation service charge and the standard service generation rates for residential and business customers, to demonstrate the market's effects on customers who participate.

B. BACKGROUND OF THE PROCEEDING

The Authority is responsible for monitoring the average total rate of each customer class and the state of competition in the electric industry in Connecticut, "as it exists and as it is likely to evolve," in consultation with the Office of Consumer Counsel (OCC).¹ General Statutes § 16-245x(a). The Authority reports its findings annually, by April 1, to the joint standing committee of the General Assembly having cognizance on matters relating to energy. *Id.* The Authority also reports annually on the licensing of electric suppliers, pursuant to General Statutes § 16-245, during the preceding twelve months, including (1) the number of applicants, (2) the number of applicants licensed by the Authority, and (3) the average time taken to process a license application. General Statutes § 16-245y(c).

II. AUTHORITY ANALYSIS

A. HISTORY OF ELECTRIC COMPETITION

Legislation adopted in 1998 deregulated Connecticut's electric industry, creating an open market for customers to choose among competitive offers from various licensed electric suppliers. The Connecticut Light and Power Company, now d/b/a Eversource Energy (Eversource), and The United Illuminating Company (UI) were required to unbundle their services, sell their generation assets, and purchase power on the wholesale market alongside newly licensed competitive retail suppliers. General Statutes §§ 16-244c and 16-244e. As Eversource and UI restructured, they became known as electric distribution companies (EDCs), focusing on the delivery or distribution of electricity, in addition to providing maintenance and billing services.² Since 2000, the

¹ OCC regularly issues fact sheets, including the number of third-party electric supply customers paying more than standard service and data about specific supplier prices. *See, e.g.*, OCC Fact Sheet, available at <https://portal.ct.gov/-/media/occ/fact-sheet-electric-supplier-market-october-2024.pdf>.

² Electric retail competition was phased in, with all customers allowed to choose an alternate electric supplier to provide electric generation service by July 1, 2000. General Statutes (Rev. to 2001) § 16-244b.

EDCs have provided default service for customers who do not select a licensed supplier, currently known as “standard service.”³ General Statutes § 16-244c.

B. LICENSING AND OVERSIGHT OF LICENSED ELECTRIC SUPPLIERS

1. Relevant Law

The Authority is responsible for licensing electric suppliers and monitoring the continued compliance of electric suppliers with Connecticut statutes, regulations, and PURA orders. General Statutes § 16-245. Licensed electric suppliers must file at least annual reports to the Authority. General Statutes § 16-245(i). The Authority may impose civil penalties on electric suppliers for violations of General Statutes § 16-245 or any license condition, and PURA may direct that electric suppliers pay a portion of the civil penalty to a nonprofit energy assistance program. General Statutes § 16-245(k).

The Authority’s Office of Education, Outreach, and Enforcement (EOE) participates in monitoring licensed electric suppliers, in dockets involving prosecutorial assignments and in informal inquiries. EOE continually monitors supplier practices and periodically issues interrogatories to suppliers to investigate marketing and other issues. When an electric supplier may have violated a Connecticut statute, regulation, or PURA order, EOE may file a motion requesting the Authority commence or continue an investigation and/or issue a notice of violation (NOV).

2. Licensed Electric Suppliers

As of December 31, 2024, 32 electric suppliers were licensed in Connecticut.⁴ In 2024, two electric suppliers voluntarily relinquished their licenses. See Motion Ruling No. 17, Mar. 7, 2024, Docket No. 10-06-18, [Application of Spark Energy, L.P. for an Electric Supplier License](#); Motion Ruling No. 9, Jan. 12, 2024, Docket No. 16-06-10, [Application of National Gas & Electric, LLC for a Connecticut Electric Supplier License](#). In addition, the Authority revoked one license. Decision, May 29, 2024, Docket No. 17-11-25, [Application of Optik Energy, LLC for a Connecticut Electric Supplier License](#). The Authority also allowed one supplier that received an electric supplier license on April 17, 2024, to relinquish its license on December 4, 2024. Motion Ruling No. 5, Dec. 4, 2024, Docket No. 23-12-06, [Application of Renaissance Power & Gas, Inc. for a CT Electric Supplier License](#).

Several factors affect the time required for the Authority to process an application after it is filed, including the completeness of a supplier’s initial submission. The time to process an application occasionally increases due to a supplier’s regulatory history in other jurisdictions. Investigations into infractions committed in other jurisdictions, which can involve reviewing voluminous records depending on how long the supplier has been active and in how many other jurisdictions, can be time intensive. In addition, the Authority may need to investigate the previous experience of a supplier’s management personnel

³ The Authority uses the term “standard service” throughout this report to refer to default generation service provided by the EDCs.

⁴ Although 32 suppliers are licensed in Connecticut, not all suppliers currently serve customers for generation supply. Some suppliers are entering or exiting the market, serve customers only with respect to Renewable Energy Certificates (REC-only), or never accepted customers after securing a license.

with other licensed electric suppliers. However, once the Authority deems an application complete, all applications are approved or denied within the 90-day statutory timeframe. See General Statutes § 16-245(f).

As of December 31, 2024, Eversource and UI served a total of 1,653,747 customer accounts in Connecticut, of which 1,321,732 (nearly 80%) were not enrolled with a supplier. Across all customer types, 260,811 Eversource customers and 71,204 UI customers were served by a licensed electric supplier as of December 31, 2024. Table 1 is a combined year-end snapshot of the number of Eversource and UI customers served by each licensed electric supplier, compiled from monthly filings made by Eversource and UI in Docket No. 06-10-22, PURA Monitoring the State of Competition in the Electric Industry. For each licensed electric supplier currently operating in Connecticut, Table 1 includes the number of residential, business, and total customers, as well as the percentage of supplier customers served, as of December 31, 2024.

Table 1: Customer Count Data, as of December 31, 2024

Electric Supplier	Customer Count by Class							
	Eversource				UI			
	Residential	Business	Total	% of Supplier Customers	Residential	Business	Total	% of Supplier Customers
Actual Energy, Inc.	-	77	77	0.0%	0	3	3	0.0%
BP Energy Retail Company, LLC	547	2,724	3,271	1.3%	-	-	-	0.0%
Calpine Energy Solutions, LLC	13	4,989	5,002	1.9%	107	2,534	2,641	3.7%
Catalyst Power & Gas, LLC	350	1,919	2,269	0.9%	53	466	519	0.7%
Champion Energy Services	183	143	326	0.1%	5	208	213	0.3%
Constellation New Energy - C&I	3,879	12,346	16,225	6.2%	1,296	4,919	6,215	8.7%
Constellation New Energy – CKSP	1	1	2	0.0%	-	-	-	0.0%
Constellation New Energy – MM	-	-	-	0.0%	16,786	1,328	18,114	25.4%
Constellation New Energy - RES	90,816	4,641	95,457	36.6%	-	-	-	0.0%
Direct Energy Business, LLC	1,577	4,881	6,458	2.5%	316	1,721	2,037	2.9%
Direct Energy Services, LLC	29,535	2,891	32,426	12.4%	6,369	1,008	7,377	10.4%
EDF Energy Services, LLC	-	-	-	0.0%	48	394	442	0.6%
Eligo Energy CT, LLC	90	766	856	0.3%	3	86	89	0.1%
Energy Plus Holdings, LLC	25	26	51	0.0%	2	5	7	0.0%
ENGIE Resources, Inc.	2,661	5,347	8,008	3.1%	737	1,600	2,337	3.3%
First Point Power, LLC	2,062	1,971	4,033	1.5%	459	455	914	1.3%
Grid Power Direct	-	-	-	0.0%	-	8	8	0.0%
Major Energy Electric Services, LLC	3,175	581	3,756	1.4%	2,107	224	2,331	3.3%
MP2 Energy NE, LLC	19	608	627	0.2%	2	223	225	0.3%
NextEra Energy Services Connecticut, LLC	518	2,632	3,150	1.2%	167	734	901	1.3%
North American Power and Gas, LLC	2,494	95	2,589	1.0%	1,103	45	1,148	1.6%
NRG Retail Solutions	40	81	121	0.0%	61	5	66	0.1%
Smartest Energy US, LLC	252	630	882	0.3%	111	234	345	0.5%
Texas Retail Energy, LLC	-	28	28	0.0%	-	11	11	0.0%
Think Energy	21,495	1,151	22,646	8.7%	6,549	368	6,917	9.7%
Town Square Energy	42,257	2,451	44,708	17.1%	13,253	554	13,807	19.4%
XOOM Energy Connecticut, LLC	6,124	1,716	7,840	3.0%	3,641	895	4,536	6.4%
Total All Suppliers	208,113	52,695	260,808	100.00%	53,175	18,028	71,203	100.00%

3. Enforcement Actions

a. Wattifi Inc.

