



General Assembly

January Session, 2025

Raised Bill No. 7086

LCO No. 4583



Referred to Committee on ENERGY AND TECHNOLOGY

Introduced by:
(ET)

***AN ACT REQUIRING THE PUBLIC UTILITIES REGULATORY
AUTHORITY TO OPEN A DOCKET CONCERNING THE COMBINED
PUBLIC BENEFITS CHARGE.***

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. Section 16-245d of the general statutes is repealed and the
2 following is substituted in lieu thereof (*Effective from passage*):

3 (a) (1) The Public Utilities Regulatory Authority shall, by regulations
4 adopted pursuant to chapter 54, develop a standard billing format that
5 enables customers to compare pricing policies and charges among
6 electric suppliers. The authority shall alter or repeal any relevant
7 regulation in conjunction with the implementation of a redesigned
8 standard billing format described in subdivisions (2) and (3) of this
9 subsection. The authority shall adopt regulations, in accordance with
10 the provisions of chapter 54, to provide that an electric supplier shall
11 provide direct billing and collection services for electric generation
12 services and related federally mandated congestion charges that such
13 suppliers provide to their customers or may choose to obtain such
14 billing and collection service through an electric distribution company

15 and pay its pro rata share in accordance with the provisions of
16 subsection (f) of section 16-244c. Any customer of an electric supplier,
17 which is choosing to provide direct billing, who paid for the cost of
18 billing and other services to an electric distribution company shall
19 receive a credit on their monthly bill.

20 (2) On or before July 1, 2014, the authority shall initiate a docket to
21 redesign (A) the standard billing format for residential customers
22 implemented pursuant to subdivision (1) of this subsection to better
23 enable such residential customers to compare pricing policies and
24 charges among electric suppliers, and (B) the account summary page of
25 a residential customer located on the electric distribution company's
26 Internet web site. The authority shall issue a final decision on such
27 docket not later than six months after its initiation. Such final decision
28 shall include the placement of the following items on the first page of
29 each bill for each residential customer receiving electric generation
30 service from an electric supplier: (i) The electric generation service rate;
31 (ii) the term and expiration date of such rate; (iii) any change to such rate
32 effective for the next billing cycle; (iv) the cancellation fee, if applicable,
33 provided there is such a change; (v) notification that such rate is
34 variable, if applicable; (vi) the standard service rate; (vii) the term and
35 expiration date of the standard service rate; (viii) the dollar amount that
36 would have been billed for the electric generation services component
37 had the customer been receiving standard service; and (ix) an electronic
38 link or Internet web site address to the rate board Internet web site
39 described in section 16-244d and the toll-free telephone number and
40 other information necessary to enable the customer to obtain standard
41 service. Such final decision shall also include the feasibility of (I) an
42 electric distribution company transferring a residential customer
43 receiving electric generation service from an electric supplier to a
44 different electric supplier in a timely manner and ensuring that the
45 electric distribution company and the relevant electric suppliers provide
46 timely information to each other to facilitate such transfer, and (II)
47 allowing residential customers to choose how to receive information

48 related to bill notices, including United States mail, electronic mail, text
49 message, an application on a cellular telephone or a third-party
50 notification service approved by the authority. On or before July 1, 2020,
51 and every five years thereafter, the authority shall reopen such docket
52 to ensure the standard billing format and Internet web site for a
53 customer's account summary remains a useful tool for customers to
54 compare pricing policies and charges among electric suppliers.

55 (3) [Not later than August 1, 2023, each electric distribution company
56 shall use a total of four categories as part of the standard billing format
57 for all residential customers, one of which shall relate to charges for
58 generation of electricity, one of which shall relate to charges for local
59 distribution of electricity, one of which shall relate to charges for
60 transmission of electricity, and one of which shall relate to system
61 benefits and the subset of federally mandated congesting charges
62 approved by the authority pursuant to any provision of the general
63 statutes, public act or special act. The authority shall require that each
64 electric distribution company's standard billing format for residential
65 customers identify each charge and the corresponding category in
66 accordance with the authority's determinations.] The authority, in a
67 docket [reopened pursuant to subdivision (2) of this subsection, may]
68 opened not later than July 15, 2025, shall modify the categories
69 [described in this subdivision if the authority finds that such
70 modification improves] utilized by an electric distribution company as
71 part of the standard billing format for all residential customers to (A)
72 improve customer understanding of the components of [the] a
73 customer's electric bill or customer understanding of what costs are
74 causing increases to the total amount of a customer's bill, including, but
75 not limited to, costs associated with any power purchase agreement
76 approved by the authority pursuant to the provisions of section 16a-3m,
77 and (B) separate federally mandated congestion charges from charges
78 related to the systems benefits charge on such bills. The authority shall
79 require that each electric distribution company's standard billing format
80 for residential customers identify each charge and the corresponding

81 category in accordance with the authority's determinations.

