



STATE OF CONNECTICUT

PUBLIC UTILITIES REGULATORY AUTHORITY

April 23, 2018

The Honorable Christopher S. Murphy
Senate Office Building
Hart 136
Washington DC 20510

Dear Senator Murphy:

Thank you for your recent letter regarding customer disconnection rates reported by Eversource Energy. In your letter, you expressed concern that while wholesale electricity rates have remained comparatively low and Eversource offers many programs to assist limited income customers, the upturn in disconnections warrants review of the company's outreach efforts.

My fellow commissioners and I share your concern. We are very mindful of the attendant costs and the challenges that high distribution system rates can present for limited income households.

As you note, Eversource and Connecticut's other major utilities offer several longstanding programs to identify and qualify limited income households for energy assistance, repayment and debt forgiveness programs. Despite the success of those programs, we recognize the importance of continuing to seek improvements.

To that end, I am establishing a proceeding on the subject of uncollectible accounts to evaluate trends in program costs and participation, and strategies to best deliver these programs. PURA will seek and invite the participation of the electric distribution companies, the local gas distribution companies, the Office of Consumer Counsel, and any other interested participant, which may include Legal Aid, the Low Income Energy Advisory Board, the community action agencies and others with ideas and experience in working on these programs and with low income households. We will structure this proceeding to spur active participation and exchange of ideas on a variety of issues including, but not limited to, those affecting the number of uncollectible accounts, effective collection efforts and payoff arrangements, outreach and trends and policies concerning terminations of service.

We welcome your participation in this process. I have asked my staff to keep you apprised of our progress and will ensure your office is placed on the service list for this proceeding.

Thank you for bringing this matter to my attention. If we may be of assistance in the future with regard to this or any other aspect of utility regulation in Connecticut, I hope you will not hesitate to let us know.

Sincerely,

Katie S. Dykes, Chair
Public Utilities Regulatory Authority

cc: The Honorable Richard Blumenthal