On May 29, 2024, the Authority issued a final decision revoking the electric supplier license of Wattifi, Inc., formerly known as Optik Energy LLC (Wattifi) due to its “failure to maintain financial and managerial capability, failure to maintain a security, failure to notify the Authority of the Company’s dissolution, and violations of law as documented in the Notice of Violation and Civil Penalty issued on December 7, 2023.” Decision, May 29, 2024, Docket No. 17-11-25, Application of Optik Energy, LLC for a Connecticut Electric Supplier License (Wattifi Decision), p. 1. Wattifi’s required \$250,000 security was cancelled in 2020, and Wattifi failed to notify the Authority of the cancellation or obtain substitute security. *Id.*, p. 1 n.2; see General Statutes § 16-245(c); Conn. Agencies Regs. § 16-245-4(a). Wattifi failed to notify the Authority when it filed a certificate of dissolution with the Secretary of the State on September 13, 2023. Wattifi Decision, p. 1 n.4. On July 26, 2023, the Authority ordered Wattifi to pay its share of the EDCs’ costs associated with billing system changes related to third-party electric supply no later than October 19, 2023. Decision, Docket No. 14-07-19RE07, PURA Investigation Into Redesign of the Residential Electric Billing Format – Cost Allocation Among Suppliers for System Redesign and Associated Costs (Supplier Billing Costs Docket), pp. 1–2, 12, App. C. After Wattifi failed to make those payments, the Authority issued an NOV to Wattifi, due to its failure to pay the EDCs as directed by the Authority. NOV, Dec. 7, 2023, Supplier Billing Costs Docket, pp. 1–2. The NOV ordered Wattifi to immediately make the outstanding payments (\$41,142.37 to Eversource and \$16,026.05 to UI) and pay a civil penalty of \$5,000 per day for each day it failed to make those payments and provide documentation thereof. *Id.*, pp. 3–4. As of March 3, 2025, no such documentation has been provided, and Wattifi’s accrued fine, through the date of its license revocation, May 29, 2024, was \$1,115,000 (223 days x \$5,000 per day). In addition, Wattifi still owes the original \$57,168.42 payment to the EDCs. Accordingly, the Authority revoked Wattifi’s supplier license on May 29, 2024. Wattifi Decision, p. 1.

b. Major Energy Electric Services, LLC

On May 6, 2024, EOE filed a motion (Motion No. 22), requesting the Authority issue an NOV to Major Energy Electric Services, LLC (Major) for allegedly violating numerous statutes and prior Authority orders.⁵ Motion No. 22, Docket No. 14-03-03, Application of Major Energy Electric Services, LLC for an Electric Supplier License (Major Licensing Docket). On May 21, 2024, the Authority granted Motion No. 22, with modification, and issued a NOV. Motion Ruling No. 22, May 21, 2024, Major Licensing Docket. Subsequently, EOE negotiated a settlement agreement, pursuant to which Major agreed to pay \$2,000,000 to the EDCs, “as a donation to reduce hardship customer arrearages”

⁵ EOE alleged violations of General Statutes §§ 16-245(g), 16-245o(f)(2), 16-245o(h)(1), (2), and (4), 16-245o(j), and 42-110b; Decision, May 6, 2020, Docket No. 14-07-20RE01, PURA Development and Implementation of Marketing Standards and Sales Practices by Electric Suppliers - Revised Standards, (Marketing Standards Docket); Motion Ruling No. 16, Mar. 30, 2023, Marketing Standards Docket; Decision, Mar. 16, 2011, Docket No. 10-06-24, DPUC Review of the Current Status of the Competitive Supplier and Aggregator Market in Connecticut and Marketing Practices and Conduct of Participants in that Market.

and to cease doing business with Utiliz Services, LLC. Motion No. 24, July 2, 2024, Major Licensing Docket; Motion Ruling No. 24 Ruling, July 9, 2024, Major Licensing Docket.

C. RESIDENTIAL AND BUSINESS STANDARD SERVICE RATES

Customers that do not select a licensed electric supplier receive supply from the EDCs at the standard service rate. General Statutes § 16-244c. The Authority approves standard service rates for each EDC, effective for six-month periods commencing on January 1 and July 1. Different standard service rates are in place for different classes of customers at each EDC. For example, the Authority might approve a different standard service rate for residential Eversource customers with electric space heating and residential Eversource customers without electric space heating, and the Authority typically approves different standard service rates for UI customers and Eversource customers.

Historically, electricity supply prices have been driven by factors such as the weather and its impact on demand for energy and the infrastructure available to meet energy demand (i.e., the capacity and fuel mix of available generation resources and the pipelines, transmission, or other infrastructure to transport fuel). Electricity supply prices have been volatile in recent years due to macroeconomic factors, such as the COVID-19 pandemic and the Russian invasion of Ukraine. Moreover, natural gas comprises approximately 45% of the New England regional electric generation fuel mix, ensuring that the price of natural gas plays an outsized role in driving the price of electricity in the wholesale markets.

In 2022, the price of natural gas rose sharply, bringing the price of electricity in the ISO New England wholesale markets along with it. As a result, for the first half of 2023, the price of standard service doubled for Eversource and UI residential customers compared to the prior six-month period. This significant increase in supply charges adversely impacted EDC customers, with higher-than-expected electricity costs for household budgets and business operations alike.

Regarding 2024 standard service prices, Eversource stated that the global market for oil and natural gas impacts the price of electricity in New England, and that, although “the cost of natural gas prices has been decreasing overall . . . [it] still fluctuates.” Motion No. 1, Docket No. 24-01-01, Administrative Proceeding to Review The Connecticut Light and Power Company d/b/a Eversource Energy’s Standard Service and Supplier of Last Resort Service Procurement Results and Rates, p. 2. Accordingly, “the price of electric energy for Connecticut consumers [would] increase slightly on January 1, 2024; however, these prices will be significantly lower than the prices that were in effect last year beginning on January 1, 2023.” *Id.* As is typically the case, standard service energy supply prices dropped again on July 1, 2024, to rates comparable to those in 2022.

The data used in Figure 1 and Figure 2, below, were compiled from EDC compliance filings in Docket Nos. 24-01-01, Administrative Proceeding to Review The Connecticut Light and Power Company d/b/a Eversource Energy’s Standard Service and Supplier of Last Resort Service 2022 Procurement Results and Rates; and Docket No. 24-01-02, Administrative Proceeding to Review The United Illuminating Company

Standard Service and Supplier of Last Resort Service 2023 Procurement Results and Rates.⁶

Figure 1, below, shows the trend in residential standard service rates for each six-month period from January 1, 2020, to December 31, 2024. The Eversource rates shown are Rate 1 and Rate 5, which include most residential customers who do not have time-of-use meters.⁷ The UI rate shown is Rate R, which includes residential customers who do not have time-of-use meters. The overall trends for time-of-use customers are similar.