82 (4) An electric supplier that chooses to provide billing and collection
83 services shall, in accordance with the billing format developed by the
84 authority, include the following information in each customer's bill: (A)
85 The total amount owed by the customer, which shall be itemized to
86 show (i) the electric generation services component and any additional
87 charges imposed by the electric supplier, and (ii) federally mandated
88 congestion charges applicable to the generation services; (B) any unpaid
89 amounts from previous bills, which shall be listed separately from
90 current charges; (C) the rate and usage for the current month and each
91 of the previous twelve months in bar graph form or other visual format;
92 (D) the payment due date; (E) the interest rate applicable to any unpaid
93 amount; (F) the toll-free telephone number of the Public Utilities
94 Regulatory Authority for questions or complaints; and (G) the toll-free
95 telephone number and address of the electric supplier. [On or before
96 October 1, 2013, the authority shall conduct a review of the costs and
97 benefits of suppliers billing for all components of electric service, and
98 report, in accordance with the provisions of section 11-4a, to the joint
99 standing committee of the General Assembly having cognizance of
100 matters relating to energy regarding the results of such review. Any
101 such report may be submitted electronically.]

102 (5) An electric distribution company shall, in accordance with the
103 billing format developed by the authority, include the following
104 information in each customer's bill: (A) The total amount owed by the
105 customer, which shall be itemized using the categories [described in]
106 determined by the authority according to subdivision (3) of this
107 subsection; (B) any unpaid amounts from previous bills which shall be
108 listed separately from current charges; (C) except for customers subject
109 to a demand charge, the rate and usage for the current month and each
110 of the previous twelve months in the form of a bar graph or other visual
111 form; (D) the payment due date; (E) the interest rate applicable to any
112 unpaid amount; (F) the toll-free telephone number of the electric
113 distribution company to report power losses; (G) the toll-free telephone

114 number of the Public Utilities Regulatory Authority for questions or
115 complaints; and (H) if a customer has a demand of five hundred
116 kilowatts or less during the preceding twelve months, a statement about
117 the availability of information concerning electric suppliers pursuant to
118 section 16-245p.

119 (6) The chairperson of the Public Utilities Regulatory Authority shall
120 conduct a study that analyzes the components of the delivery portion of
121 the electric bill for customers of each electric distribution company. Such
122 study shall consider what additional informational items should be
123 available to customers on a state-run Internet web site, on an Internet
124 web site of an electric distribution company or at other locations that
125 aim to increase transparency concerning the costs and benefits of
126 programs funded through certain charges on a customer's electric bill.
127 Such study may include recommendations for a detailed plan aimed at
128 educating customers regarding how to access programs funded through
129 such charges. Not later than January 15, 2025, the chairperson shall
130 submit a report to the joint standing committee of the General Assembly
131 having cognizance of matters relating to energy, in accordance with the
132 provisions of section 11-4a, that contains the chairperson's analysis and
133 recommendations.

134 (b) An electric distribution company that provides billing services for
135 an electric supplier shall be entitled to recover from the electric supplier
136 all reasonable transaction costs to provide such billing services as well
137 as a reasonable rate of return, in accordance with the principles in
138 subsection (a) of section 16-19e.

139 [(c) From June 3, 2014, and until one year after June 3, 2014, inclusive,
140 each electric distribution company shall, on a quarterly basis, include
141 the following items in a bill insert to each residential customer who
142 obtains standard service or electric generation service from an electric
143 supplier: (1) The standard service rate; (2) the term and expiration date
144 of such rate; (3) any change to the standard service rate not later than
145 forty-five days before the standard service rate is effective; and (4)

146 before any reference to the term "standard service", the name of the
147 electric distribution company.

148 (d) From June 3, 2014, and until one year after June 3, 2014, inclusive,
149 each electric supplier shall, on a quarterly basis, include the following
150 items in a mailing to each residential customer receiving electric
151 generation service from such supplier: (1) The electric generation service
152 rate; (2) the term and expiration date of such rate; (3) any change to such
153 rate effective for the next billing cycle; (4) the cancellation fee, if
154 applicable, provided there is such a change; (5) notification that such
155 rate is variable, if applicable; (6) the standard service rate; (7) the term
156 and expiration date of the standard service rate; and (8) the dollar
157 amount that would have been billed for the electric generation services
158 component had the customer been receiving standard service.]

159 [(e)] (c) On and after July 1, 2015, if a residential customer is enrolled
160 in automatic electronic bill payments and does not receive a bill through
161 United States mail, an electric distribution company shall send such
162 customer a link to such customer's bill in electronic mail with
163 confirmation of bill payment.

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>from passage</i>	16-245d

Statement of Purpose:

To require the Public Utilities Regulatory Authority to open a docket for the purpose of redesigning customer electric bills to (1) increase a customer's understanding of such bills, and (2) separate federally mandated congestion charges from the systems benefits charge on such bills.

[Proposed deletions are enclosed in brackets. Proposed additions are indicated by underline, except that when the entire text of a bill or resolution or a section of a bill or resolution is new, it is not underlined.]