

BEFORE THE CONNECTICUT GENERAL ASSEMBLY  
COMMITTEE ON ENERGY AND TECHNOLOGY

Filed Testimony of

ALEXANDREA L. ISAAC  
GENERAL COUNSEL  
STARION ENERGY, INC.

Senate Bill No. 2  
Hearing Date - February 20, 2014

Dear Members of the Energy and Technology Committee,

Thank you for the opportunity to submit comments regarding Senate Bill No. 2, "An Act Concerning Electric Customer Consumer Protection". Starion Energy, Inc. ("Starion"), an alternative electric supplier, formed in 2009 in Southbury, Connecticut and entered the Connecticut market in January 2010. Since 2010, Starion has rapidly grown as a supplier of electricity and gas in several jurisdictions. Currently, Starion services residential and commercial customers in nine (9) states and twenty-two (22) utility territories.

Through its growth and development, Starion has and continues to constantly evolve with a concerted effort to improve the customer experience. Starion has offered a variety of products for our consumers including renewables, charitable donations, as well as variable and fixed rate offerings. Starion supports the General Assembly's goal of continuing to improve the customer experience, as well as ensuring customers are well informed about the contracts they enter into. Starion, on its own accord, has established several measures of verification, which are intended to promote quality assurance and consumer protection. Some of these measures include: live monitoring, a third-party verification system and live follow-up quality control calls.

Starion can appreciate the value of having an on-line portal where consumers can go shop for electricity as proposed in SB No. 2, and would appreciate the opportunity to work with the Department of Energy and Environmental Protection on how to make the website as affective as possible. As a local small business we have a unique perspective that may be helpful to this development.

As you may be aware, the Public Utilities Regulatory Authority has opened a docket to examine the supplier industry in Connecticut and the rules that govern it. The PURA docket is entitled "PURA Establishment of Rules for Electric Suppliers and EDCs Concerning Operations and Marketing in the Electric Retail Market [13-07-18]". This docket encompasses and will examine each and every licensed supplier in Connecticut. In an effort to gather information in this docket, the Office of Consumer Counsel issued a thorough set of interrogatories on all suppliers. A copy of these interrogatories is attached hereto as Exhibit A for your review.

Starion believes that PURA and OCC will utilize this docket to conduct an in-depth analysis of the retail electric market. Currently, PURA has designated four days (March 24<sup>th</sup> – 27<sup>th</sup>) to conduct evidentiary hearings of Connecticut suppliers and has committed to adding additional time for hearings should it be deemed necessary. As a result of this extensive process, Starion hopes that PURA, OCC and the suppliers, such as itself, who are committed to improving the industry as a whole will be able to work together to identify and implement procedures that advance the industry as well as improving existing consumer protections. Starion encourages the Committee to ensure any bill passed this session works in unison with any PURA rulings and the extensive efforts that are being made by all parties involved in the current supplier docket.

Thank you for your time. Starion appreciates your consideration of its testimony in this matter.