



CONNECTICUT
Consumer Protection

Meet Our Agency
January 2025

Mission

To ensure a fair and equitable marketplace for businesses, and safe products and services for consumers in the industries that we license, regulate and enforce.



Agency Overview

- Around 300 employees across 12 divisions
- Licensing, investigations, enforcement across all industries we regulate
- Complaint driven and proactive investigations based on trends, routine inspections

Licensing

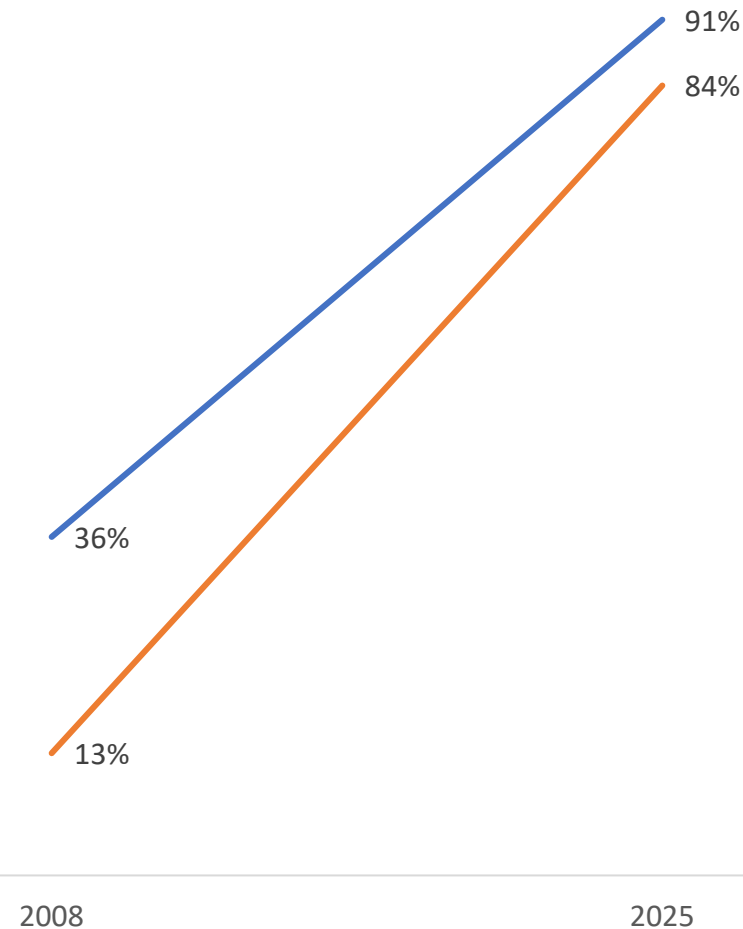


Division Overview

- Create, implement and support online applications and processes
- 200+ license types
- 300,000+ credential holders
- 36,000 new applications/year
- 197,000 renewal applications/year
- \$57 million processed/year

Usage of Online Services

— Online Renewal — Online Applications



Streamlining and Efficiency

- Online renewal added for most credentials
- Online application added for most credentials
- Added workflow automation
- Emailing renewal notices and certificates
- Added online functionality

Ongoing Initiatives

- Continued effort to add and market online functionality
- Partner with other agencies to streamline overlapping processes
- Digital licenses
- Provide guides for online services
- Third party access for processing renewals
- Develop interface between exam vendors and licensing system for validation of exam candidates

Consumer Complaints, Board Administration & Continuing Education

2024 Complaint Center Statistics

\$490,000

Funds recovered for consumers

3,783

Cases opened

1,200

Online chats

Consumer Complaints

- Attempt to resolve disputes between consumers and businesses operating in Connecticut.
- Work to ensure businesses comply with consumer protection laws to prevent deceptive practices.

"I'm glad there is a process to help consumers navigate potentially unscrupulous business practices. I appreciate what you all do to protect consumers."

- Consumer Review

Complaints we can help with ...

