



Who We Are.....

The Office of Consumer Counsel (OCC) is an independent state agency established by law in 1975 to advocate for all utility ratepayers in Connecticut. For over 32 years, OCC has worked for fair and reasonable rates and reliable service for customers of our state's electric, gas, telephone and water utilities and reasonable protections for cable television customers.

OCC's 16-member legal and financial staff brings many years of experience to the complex issues involved in utility regulation to protect ratepayer interests.

We invite ratepayers to visit our website at www.ct.gov/occ, a useful source for the most up-to-date energy news. Read OCC's latest newsletter, our legislative testimony, press releases and issue papers on current energy topics.



Consumer Counsel Mary J. Healey with members of the OCC Team

What We Do.....

- We **advocate** for ratepayers in dockets heard before the Department of Public Utility Control (DPUC) on every regulated utility, on utility company rates, electric power procurement, quality of customer service, land sales, financial reviews, cable TV franchise renewals, telecom, gas and water issues, new service offerings, new regulations governing public utility companies, and ratepayer education.
- We **testify** on pending energy legislation before the state legislature and work to educate elected officials by providing them with current information on utility issues from the ratepayer perspective.
- We **voice** ratepayer concerns through legal action in state and federal courts, at hearings before federal agencies such as the Federal Energy Regulatory Commission (FERC), and by participating at the New England Power Pool (NEPOOL) meetings.
- We **promote** and protect ratepayer interests by serving on energy-related boards established by state law, such as the CT Energy Advisory Board (CEAB), the Energy Conservation Management Board (ECMB), the CT Clean Energy Fund (CCF) and the Low-Income Energy Advisory Board (LIEAB). We participate on the national level as an officer of the National Association of State Utility Consumer Advocates (NASUCA), and as an elected member of the North American Electric Reliability Corporation (NERC).



Recent Wins for Ratepayers

- Saved ratepayers over \$750 million for fiscal year 2007 through legal and financial advocacy in DPUC dockets.



Members of the OCC team at Superior Court

- Successfully argued at the CT Supreme Court that the value of renewable energy certificates reflecting the output of trash-to-energy facilities belongs to ratepayers and not to the facilities, and in U.S. District Court that a large telecom should comply with state cable franchise regulations and customer service requirements.
- Actively engaged in and helped shape CT's two electric distribution companies procurement process for residential and commercial electricity by monitoring performance on bid days and providing expert testimony as a party to the DPUC docket governing the procurement process.
- Worked to mitigate increases and compel funding of necessary infrastructure improvements for Connecticut's regulated water companies and reached negotiated settlements to limit large rate increases for three regulated gas companies.
- Won \$507,000 in ratepayer refunds for an electric retail supplier's customers because of the company's failure to prorate charges for usage spanning a rate change period.

OCC's Mission

OCC works for ALL customers of Connecticut's regulated utilities:

- Fighting for just and reasonable rates in administrative hearings and court cases;
- Advocating for reliable utility services for residential and business ratepayers;
- Promoting energy conservation and renewable power;
- Speaking up for ratepayers before the DPUC, FERC, FCC, Connecticut legislature and the U.S. Congress;
- Cooperating in good faith with utility, business, consumer interest groups and legislators to enact beneficial laws and public policies.



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