

Testimony in support of Senate Bill #2: ACT CONCERNING ELECTRIC CUSTOMER CONSUMER PROTECTION
February 20, 2014
Energy & Technology Committee Public Hearing

I consider myself a savvy consumer. I play the market, I look for deals, I shop around for good electric rates with private suppliers, especially since I own an all-electric home.

Given the recent news and attention to the fluctuating rates in the competitive market and evidence that so many people were paying rates well in excess of the CL&P and UI standard offer, I took another look at what I was paying. While I had been sure I had signed up for a fixed rate, it turns out that I had actually signed up for a variable rate contract. I noticed this because my cost per kilowatt hour had gone up slightly from the prior month.

The good news is that the plan I signed up for has a clause that says the variable rate charged by my company, Town Square Energy, can't exceed the fixed rate being charged by CL&P. I know I am very lucky to have this clause, it is clear that most consumers who find themselves in this position are not protected in this way.

I have nothing negative to say about my experiences with Town Square Energy per se, but I do believe that strong consumer protections that make the rates, clauses, termination fees explicitly clear to those of us who are interested in shopping around. I would additionally suggest a cap on kilowatt hour charges in excess of the standard offer and private supplier offers that match the timed changes in the standard offer.

I appreciate your efforts to expand consumer protections in the electric market.

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