- Frauds, scams, misrepresentations, and misleading advertisements
- Gasoline and heating fuel issues
- Home improvement contractors and new home construction
- Packaged/manufactured food or bakery items
- Unlicensed professionals, tradespeople, contractors
- Real estate agents, brokers, and appraisers
- Charities

Board Administration, Continuing Education and Real Estate

- Licensing and Enforcement of Brokers and Salespeople, Appraisers, and Community Association Managers
- Upcoming homebuying/selling education program
- Board Administration
- Continuing Education – course review and ensure licensees complete requirements
- Partner with BITS to support DCP staff and pursue continuous improvement efforts across the agency

Drug Control



Drug Control at a Glance

- Investigate, Inspect, Advise, Assist, Educate
- 150,000+ registrants
- Electronic Nicotine Delivery System
- Adult-use Cannabis and Medical Marijuana
- Laboratories with Controlled Substances
- Manufacturers and wholesalers
- Non-Legend Drug Permit
- Pharmacists and pharmacies
- Practitioners
- Prescription Drug Drop Boxes
- Pharmaceutical Marketing Firm
- Vending Machines

2024 in Review

- 15,645 new applications reviewed
- 14,737 credentials approved
- Implemented new license types and registrations for:
 - Infused beverage manufacturer
 - Pharmacy clerk
 - Dispensing group practice
 - Vending machines
- 41 final cannabis establishment licenses issued
- 4800+ approved cannabis product registrations



Current Initiatives

- Analyzing Connecticut Prescription Reporting and Monitoring System data to help providers identify individuals most at-risk for overdose.
- Developing online courses for prescribers, licensees and other registrants:
 - Use of the Connecticut Prescription Reporting and Monitoring System
 - Safe prescribing habits
 - Legislative updates/processes

Food and Standards

Food Program

- License and inspect food manufacturers inspections
- Food Warehouse Inspections
- Contract food inspections for FDA
- Contract Labeling work for USDA
- Rapid Response Team
- Manufactured Food Regulatory Program Standards (A Quality improvement program for food safety inspections)
- Issue food safety recalls
- FDA Grants
- License and inspect:
 - Bakeries
 - Cottage foods
 - Vending Machines
 - Non-Alcoholic Beverages (Water bottlers)
 - Frozen Dessert firms
- Labeling Review and enforcement for food Complaints/Food firms
- Free Sale Certificates



Weights and Measures (Standards)

- License and inspect
- Scales (from deli to truck scales) and measures (metered products such as fuel gasoline, heating oil/propane)
- Retail Fuel dealers (gas stations, Heating oil dealers), Wholesale fuel racks
- Price Accuracy in Retail Stores
- Contract terms and audits for sellers of pre-buy heating fuel

