

# CAT Bulletin

CONNECTICUT STATE DEPARTMENT OF CONSUMER PROTECTION



**C – COMPARE • A – ASK QUESTIONS • T – TALK TO YOUR FRIENDS AND FAMILY**

## You and your electricity supply company

You can either buy your electricity from Connecticut Light and Power (CL&P) or from United Illuminating (UI), which is called Standard Service, or you can buy it from an Alternative Electric Supplier. You will always get the bill from CL&P [or from UI], because they deliver the electricity to you.

### Here's what you should know if you signed up for an alternative electric supplier in the last year:

- Alternative Electric Suppliers may offer you a better rate to begin with, but the better rates may be temporary. Ask if the price is fixed or will change monthly, if fixed, ask for how long.
- Ask about the length of the contract. Ask if it will automatically renew. Ask how much notice you have to give if you choose to change back.
- You can stay with Standard Service, or you can return to Standard Service if you have switched to an alternative electric supplier. There may be a cancellation fee (ask how much that fee is) to return to Standard Service. If you have switched to an Alternative Electric Supplier.
- The best way to compare Standard Service rates to offers from Alternative Electric Suppliers is on the website [EnergizeCT.com](http://EnergizeCT.com) or by calling 1.877.WISE-USE (1.877.947.3873). Ask for all of the terms.
- Do not feel pressured to buy from someone who calls you or comes to your door. Tell them you will call them back if you are interested after you compare their offer to Standard Service or offers from other companies.
- Do not buy anything from someone who does not identify themselves and their company. Ask to see their identification.
- Please check to the right to determine the rate you are paying. Compare rates from Standard Service to the rates you are being charged if you switched to an Alternative Electric Supplier.

The standard service rate through December 31, 2014 is 9.99 cents. To return to CL&P Standard Service, in the Hartford/Meriden area, call 860.947.2000 (In other parts of the state, call 800.286.2000)

To return to UI standard service, call 800.722.5584.

**With any consumer purchase, remember CAT. Compare, Ask questions, Take your time, think about it, and talk to others!**

To speak with an energy professional, call the Energy Information Line at 1.877.WISE.USE  
Call the State Department of Consumer Protection at 800.842.2649 or 860.713.6300