Figure 1: Eversource & UI Standard Service Rates, Residential, 2020-2024

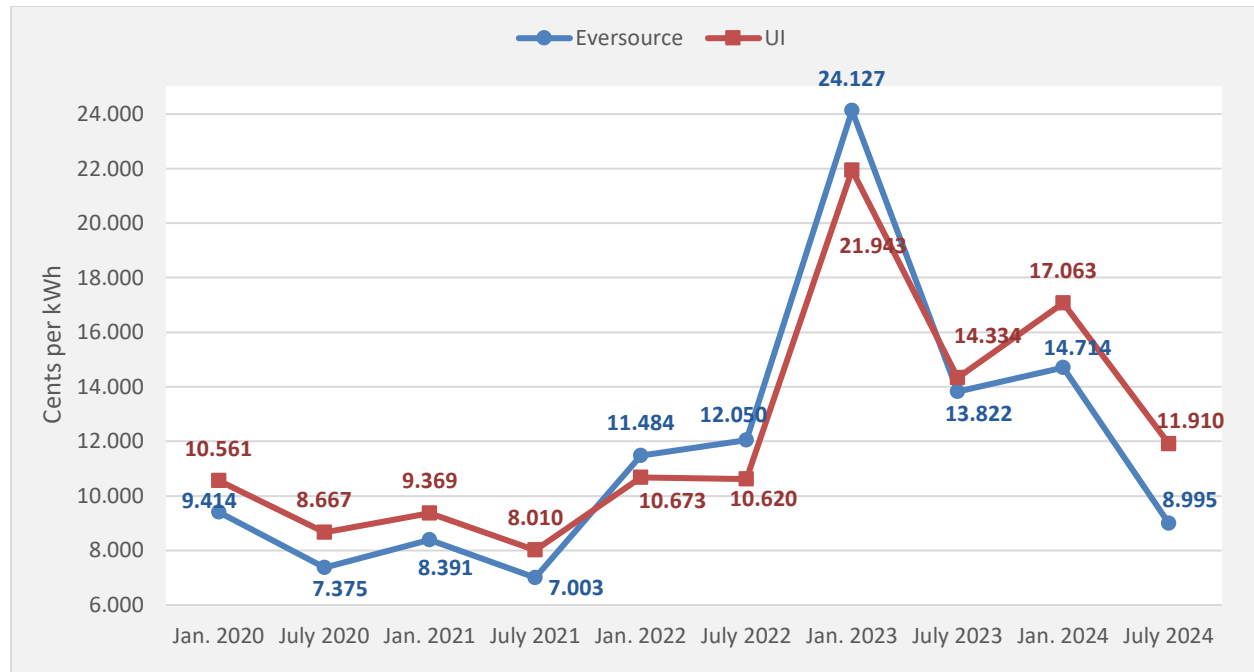
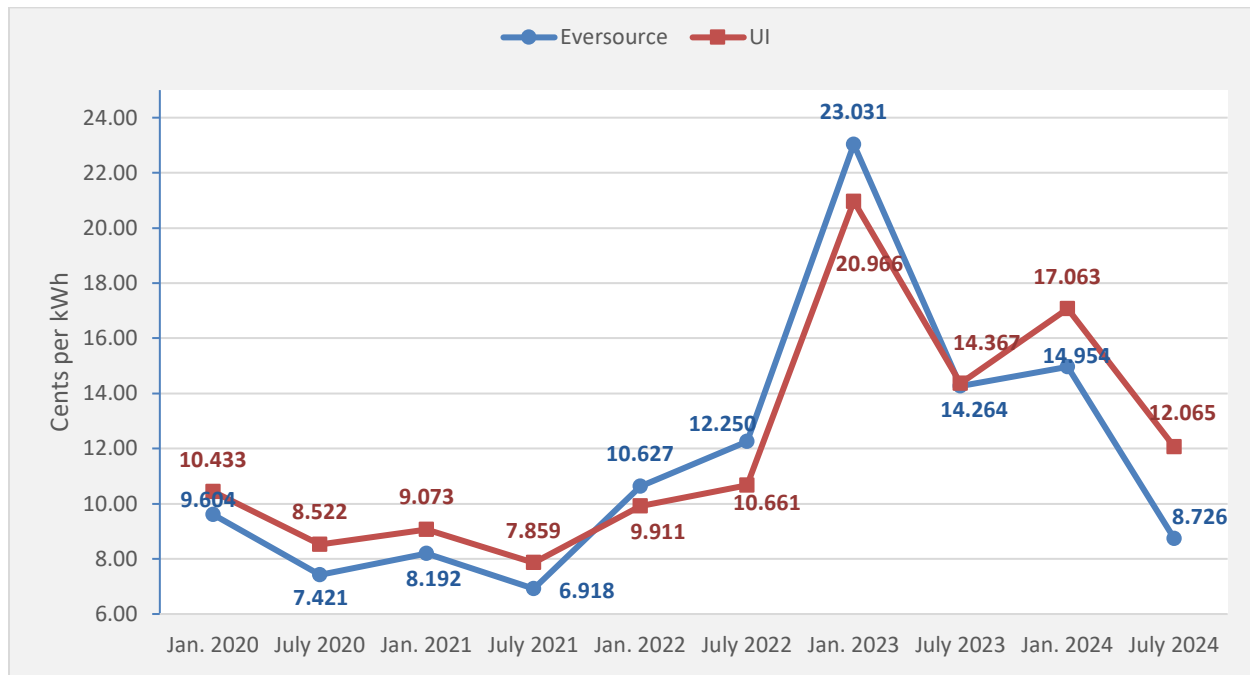


Figure 2 shows the trend in business standard service rates for each six-month period from January 1, 2020, to December 31, 2024. The Eversource rates shown apply to several types of business customers⁸ and the trend for those rates is representative of overall trends. The UI rate shown is Rate GS, business customers without time-of-use metering, and the trend for that rate is representative of overall trends.

⁶ The standard service rates are also available on Energize Connecticut’s website, available at <https://energizect.com/rate-board-residential-standard-service-generation-rates> and <https://energizect.com/rate-board-business-generation-rates>.

⁷ Eversource residential customers in Rate 1 (non-electric space heating) and Rate 5 (electric space heating) have had the same standard service rates since at least 2019.

⁸ Eversource business customers in Rate 29 (outdoor recreational lighting), Rate 30 (small business), Rate 35 (medium business), Rate 40 (small church & school), and Rate 115 (unmetered service) have had the same standard service rates since 2019.

Figure 2: Eversource & UI Standard Service Rates, Business, 2020-2024

D. CUSTOMER ENROLLMENT WITH A LICENSED ELECTRIC SUPPLIER

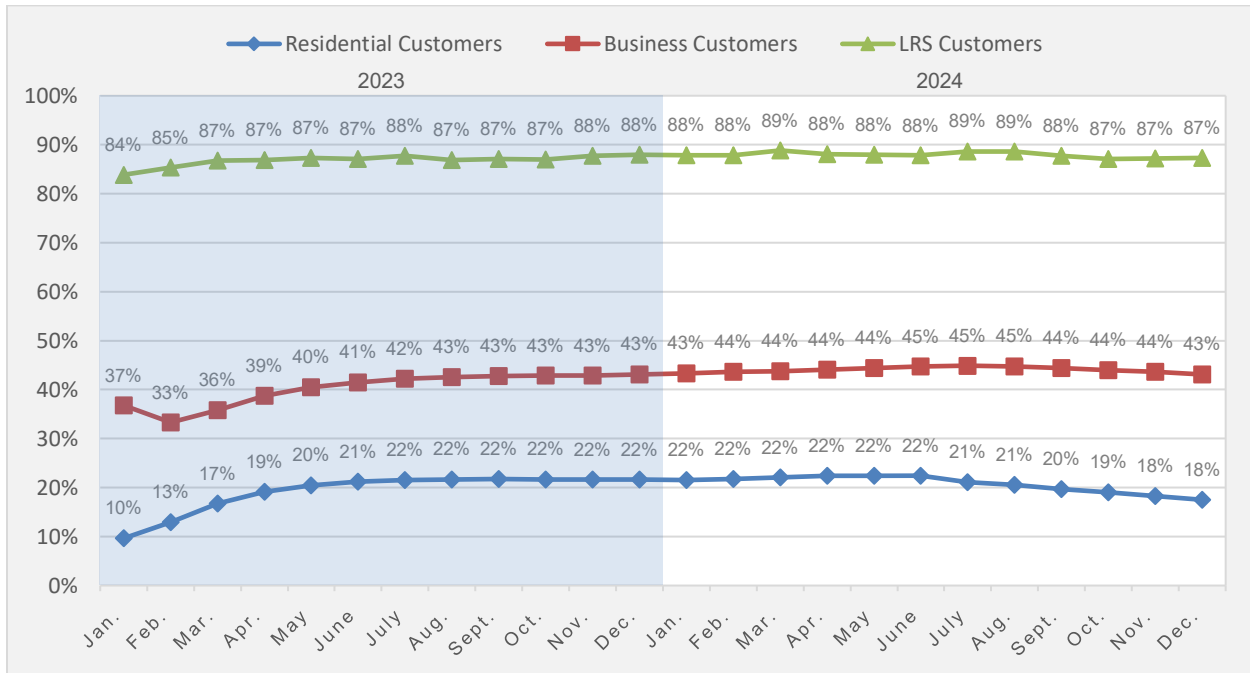
As of December 2024, Eversource and UI, combined, served a total of 1,653,747 customer accounts in Connecticut, including 1,490,610 residential, 162,235 commercial, and 902 last resort service (LRS) accounts.⁹ An average of 20% of all customer accounts were enrolled with a supplier in December 2024, including 261,290 residential accounts, 69,938 commercial accounts, and 787 LRS accounts. At year end, residential customers had the lowest rates of enrollment with a licensed electric supplier, and LRS customers had the highest rates of enrollment.

An increase in the number of customers enrolled with suppliers began in 2007 and continued through 2012. From 2013 through 2022, however, the number of customers choosing to receive service with an electric supplier consistently decreased. One reason for that reduction may have been a change in how the EDCs procured standard service rates, which reduced the difference between supplier rates and standard service rates. Though small, 2021 and 2022 were the first consecutive increases in LRS customers receiving service from suppliers since 2012. As shown in Figure 3, below, all customer types had increased enrollment with suppliers in 2023, with the most significant increases amongst residential (12%) and business (6%) customers.¹⁰ In 2024, residential enrollment with suppliers decreased in the latter half of the year, while LRS and business enrollment remained stable.

⁹ The terms LRS accounts and LRS customers are used to refer to large commercial or industrial customers with a maximum demand of 500 kW or greater. LRS customers are eligible to receive last resort service, though most are enrolled with licensed electric suppliers.

¹⁰Data in Figure 3 was compiled from monthly compliance filings by the EDCs in Docket No. 06-10-22.

Figure 3: Enrollment of Customers with Suppliers, 2023-2024



The enrollment of residential customers with a supplier can be more volatile, as residential customers are free to enroll with suppliers or cancel their enrollment at any time. In 2024, the average was approximately 326,264 residential customers enrolled with a supplier from January through June, and 287,334 from July through December.¹¹ The percentage of residential customers enrolled with a supplier remained steady at approximately 22% from January through June 2024.¹² A decline in enrollment began in July 2024, continuing through December 2024, and ending with approximately 18% of residential customers enrolled with a supplier. It is reasonable to infer that the decline in enrollment beginning in July 2024 was due to the significant decrease in the standard service rate for both EDCs, effective July 1, 2024, shown in Figure 1 and Figure 2, above.

