



General Assembly

January Session, 2019

Committee Bill No. 5687

LCO No. 6164



Referred to Committee on ENERGY AND TECHNOLOGY

Introduced by:
(ET)

***AN ACT CONCERNING ELECTRIC SUPPLIER ELECTRIC
GENERATION SERVICE RATES AND CUSTOMER BILLS.***

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

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2 repealed and the following is substituted in lieu thereof (*Effective from*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

4 (h) (1) Any third-party agent who contracts with or is otherwise
5 compensated by an electric supplier to sell electric generation services
6 shall be a legal agent of the electric supplier. No third-party agent may
7 sell electric generation services on behalf of an electric supplier unless
8 (A) the third-party agent is an employee or independent contractor of
9 such electric supplier, and (B) the third-party agent has received
10 appropriate training directly from such electric supplier.

11 (2) All sales and solicitations of electric generation services by an
12 electric supplier, aggregator or agent of an electric supplier or
13 aggregator to a customer with a maximum demand of one hundred
14 kilowatts or less conducted and consummated entirely by mail, door-
15 to-door sale, telephone or other electronic means, during a scheduled

16 appointment at the premises of a customer or at a fair, trade or
17 business show, convention or exposition in addition to complying with
18 the provisions of subsection (e) of this section shall:

19 (A) For any sale or solicitation, including from any person
20 representing such electric supplier, aggregator or agent of an electric
21 supplier or aggregator (i) identify the person and the electric
22 generation services company or companies the person represents; (ii)
23 provide a statement that the person does not represent an electric
24 distribution company; (iii) explain the purpose of the solicitation; and
25 (iv) explain all rates, fees, variable charges and terms and conditions
26 for the services provided; and

27 (B) For door-to-door sales to customers with a maximum demand of
28 one hundred kilowatts, which shall include the sale of electric
29 generation services in which the electric supplier, aggregator or agent
30 of an electric supplier or aggregator solicits the sale and receives the
31 customer's agreement or offer to purchase at a place other than the
32 seller's place of business, be conducted (i) in accordance with any
33 municipal and local ordinances regarding door-to-door solicitations,
34 (ii) between the hours of ten o'clock a.m. and six o'clock p.m. unless the
35 customer schedules an earlier or later appointment, and (iii) with both
36 English and Spanish written materials available. Any representative of
37 an electric supplier, aggregator or agent of an electric supplier or
38 aggregator shall prominently display or wear a photo identification
39 badge stating the name of such person's employer or the electric
40 supplier the person represents and shall not wear apparel, carry
41 equipment or distribute materials that includes the logo or emblem of
42 an electric distribution company or contains any language suggesting a
43 relationship that does not exist with an electric distribution company,
44 government agency or other supplier.

45 (3) No electric supplier, aggregator or agent of an electric supplier
46 or aggregator shall (A) advertise or disclose the price of electricity to
47 mislead a reasonable person into believing that the electric generation
48 services portion of the bill will be the total bill amount for the delivery

49 of electricity to the customer's location, or (B) make any statement, oral
50 or written, suggesting a prospective customer is required to choose a
51 supplier. When advertising or disclosing the price for electricity, the
52 electric supplier, aggregator or agent of an electric supplier or
53 aggregator shall (i) disclose the electric distribution company's current
54 charges, including the competitive transition assessment and the
55 systems benefits charge, for that customer class, and (ii) indicate, using
56 at least a ten-point font size, in a conspicuous part of any
57 advertisement or disclosure that includes an advertised price, (I) the
58 expiration of such advertised price, and (II) any fixed or recurring
59 charge, including, but not limited to, any minimum monthly charge.

60 (4) No entity, including an aggregator or agent of an electric
61 supplier or aggregator, who sells or offers for sale any electric
62 generation services for or on behalf of an electric supplier, shall engage
63 in any deceptive acts or practices in the marketing, sale or solicitation
64 of electric generation services.

65 (5) Each electric supplier shall disclose to the Public Utilities
66 Regulatory Authority in a standardized format (A) the amount of
67 additional renewable energy credits, if any, such supplier will
68 purchase other than required credits, (B) where such additional credits
69 are being sourced from, and (C) the types of renewable energy sources
70 that will be purchased. Each electric supplier shall only advertise
71 renewable energy credits pursuant to the methodology approved by
72 the authority and shall report to the authority the renewable energy
73 sources of such credits and any changes to the types of renewable
74 energy sources offered.

75 (6) Any electric supplier offering any services or products that
76 contain renewable energy attributes other than the minimum
77 renewable energy credits used for compliance with the renewable
78 portfolio standards pursuant to section 16-245a shall disclose in each
79 customer contract and marketing materials for each such service or
80 product the renewable energy content of the product or service
81 offering and shall make available, on the electric supplier's Internet

82 web site, information sufficient to substantiate the marketing claims
83 about such content.

84 (7) (A) No contract for electric generation services by an electric
85 supplier shall require a residential customer to pay any fee for
86 termination or early cancellation of a contract in excess of fifty dollars,
87 provided when an electric supplier offers a contract, it provides the
88 residential customer an estimate of such customer's average monthly
89 bill, and provided further it shall not be considered a termination or
90 early cancellation of a contract if a residential customer moves from
91 one dwelling within the state and remains with the same electric
92 supplier.

93 (B) If a residential customer does not have a contract for electric
94 generation services with an electric supplier and is receiving a month-
95 to-month variable rate from such supplier, there shall be no fee for
96 termination or early cancellation.

97 (8) An electric supplier shall not make a material change in the
98 terms or duration of any contract for the provision of electric
99 generation services by an electric supplier without the express consent
100 of the customer. Nothing in this subdivision shall restrict an electric
101 supplier from renewing a contract by clearly informing the customer,
102 in writing, not less than thirty days or more than sixty days before the
103 renewal date, of the renewal terms, including a summary of any new
104 or altered terms, and of the option not to accept the renewal offer,
105 provided no fee pursuant to subdivision (7) of this subsection shall be
106 charged to a customer who terminates or cancels such renewal within
107 the first two billing cycles of the renewed contract.

108 (9) Each electric supplier shall file annually with the authority a list
109 of any aggregator or agent working on behalf of such supplier.

110 (10) Each electric supplier shall develop and implement standards
111 and qualifications for employees and third-party agents who are
112 engaged in the sale or solicitation of electric generation services by

113 such supplier.

114 (11) If an electric supplier and a customer agree to decrease the
115 electric generation service rate that the customer is charged, either by
116 making a change to the terms of the existing contract between the
117 electric supplier and the customer pursuant to subdivision (8) of this
118 subsection or in the course of negotiating a renewal contract, such
119 decreased electric generation service rate may not be required to
120 appear on such customer's electric bill, provided (A) the customer may
121 not be charged an electric generation service rate that is greater than
122 the rate that appears on such customer's bill, (B) the electric supplier
123 shall submit such decreased electric generation service rate to the
124 electric distribution company within three days of the agreement
125 between the electric supplier and the customer, and (C) the electric
126 distribution company shall include the decreased electric generation
127 service rate on the next electric bill the electric distribution company
128 sends to the customer.

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

ET *Joint Favorable*