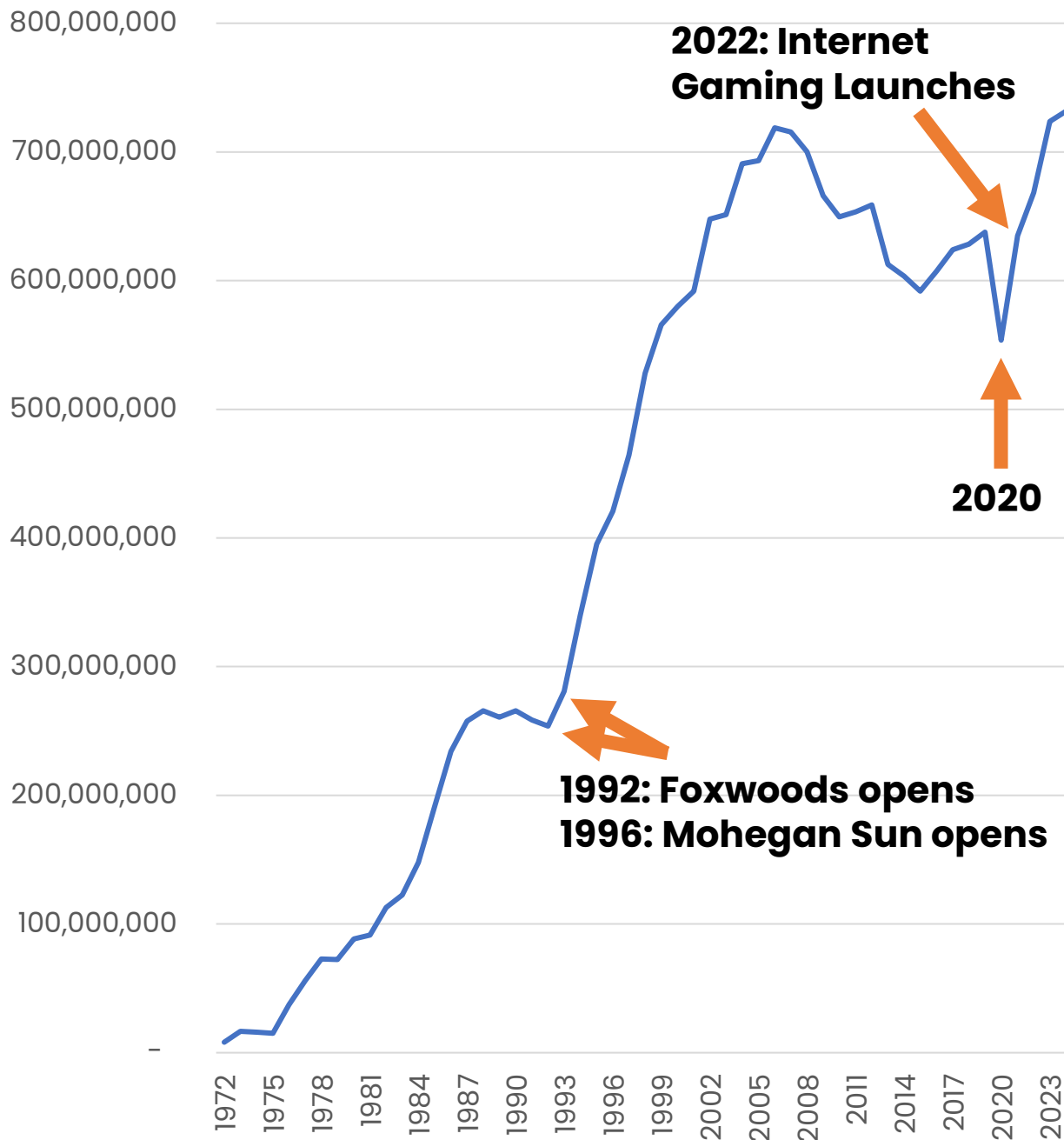
Product Safety

- License and inspect toys for compliance with State and Federal requirements
 - 270 inspections of children's toys this year, 1 recall
- CPSC Contract work for recalls
- 240 Bedding Inspections
 - Collected \$19,250



Gaming

General Fund Transfers



Division Overview

- Works to ensure integrity of all forms of legal gambling in Connecticut
- Licensing/permitting
- Monitoring and educating to ensure compliance with all gaming laws and Tribal-State agreements
- Sports wagering, Tribal casinos, iCasino, Lottery, Keno, Fantasy Sports, Off-track betting
- Problem gaming resources and Self-Exclusion List

DraftKings fined \$19K in Connecticut after online slot machine produces 0 wins in 20,000 spins

By **John Moritz**, Staff Writer
Sep 3, 2024

 Gift Article   

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Sweeps operator VGW shuts down in Connecticut after order

By **Tom Nightingale** - October 3, 2024

Sportsbooks asked to cancel bets on LeBron James, UConn and Norwegian soccer. Here's how it's handled

By **Alex Putterman**, **John Moritz**, Staff Writers
Dec 12, 2024

 Gift Article   

Bovada no-go list grows as users in Connecticut, DC restricted

By **Tom Nightingale** - July 29, 2024

2024 in Review

- 1437 Online Casino Games Reviewed and Approved
- 201 Resolved Consumer Complaints
- 96 Completed Regulatory and Criminal Investigations
- \$247,500 Collected from Settlements and Fines

Dan Haar: CT Lottery online sales underway with iLottery 'soft launch'

By **Dan Haar**, *Hearst CTInsider Columnist*
June 18, 2024

 Gift Article

NEWS

Connecticut launches sports betting at Bridgeport's Total Mortgage Arena

By **Brian Lockhart**, *Staff writer*
March 25, 2024

 Gift Article



NEWS

Fanatics Sportsbook launches new Norwalk gambling venue; 11th location in CT

By **Karen Tensa**, *Staff Writer*
Nov 21, 2024

 Gift Article



2024 in Review

- iLottery launch
- New retail sports wagering facilities in Bridgeport and Norwalk
- CLC lottery drawing studio relocated to Wallingford
- Processed 735 applications for new Live Gaming Employee License
- Removed numerous illegal operators from the market