The enrollment of business and LRS customers with suppliers fluctuated much less, with a range of 43–45% for business customers and 87–89% for LRS customers. The percentage of business and LRS customers enrolled with a supplier peaked in the first half of 2024 and then slightly declined through December 2024.¹³ As of December 2024, Business and LRS enrollments were 43.11% and 87.25%, respectively.

¹¹The number of residential accounts increased, averaging 7,853 more accounts in the second half of 2024.

¹²In fact, after the increase in the standard service rate in January 2023, the percentage of residential customers rose steadily from 10% in January 2023 to 22% in July 2023, before remaining at 22% for 12 consecutive months, through June 2024. Decision, Apr. 1, 2024, Docket No. 23-11-01, Annual Report to the Legislature – The State of Electric Competition, pp. 7–8. (2023 Legislative Report).

¹³The modest increase in February 2024 continued the significant enrollment increase seen in 2024, from a low of 33% in February 2023 to 43% in August 2023, which remained steady for the remainder of 2023. 2023 Legislative Report, pp. 7–8.

E. RATES PAID BY CUSTOMERS OF LICENSED ELECTRIC SUPPLIERS

1. Licensed Electric Supplier Generation Rates

Since 2014, the EDCs have submitted monthly lists of the rates billed by each supplier through utility consolidated billing (Monthly Supplier Rates) in Docket No. 06-10-22. See Corresp., Nov. 20, 2014, Docket No. 06-10-22, p. 1 (directing the EDCs to submit the Monthly Supplier Rates).¹⁴ The EDCs are required to provide monthly lists, for residential and business customers, of all the rates billed by each electric supplier and the total number of customers billed at each rate.¹⁵ For example, in December 2024, when the standard service rate for most Eversource residential customers was 8.995 cents per kWh, some Eversource residential customers paid licensed electric suppliers as much as 30 cents per kWh.

As has been well documented by OCC, customers with licensed electric suppliers have historically paid significantly more than customers with standard service. See, e.g., OCC Fact Sheet: Electric Supplier Market, November 2023 Through October 2024, December 2, 2024,¹⁶ p. 2 (“Since January 2015, when OCC started tracking supplier data, customers with a supplier have overpaid a total of \$190,718,216 more than standard service.”).

2. Number of Residential and Business Supplier Customers Paying Above the Standard Service Rate

During the first half of 2024, residential customers were more likely to have a more favorable rate with a licensed electric supplier, but nearly 30% of Eversource residential accounts and 5% of UI residential accounts enrolled with a supplier paid more than the Standard Service rate for generation supply. As shown in Table 2, below, the rates of a residential customer with a licensed electric supplier were far more likely to be higher than standard service rates in the second half of 2024. The percentage of residential supplier customers paying more than Standard Service increased significantly in the second half of 2024 for Eversource customers, with approximately 75% of customers enrolled with suppliers paying more than Standard Service. The number of UI customers enrolled with a supplier and paying more than Standard Service also increased significantly, with over 53% of UI’s supplier-enrolled residential customers paying more than Standard Service.

Table 2: 2024 Residential Accounts, Monthly Supplier Rates

EDC	Average Number Served by a Supplier		Average Number Paying Above Standard Service		Average % Paying Above Standard Service	
	Jan–June	July–Dec	Jan–June	July–Dec	Jan–June	July–Dec
Eversource	254,241	221,212	76,078	164,716	29.92%	74.46%
UI	51,833	52,687	2,446	28,035	4.72%	53.21%

¹⁴Monthly Supplier Rates are filed in Docket No. 06-10-22, available at [https://www.dpuc.state.ct.us/2nddockcurr.nsf/\(Web+Main+View/All+Dockets\)?OpenView&StartKey=06-10-22](https://www.dpuc.state.ct.us/2nddockcurr.nsf/(Web+Main+View/All+Dockets)?OpenView&StartKey=06-10-22).

¹⁵Rates billed by licensed suppliers from 2015 to present are also on Energize Connecticut’s website, found below the standard service generation rates, available at <https://energizect.com/rate-board-residential-standard-service-generation-rates> and <https://energizect.com/rate-board-business-generation-rates>.

¹⁶The fact sheet is available at <https://portal.ct.gov/-/media/occ/fact-sheet-electric-supplier-market-october-2024.pdf?rev=c8949d0f4c604c25975eefc6ed4c3f05>.

Table 3, below, shows a similar trend for business customers. During the first half of 2024, just over 15% of Eversource business accounts and almost 5% of UI business accounts enrolled with a supplier paid greater than the Standard Service rate for generation supply. The percentage of business supplier customers paying more than Standard Service increased significantly in the second half of 2024 for Eversource customers, with over 90% of business customers enrolled with suppliers paying more than Standard Service. The number of UI business customers enrolled with a supplier and paying more than Standard Service also increased significantly, with more than 39% of UI's supplier-enrolled business accounts paying more than Standard Service.

Table 3: 2024 Business Accounts, Monthly Supplier Rates

EDC	Average Number Served by a Supplier		Average Number Paying Above Standard Service		Average % Paying Above Standard Service	
	Jan-June	July-Dec	Jan-June	July-Dec	Jan-June	July-Dec
Eversource	40,318	39,656	6,110	35,971	15.15%	90.71%
UI	9,415	9,777	451	3,818	4.79%	39.05%

3. Cost Differentials for Residential Customers with Licensed Electric Suppliers

Although OCC notes that historic trends were reversed in 2023, with more customers saving on electricity by choosing a licensed supplier, that trend began to reverse in 2024. See OCC Fact Sheet: Electric Supplier Market, November 2023 Through October 2024, December 2, 2024, p. 2. OCC noted that “[i]n the month October 2024, residential Eversource customers who chose suppliers paid in aggregate \$4,066,086 more than the Standard Offer for their electric generation, and residential UI customers who chose suppliers saved in aggregate \$35,210 more than the Standard Offer.” *Id.*, p. 1.

In 2024, most customers enrolled with a supplier were paying at or below the standard service rate for January through June. As is shown in Figure 4, below, for June 2024, approximately 76% of Eversource residential customers enrolled with a supplier were at or below the standard service rate, Rate 1, 14.714¢/kWh. Accordingly, the consumption of those Eversource residential customers, shown in Figure 5, below, resulted in aggregate savings of nearly \$4,000,000. Eversource residential customers paying over the standard service rate paid more than \$600,000 more than they would have with the standard service rate in June 2024. Similarly, as shown in Figure 6, below, approximately 97% of UI residential customers enrolled with a supplier were at or below the standard service rate, Rate R, 17.0625¢/kWh. The load consumed by UI residential customer enrolled with a supplier is shown in Figure 7, below. UI Customers enrolled with suppliers below the standard service rate saved an aggregate of \$1,670,125 in June 2024; UI customers paying over the standard service rate paid \$14,435 more than they would have with standard service.¹⁷

¹⁷Figure 4, Figure 5, Figure 6, and Figure 7 contain data compiled from monthly compliance filings by the EDCs in Docket No. 06-10-22.

Figure 4: Price per kWh for Eversource Customers, Residential Enrollment, June 2024

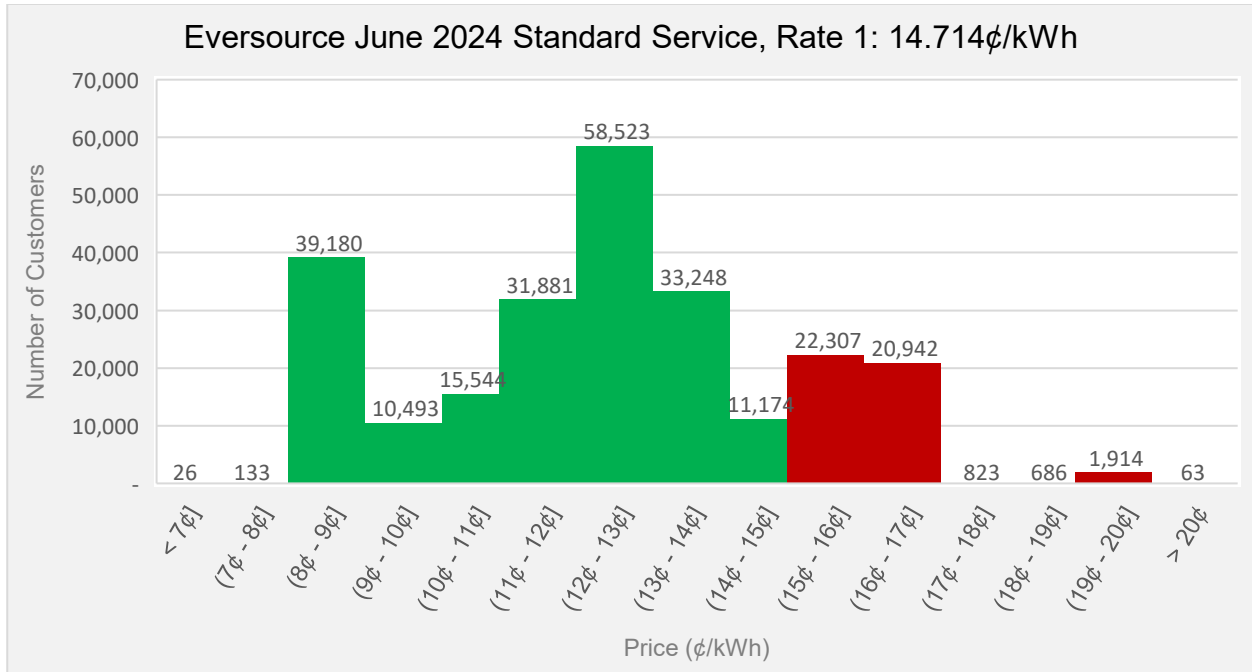


Figure 5 Price per kWh for Eversource Customers, Residential Consumption, June 2024

