



# STATE OF CONNECTICUT

## DEPARTMENT OF PUBLIC UTILITY CONTROL

August 30, 1990

Satya P. Garg  
SM Engineering Company  
33 10th Avenue  
Suite 120  
Hopkins, Minnesota 55343

Dear Satya Garg:

This is in response to your August 8, 1990 letter questioning whether regulated Connecticut utilities are required to provide service at the best possible rate.

Regulated Connecticut utilities provide rate information to aid customers in selecting the most advantageous rate and customers are entitled to request service under the lowest rate applicable to the service supplied. However, utilities have incorporated waivers into their company rules and regulations disclaiming liability for any claim that service might have been less expensive if provided to a customer under a different rate.

We hope this information is helpful. If we may be of assistance to you in the future, please call or write to us again.

Sincerely,

A handwritten signature in cursive script, appearing to read "Barney E. Spector".

Barney E. Spector  
Manager, Consumer Assistance and Information

BES/GSL/MWC