Investigations



Division Overview

- Protects the public from unfair or deceptive business practices, including fraud and scams
- Investigates alleged violations of the Connecticut Unfair Trade Practices Act
- Broad spectrum of oversight including:
 - Home Improvement
 - Charities
 - Homemaker Companion Agencies
 - Health Clubs and more

2024 Accomplishments

- Investigated 1,250 home improvement complaints and referred 114 cases to OAG for affidavits of arrests
- Conducted 62 Occupational Licensing compliance inspections
- Conducted 7 joint DCP/DOL licensing compliance construction site inspections
- The occupational enforcement unit investigated 584 complaints

2024 Accomplishments

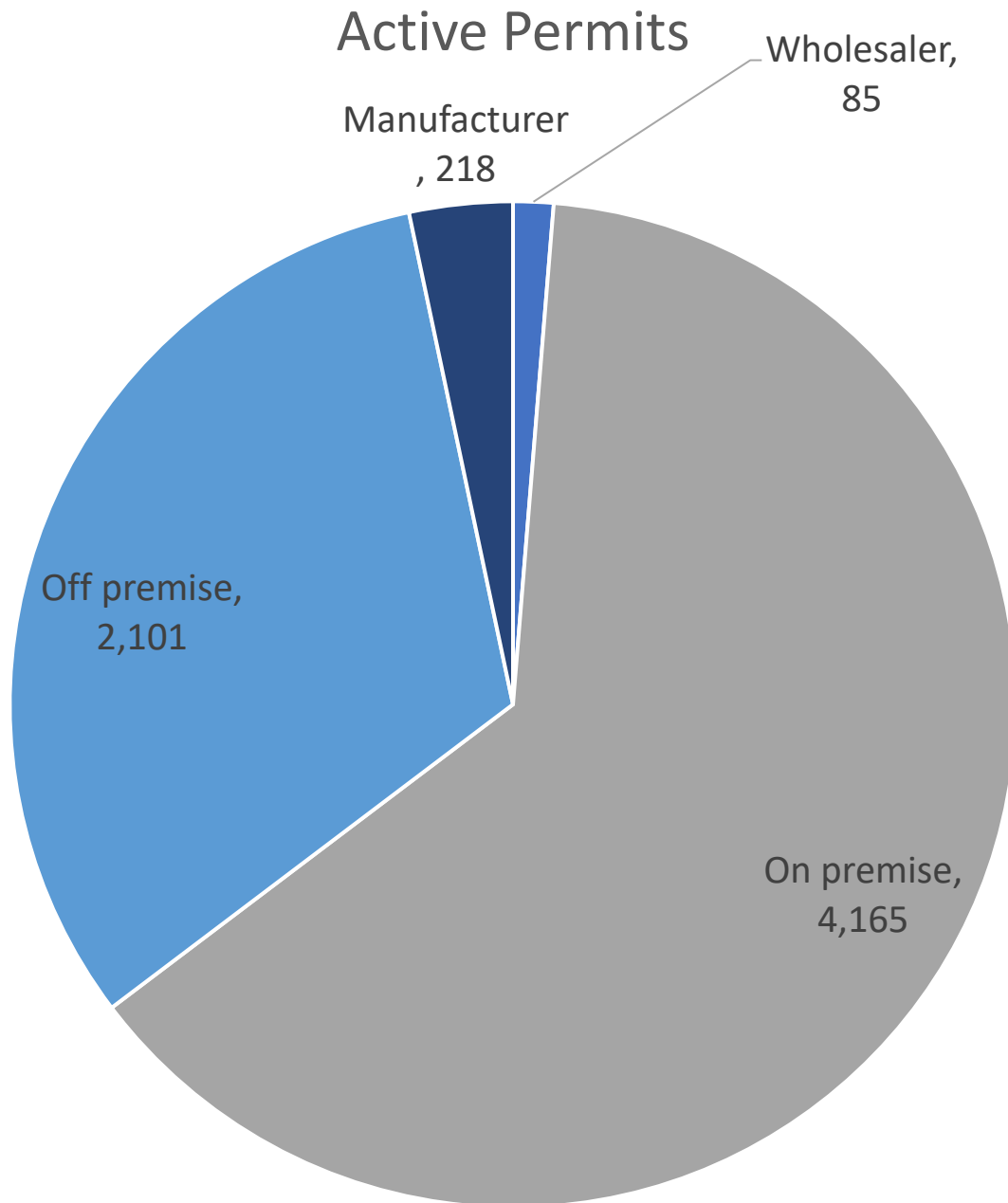
- CPA firm Peer Review Project: 78 non-compliant CPA firms identified
- Martial Arts Club investigation: Identified 237 unlicensed Martial Arts clubs for enforcement action
- Joint DCP/DPH investigation into HCA operating 5 unlicensed nursing homes
- Charity bin investigation revealed many for-profit bins are illegally placed and misleading consumers