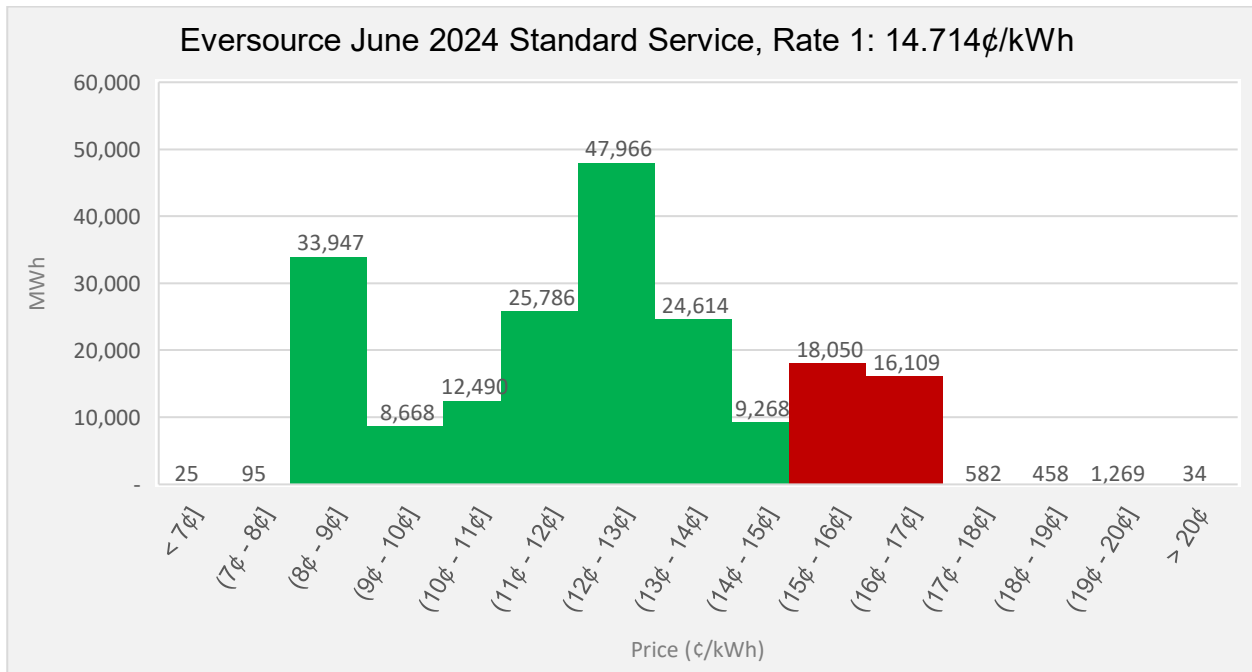


Figure 6 Price per kWh for UI Customers, Residential Enrollment, June 2024

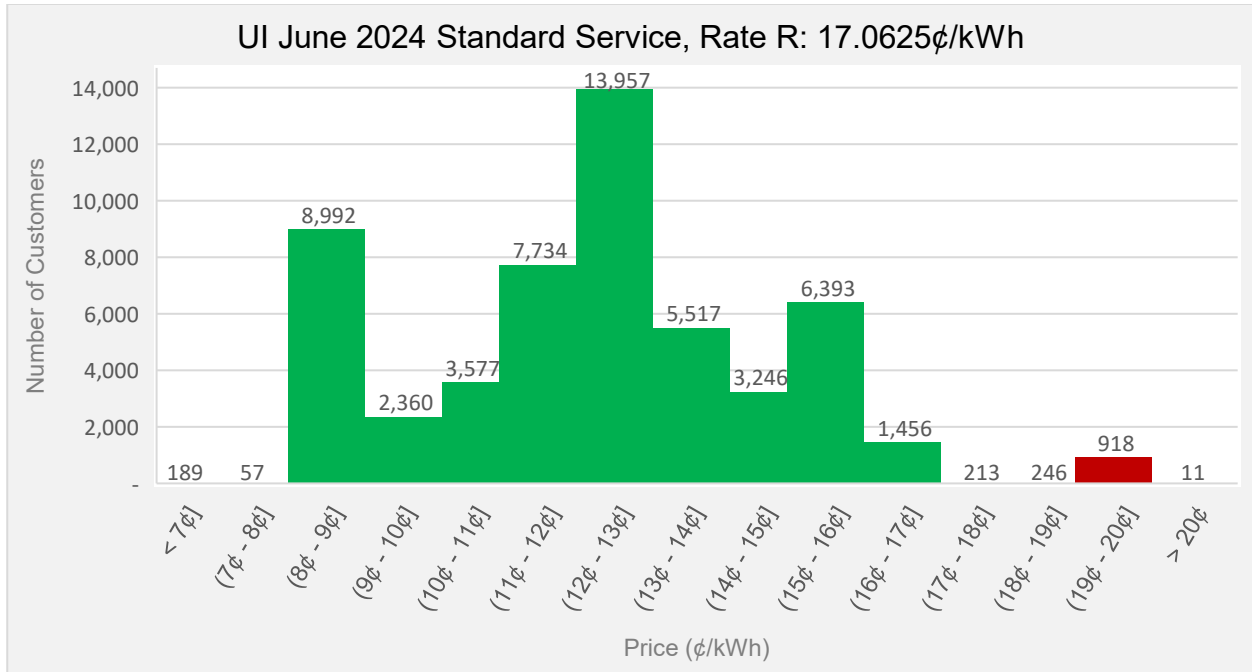
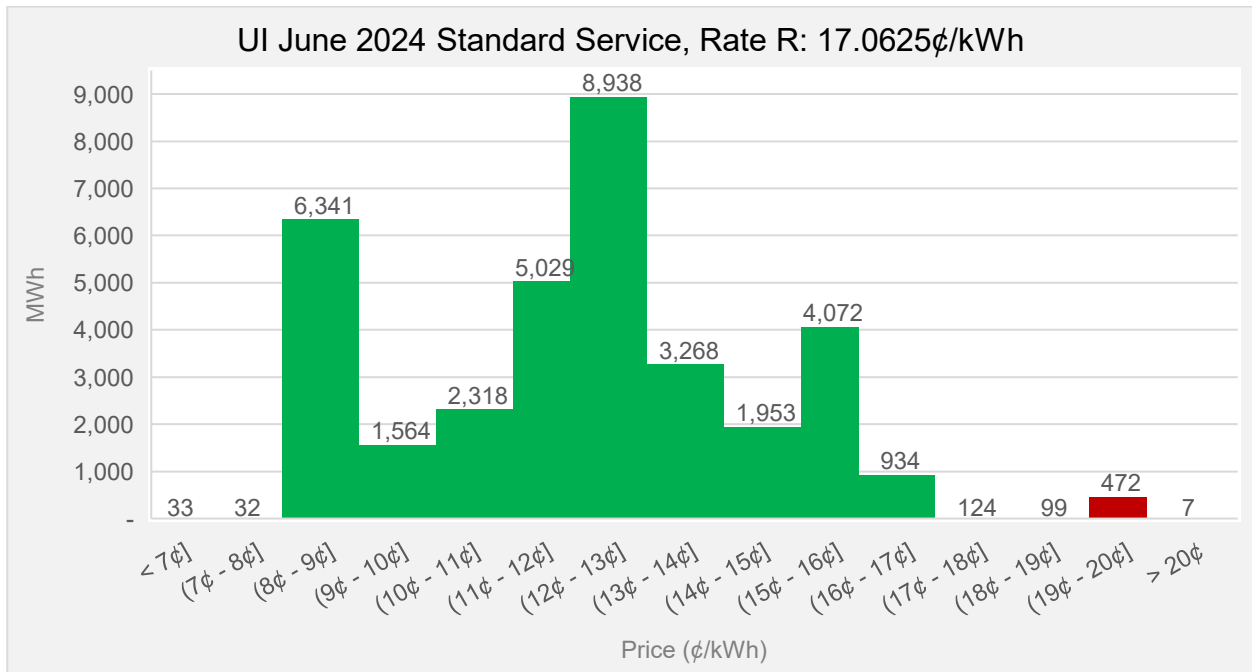


Figure 7 Price per kWh for UI Customers, Residential Consumption, June 2024



Residential customers enrolled with a supplier in the second half of 2024 did not enjoy the same savings that were present in the first half of the year. As shown in Figure 8, below, most Eversource residential customers of licensed electric suppliers paid more than the standard service rate in December 2024. Many Eversource residential customers paid significantly more than the standard service rate for their electric supply, with some paying 22.99 cents per kWh, nearly three times the standard service rate. Figure 9, below, shows the load consumed by Eversource residential customers enrolled with a supplier at various rates. In December 2024, as has typically been true, the modest savings by Eversource residential customers with rates below the standard service rates (less than \$100,000) were dwarfed by the extra cost borne by customers with rates above the standard service rates (a net loss of over \$5,000,000).

