

# Office of Consumer Counsel

## ***Mission Statement***

*The Office of Consumer Counsel (OCC) is an independent state agency created in 1975 with statutory responsibility to represent customers of Connecticut's five regulated utilities – electric, gas, water, telephone, and to some extent, cable television, primarily in matters that go before the Public Utilities Regulatory Authority (PURA). The OCC is authorized to participate on behalf of consumer interests in all administrative and judicial forums and in any matters in which the interests of consumers with respect to public utility matters may be involved.*

*OCC fights for the most reasonable rates and the best utility service possible for all customers in areas where traditional regulation continues. As customary public utility regulation is decreasing and competition is increasing, the role of the OCC has grown to include an emphasis on maintaining consumer protections in such a competitive marketplace.*