Liquor Control



Division Overview

- Licensing all entities involved in distributing, selling, and dispensing alcoholic liquor
- Preventing sales to minors and intoxicated persons
- Maintaining alcohol product integrity
- Ensuring licensed premises are safe and sanitary



2024 Data in Review

- 920 new permits issued; many permit adjustments
- 8,914 active permits
- 73,847 brands registered
- 178 percent increase in minor compliance checks
- 945 cases opened; 142 settled
 - \$397,880 fines imposed
 - 98 suspension days imposed
- First-ever delivery compliance checks



2025 Initiatives

- Launch permittee education class
- Increase minor compliance checks
- Finalize move to online applications
- Rework website with business-friendly design
- Increase general inspections

Public Education, Outreach and Communications



CONNECTICUT CONSUMER PROTECTION MONTHLY NEWSLETTER

Volume 1 / Issue 1 / AUGUST 2024

SCAM ALERT

What it is: EBT theft

How it works:

Scammers use credit card skimmers to steal information from SNAP benefit cards and make a copy or clone of your card. When benefits reload at the beginning of the month, they use a cloned card to steal your benefits before you have a chance to use them.

How to protect yourself:

Change your pin number before and after every transaction, especially before the first of the month.

Watch out for credit card skimmers at check-out. If you notice a machine seems off, report it to a checker before you scan your card.

WELCOME!

This is the first edition of a new informational newsletter produced by the Connecticut Department of Consumer Protection. We'll cover all kinds of topics related to consumer protection, including programs run by our agency, scam and fraud awareness, and so much more. If you have questions or topics you'd like us to cover, please send an email to DCP.Communications@ct.gov.

SUMMER STORM PREPARATION

The National Weather Service is predicting above-normal hurricane activity this summer. Are you prepared?

Food safety

Your refrigerator will keep foods cool for about four hours without power if it is unopened. To be safe, remember, "When in doubt, throw it out." Discard any food that has been at room temperature for two hours or more, and any food that has an unusual odor, color, or texture.

Medicine storage

Be sure all medications are properly stored, and, if possible, make sure you have enough supply to last several days.

Carbon monoxide and fire alarms

Change the batteries in your carbon monoxide and fire alarms every year.

2024 Accomplishments

- Launched consumer-focused newsletter
- Expanded monthly radio, TV appearances
- Expanded social media outreach
- Website redesign
- Participated in hundreds of public events, presentations, webinars, podcasts, interviews, and more.



2024 Accomplishments

- Text translation and real-time voice translation into over 100 languages, including ASL
- Monthly column in three non-English newspapers
- Consumer education collaborations with sister agencies
- CCM/CBIA/Chambers of Commerce presentations
- Recently placed 18 interns across the agency
- Hosted 8th annual Cross-Cultural Communications Symposium

Ongoing initiatives

- Continue to grow social media reach for consumer education and awareness
- Translation of all agency documents into multiple languages
- Launch Smart Consumer initiative in collaboration with sister agencies to prevent fraud and scams
- Ongoing website reorganization and redesign
- Raise awareness for lesser-known consumer-focused programs, laws, initiatives

CUTPA, Consumer Protection and Other Programs

CUTPA & Consumer Protection Laws

- Connecticut Unfair Trade Practices Act
 - Prohibits unfair competition and unfair and deceptive acts
- Get One Free Law
- Guaranty Funds
 - Home Improvement
 - New Home Construction
 - Real Estate
 - Health Clubs
- Market Fairness Collaboration

Restitution Collected for Consumers



Lemon Law Program

- Processed over 145 cases in 2024
- Provided over \$6.5 million in restitution to consumers
- 85% of 118 complete cases resulted in a settlement, refund or replacement vehicle for the consumer
- For \$3 per vehicle, consumers receive the best insurance policy in the state