Figure 8: Price per kWh for Eversource Customers, Residential Enrollment, December 2024

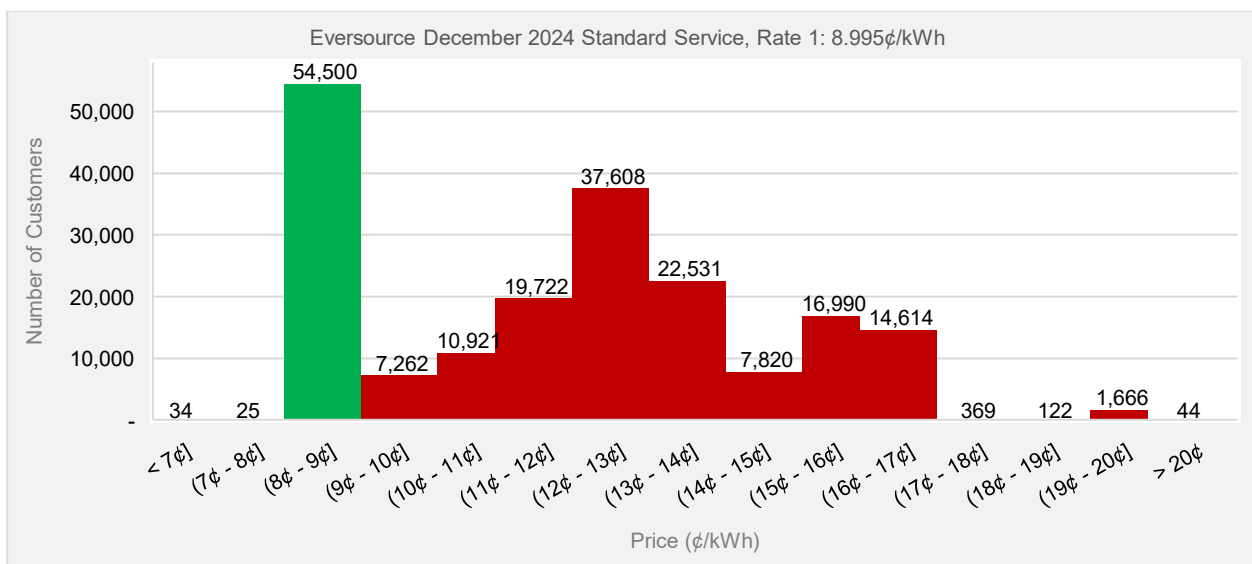
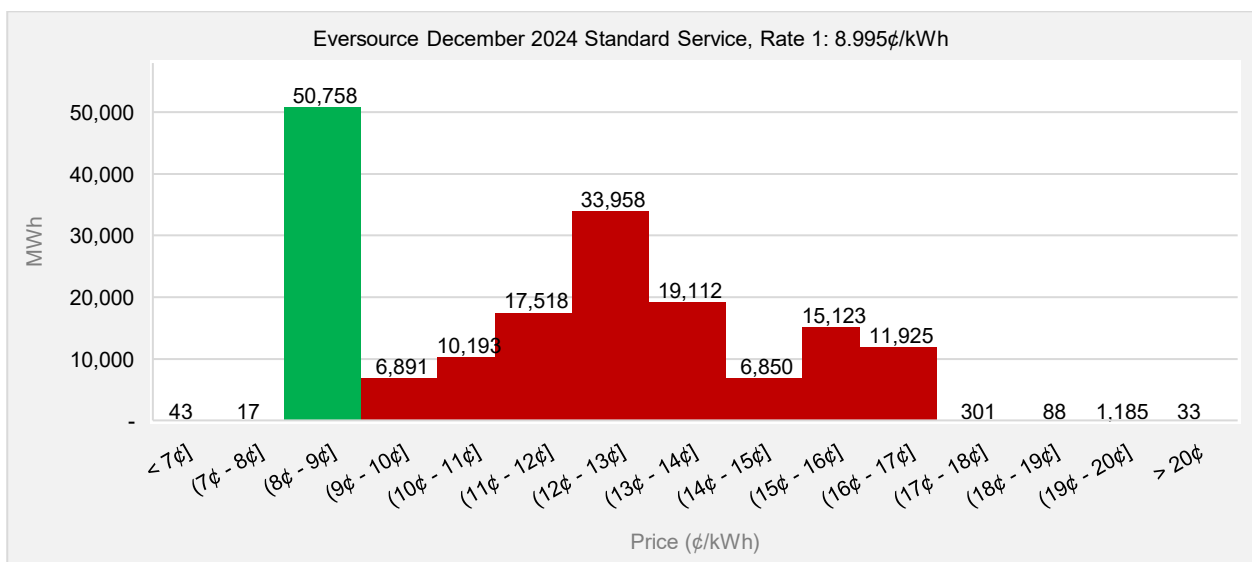


Figure 9: Price per kWh for Eversource Customers, Residential Consumption, December 2024



In December 2024, the results were somewhat different for UI residential customers in the aggregate. The savings for customers with rates below the standard service rates were nearly matched by the extra cost borne by customers with rates above the standard service rates (net loss off less than \$1,000). However, a group of customers paid more than \$300,000 over the standard service rate.¹⁸ Figure 11, below, shows the consumption at various rates for UI residential customers enrolled with licensed electric suppliers in December 2024. Many UI residential customers paid significantly more than the standard service rate for their electric supply, with some paying more than 20 cents per kWh.

Figure 10 Price per kWh for UI Customers, Residential Enrollment, December 2024

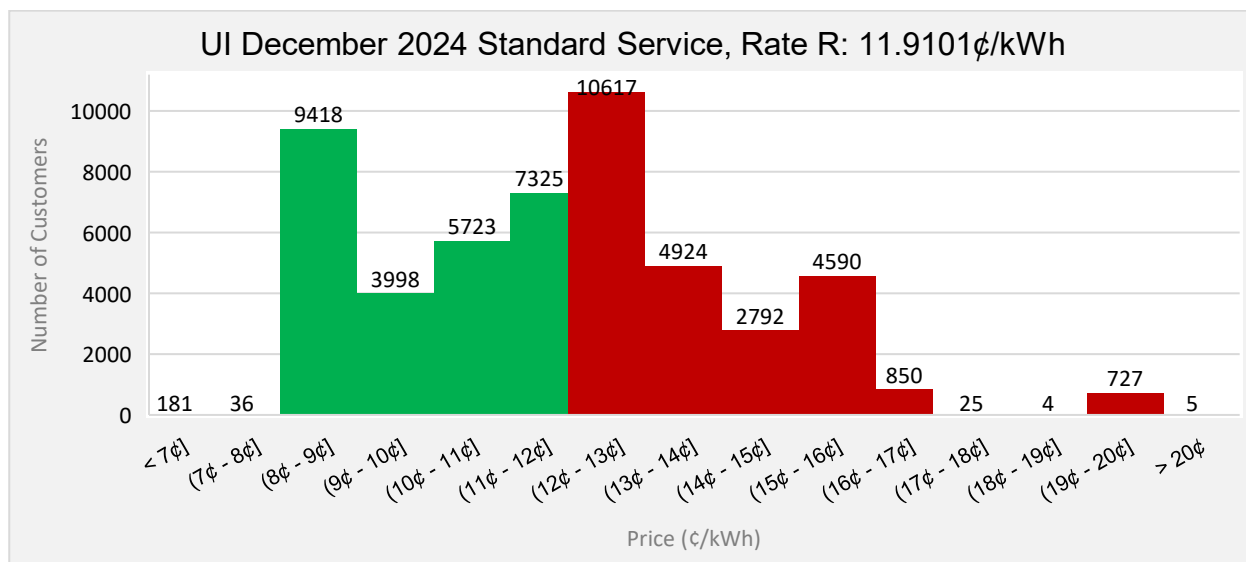
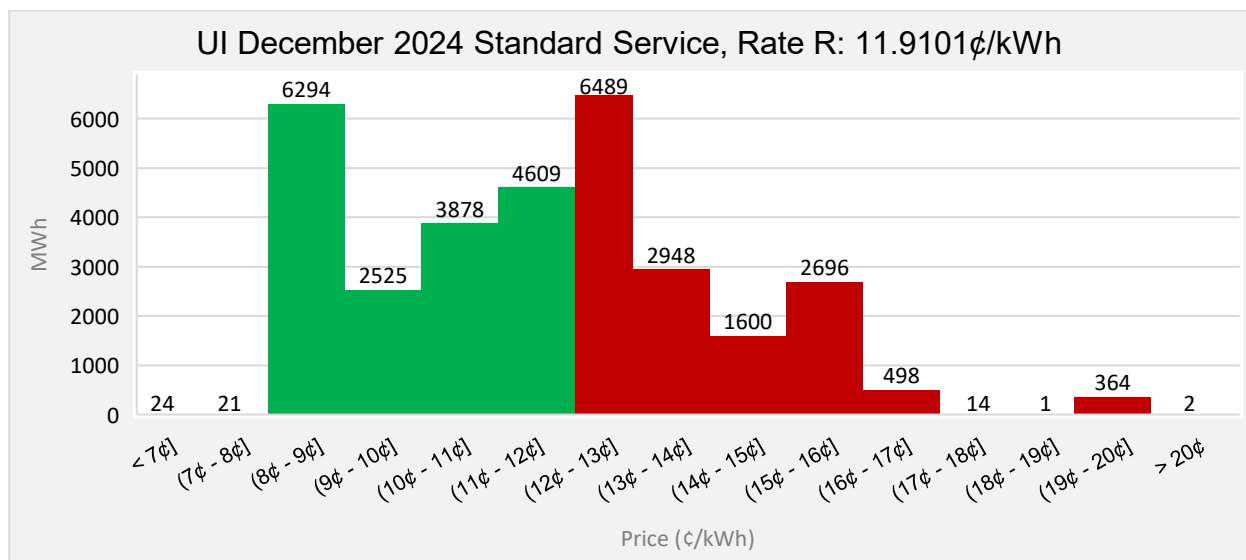


Figure 11: Price per kWh for UI Customers, Residential Consumption, December 2024



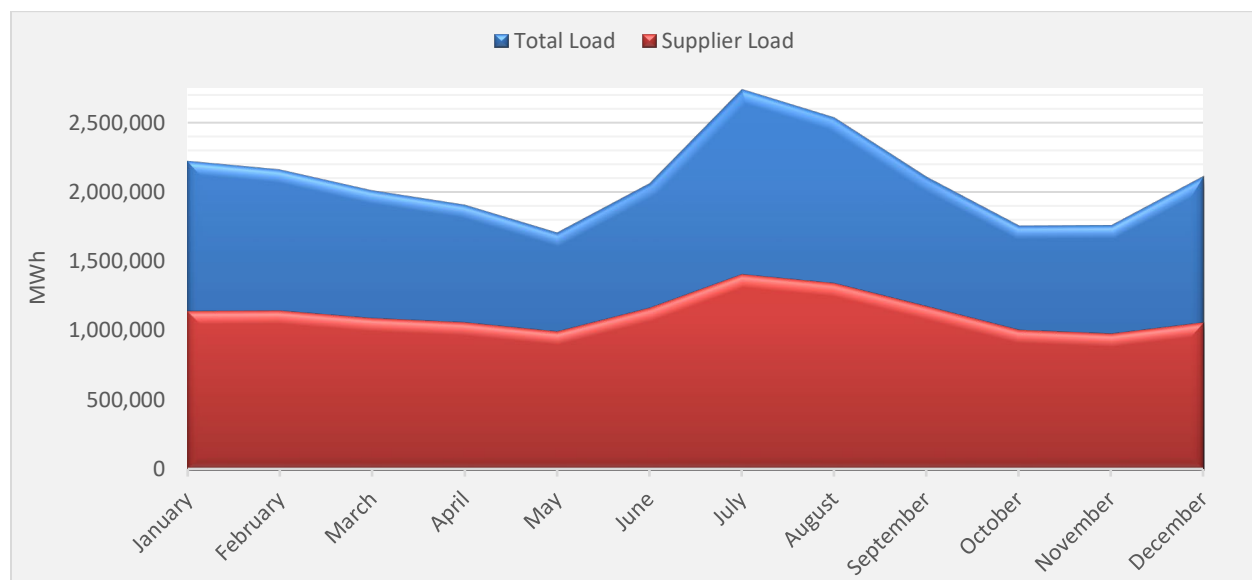
¹⁸Some customers paying slightly more than the standard service rate for the end of 2024 may be on a long-term supplier contract anticipated to result in savings in the first half of 2025.

F. GENERATION OF CUSTOMER LOAD

1. Distribution of Customer Load

The amount of load provided by licensed suppliers varied greatly in 2024, as shown in Figure 12, below.¹⁹ Load is also known as electric consumption, or the amount of electrical power used by consumers.²⁰ Figure 12 shows the 2024 sales of megawatt hours (MWh) attributed to suppliers and the total sales in Connecticut, as reported in monthly compliance filings by the EDCs in Docket No. 06-10-22. The total load typically peaks twice each year, in the winter and summer, with reduced consumption in the spring and fall. As shown in Figure 5, in 2024, the amount of load provided by licensed electric suppliers followed a similar pattern, although the peak for supplier load in July was not as strong as the peak for total load.

Figure 12: 2024 Supplier Portion of Total Generation Sales, All Customers



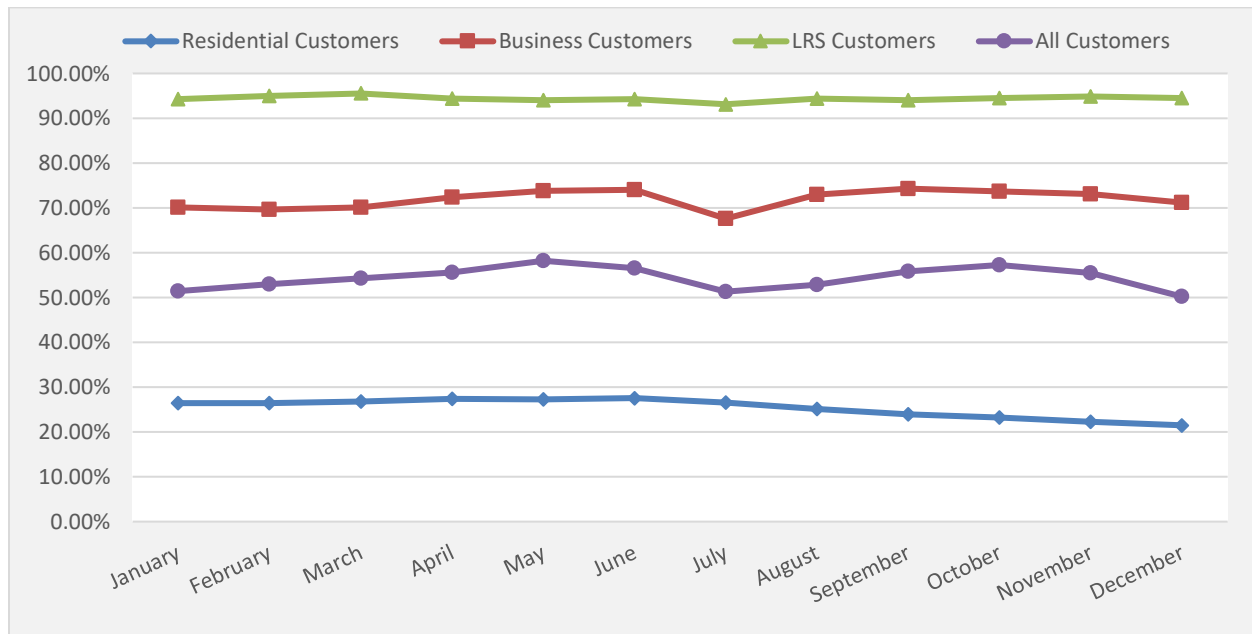
As shown in Figure 13, below, there was fluctuation throughout 2024 in the total percentage of load attributed to licensed suppliers, in addition to the variation within each category of customer (residential, business, and LRS).²¹ The flattened peak in Figure 12, above, was likely driven in part by a 6.47% drop in the percentage of supplier load for business customers from June to July, perhaps related to the substantial decrease in the standard service rate as of July 1, 2024.

¹⁹Figure 5 contains data compiled from monthly compliance filings by the EDCs in Docket No. 06-10-22.

²⁰The term load may have a different meaning in other contexts, such as the demand for electricity in megawatts. ISO-New England Glossary, available at <http://www.iso-ne.com/participate/support/glossary-acronyms>.

²¹Figure 6 contains data compiled from monthly compliance filings by the EDCs in Docket No. 06-10-22.

Figure 13: Supplier Percentage of Load, 2024



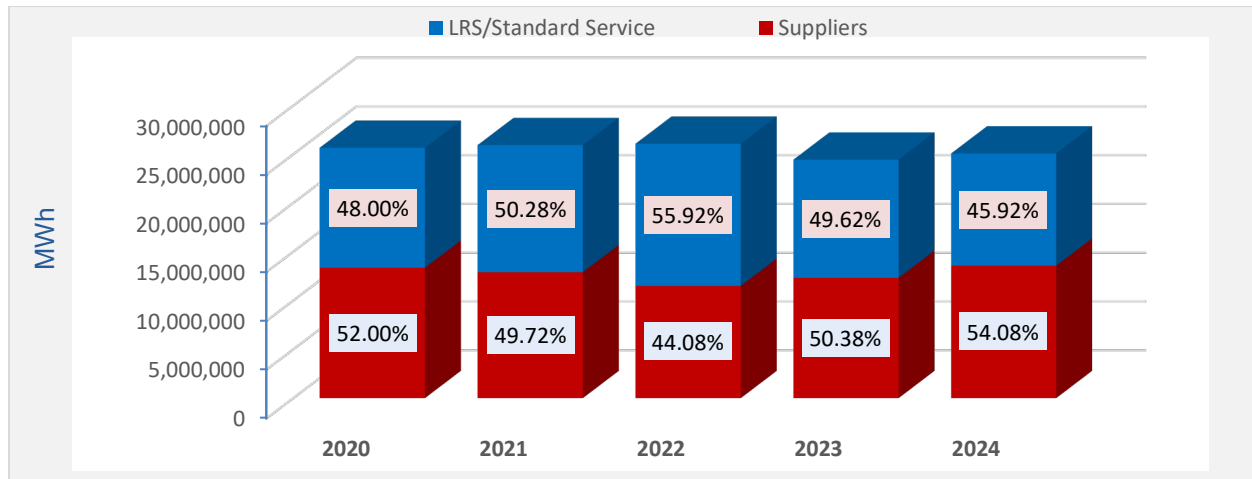
The percentage of supplier load for residential customers only decreased approximately 1% from June to July, though it continued to drop for the remainder of 2024, with the percentage of supplier load for residential customers in December finishing 6.07% below the high from July (a net 4.91% decrease for 2024). The percentage of business customers’ load provided by suppliers ranged from 67.61 to 74.08% in 2024, ending 2024 with a net 1.05% increase. In 2024, the supplier load for LRS customers had a range of 93.13% to 95.53%, with a net increase of 0.27%.

2. Trends in Customer Load Distribution

The percentage of total load attributed to suppliers has varied over the past five years, with consistent decreases from 2020 through 2022. Increased enrollment with suppliers in 2023, however, led to 50.38% of load in 2023 attributed to suppliers, an increase of nearly 6% over the 2022 supplier load. In 2024, there was another increase in supplier load by nearly 4%, resulting in 54.08% of total load being attributed to suppliers. Figure 14 shows the combined generation sales of Eversource and UI and the sales of the licensed electric suppliers for 2020 through 2024.²²

²²Data for 2020 through 2022 was compiled from the EDCs’ annual RPS compliance filings in Docket Nos. 20-06-01, 21-06-01, 22-06-01, and 23-06-01; data for 2023 and 2024 was compiled from the monthly compliance filings in Docket No. 06-10-22.

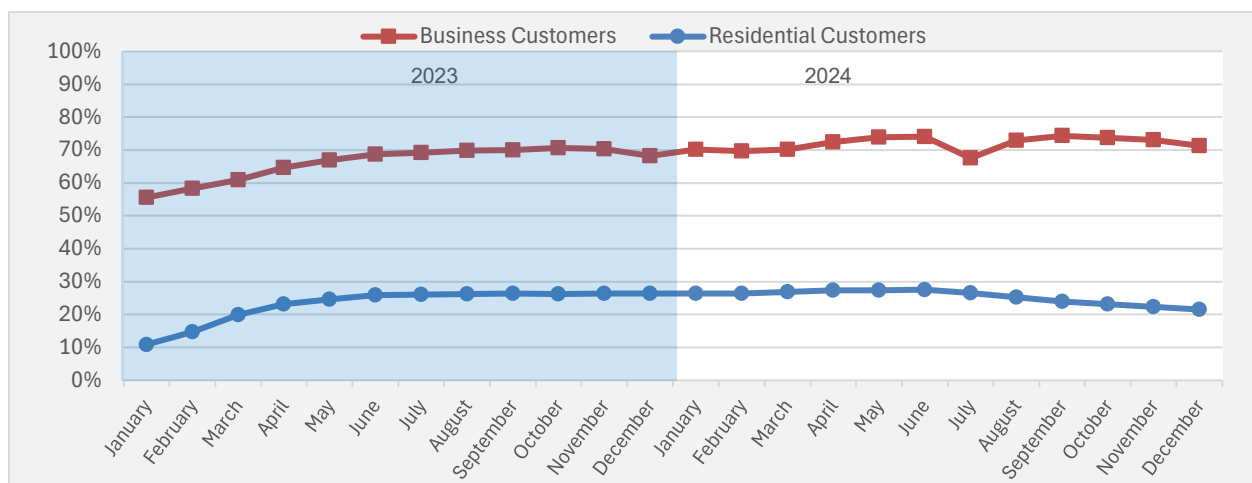
Figure 14: Annual Generation Supply and Percentage of Load, 2020-2024



The total percentage of load served by suppliers often exceeds the total percentage of customers enrolled with suppliers because most large-use commercial and industrial customers opt to take service from licensed suppliers. Thus, the large consumption of load associated with a comparatively smaller number of commercial and industrial customer accounts affects the averages. For example, approximately 20% of all customers were enrolled with suppliers, but those customers consumed more than 54% of the total statewide load in 2024.

In 2024, suppliers provided slightly more of total customer load than in 2023, likely driven by the increased enrollment of business and residential customers following the increase in the standard service rate on January 1, 2024. As shown in Figure 15, below, the percentage of business and residential customer load provided by suppliers varied slightly month-to-month throughout 2023 and 2024, with decreases in July 2024, most likely due to the significant drop in standard service rates for both EDCs that month.²³

Figure 15: Supplier Percentage of Load, Residential and Business, 2023-2024



²³Figure 15 contains data compiled from monthly compliance filings by the EDCs in Docket No. 06-10-22.

G. ELECTRIC SUPPLIER CUSTOMER COMPLAINTS

The Authority's Education and Outreach Unit (EOU), which is part of EOE, has numerous supplier-related responsibilities, including protecting the rights of Connecticut customers who receive competitive electric generation services. Customers may contact the Authority's customer call center in multiple ways: by toll-free telephone, by email, via online complaint, or by mail. The following reflects the number of complaints regarding electric suppliers received by the Authority for the past five years.

Table 4: Electric Supplier Customer Complaints by Year, 2020-2024

Year	Total	Change
2020	204	-
2021	149	-27.0%
2022	155	4.0%
2023	95	-38.7%
2024	38	-60.0%

Calendar year 2024 saw supplier complaints decrease by 60% compared to 2023. This significant decrease may indicate that the Authority's close oversight of the Connecticut market is increasing suppliers' compliance and improving customers' experiences in the Connecticut market. In addition, residential customers may be more aware of their cancellation rights. Raising residential customers' awareness of the need to monitor the Supply Summary section on their bill remains an ongoing effort by EOE.

H. ENERGIZECT RATE BOARD

Connecticut's EnergizeCT Rate Board²⁴ is funded through a Conservation and Load Management charge on customer bills, and it provides customers with a central location to compare rates offered by licensed electric suppliers. The rate board provides customers with up-to-the-moment information about available supplier rates and contract lengths. The self-reporting feature for the board also allows suppliers to immediately align their offers on the Rate Board with those on their websites.

I. PRICE DIFFERENTIAL BETWEEN RESIDENTIAL AND COMMERCIAL SERVICE

The Authority is responsible for monitoring the rate differential for electric service between residential and industrial customers. General Statutes § 16-245x(b). Based on the revised method described in Docket No. 09-03-17,²⁵ the Authority computed the following differentials for 2024.

²⁴Available at <https://www.energizect.com/compare-energy-suppliers>.

²⁵General Statutes § 16-245x(b)(2) requires the Authority to annually "compute the rate differential for electric service between residential and industrial customers by comparing the total average residential rate and the total average industrial rate." Following deregulation, the Authority determined the statutorily defined method of calculating the differential was no longer applicable due to the evolution of the market and began to use average standard service residential rates compared with average Last Resort Service rates. Decision, Oct. 7, 2009, Docket No. 09-03-17, Petition of the Office of Consumer Counsel for DPUC

Table 5: 2024 Price Differentials

EVERSOURCE				
Year	Residential Average	LRS Average	Price Difference	% Difference
1998	11.95	7.85	4.1	34.31%
2024	11.855	9.917	1.938	16.35%

UI				
Year	Residential Average	LRS Average	Price Difference	% Difference
1998	13.65	8.79	4.86	35.60%
2024	14.486	13.74	0.746	5.15%

The rate differential for electric service between residential and industrial customers has not increased by three percentage points or more from the rate differential that existed on January 1, 1998. Accordingly, the Authority need not institute an investigatory proceeding at this time.

III. CONCLUSION

The information contained in this report offers a marketplace snapshot of the state of competition in Connecticut's electric supplier market in 2024. The policy goals of the benefits of the electric supplier market to all customers remain foundational, and the protection of ratepayers must be balanced with the need to sustain a competitive energy market that serves the interests of customers and the public. The Authority will continue to work with all stakeholders to ensure the realization of the General Assembly's intent, as codified in General Statutes § 16-244.

Docket on Electric Generation Services, p. 3. The Authority determined this method to be more accurate and a better reflection of conditions in an expanded electric market where residential and industrial customers are choosing alternative suppliers in greater numbers than they were in 1998. Id.