STATE OF CONNECTICUT
PUBLIC UTILITIES REGULATORY AUTHORITY

DOCKET NO. 26-09-18
PETITION FOR INVESTIGATION INTO THE BILLING PRACTICES OF OLD NEWGATE RIDGE WATER COMPANY

NOTICE OF PROCEEDING & PROCEDURAL ORDER

On September 25, 2026, the Office of Education, Outreach, and Enforcement (EOE) jointly with the Office of Consumer Counsel (OCC) (collectively, the Petitioners) submitted a petition (Petition) to the Public Utilities Regulatory Authority (Authority), requesting an investigation into the billing practices of Old Newgate Ridge Water Company (Old Newgate or Company). The Petitioners represent they received complaints concerning billing issues from customers of Old Newgate, specifically, that the Company has failed to provide bills to certain customers since 2017. Petition, p. 1. EOE states that despite repeated attempts to contact the Company, Old Newgate has not responded to EOE's attempt to investigate the billing issues. Id. Additionally, the Petitioners note that the Authority previously investigated billing issues associated with the Company. Petition, p. 1-2.; see Decision, Nov. 3, 2010, Docket No. 09-02-17, DPUC Investigation into the Adequacy of Service Provided by the Old Newgate Ridge Water Company (Decision).[1] In response the Authority is conducting this proceeding to address the issues raised in the Petition. See General Statutes §§ 16-11, 16-25a, and 16-41; see also Decision.

For administrative efficiency in this docket, the Authority provides the following procedural order:

1. By November 6, 2026, the Company shall provide from 2017 to the present date; the dates it has rendered its bills to its customers. If a customer(s) was/were not issued a bill the Company shall provide a detailed explanation as to why such customer(s) did not receive a bill.

Additional information is available at the Authority's website, http://www.ct.gov/pura/, regarding the procedural practices of the Authority. All of the filings in this docket are available on the Authority's website under the "Docket Information" link. Persons may register to receive e-mail notifications when documents are filed or issued in this docket. For assistance with any Authority online service, contact

[1] Pursuant to Order No. 3 of the Decision, the Company "[b]eginning on January 1, 2011, and quarterly thereafter, the Company shall file the dates its has rendered its bills to its Customers." Additionally, the Authority put the Company on notice that "failure to comply with [Order No. 3] by the date indicated will subject Old Newgate to penalties of up to $10,000 per violation, per day, as provided for by Conn. Gen. Stat. § 16-41." Decision, p. 4.

the PURA case coordinator assigned to this docket, **Yanika N. Stewart, who can be reached via email at Yanika.N.Stewart@ct.gov**.

PANEL OF COMMISSIONERS AND PRESIDING OFFICER

In accordance with General Statutes § 16-2(c), the chairperson assigns this proceeding to a panel of all appointed and qualifying commissioners—presently, Chairman Wiehl, Vice-Chairman Arconti, and Commissioners Beecher, Smith, and Cheeseman. The panel designates David Arconti, Jr., as the presiding officer.

PARTICIPANTS TO THE PROCEEDING

The Authority has designated the Company, EOE, OCC, and the Commissioner of the Department of Energy and Environmental Protection (DEEP) as participants in this proceeding. Conn. Agencies Regs. § 16-1-15 requires participants to serve a copy of each filed document to every person or entity on the service list, which is available on the Authority's website at http://www.ct.gov/pura.

ATTORNEYS

Attorneys not admitted to practice law before the Connecticut Superior Court must comply with Connecticut's *pro hac vice* procedures in order to participate in any administrative proceeding before the Authority.

REQUEST FOR PARTICIPANT STATUS

Other persons seeking participant status in this proceeding must file a motion in accordance with General Statutes § 16-19pp no later than **November 4, 2026**, before 4:00 p.m., Eastern time. Each person seeking participant status may designate up to two persons for inclusion on the service list. Others who wish to receive e-mail notifications, but do not seek official status in the matter, may register on the PURA website for an e-mail notification account at http://www.dpuc.state.ct.us/DPUCPublicList.NSF. Persons seeking participant status have the option to do so by completing and filing the Motion for Intervenor/Participant Status form as a motion in this docket.

APPLICATION FOR STAKEHOLDER GROUP COMPENSATION

The Authority's Stakeholder Group Compensation Program makes funds available to groups representing the interests of residential utility customers residing in an environmental justice community, residential utility customers receiving protection as hardship cases, or small business customers. To apply for stakeholder group compensation, an eligible stakeholder group must file a Notice of Intent to Apply for Stakeholder Group Compensation (Notice of Intent) and an Application for Stakeholder Group Compensation (Application) by **November 4, 2026**. Additional information about the Stakeholder Group Compensation Program, including required forms, can be found at https://portal.ct.gov/pura/public-participation/stakeholder-group-compensation-program.

The Notice of Intent must be filed as correspondence in both this docket and in **Docket No. 23-09-34**. By filing a Notice of Intent in Docket No. 23-09-34, applicants will automatically be designated as participants in Docket No. 23-09-34. The Notice of Intent must be filed before or contemporaneously with the Application. The Application must be filed as a motion in Docket No. 23-09-34. The Application must be accompanied by a Stakeholder Group Compensation Itemized Budget.

Applicants must also comply with the procedures in this Notice of Proceeding to request participant status in this docket. A motion for participant status may be filed in this docket simultaneously with the Notice of Intent. The Motion for Intervenor/Participant Status form may be used to request participant status in this docket.

MOTIONS

Any person seeking a procedural change or other Authority approval must file a motion with the Authority. Motions must be served on the service list for this proceeding. Motions for extension of time shall be filed in advance of the prescribed deadline and should provide sufficient time for the Authority to consider timely objections and to rule on the motion. Objections and responses to all other motions are due no later than seven (7) calendar days following Authority receipt.

ELECTRONIC SUBMISSION OF FILINGS

Unless otherwise specified, the Authority requires electronic submission of all filings, including applications and motions, using the Authority's online filing system (links and instructions at http://www.ct.gov/pura). Persons filing electronically or wishing to be listed as a contact must first create an account through the Authority's website under Docket Services (Make a Filing). Unless otherwise specified, filings are to be submitted no later than 4:00 p.m. on the due date.

INFORMATION PROTECTED FROM PUBLIC DISCLOSURE

The Authority operates with the strong presumption that all documents filed with it are public records subject to the right of public inspection and copying in accordance with the Connecticut Freedom of Information Act, General Statutes § 1-200 *et seq*. In those exceptional circumstances where a party or intervenor believes that information is exempt from public disclosure under law, a motion for a protective order may be filed. The motion must provide specific facts and legal arguments, with reference to state or federal law, explaining why the information should not be filed publicly. A certified affidavit supplied by a competent witness in support of the motion must be appended to the motion. **Until otherwise directed by the Authority, all prospective protected material must be submitted electronically by email to Jeff.Gaudiosi@ct.gov contemporaneously with the filing of a motion. The email's subject line and each page of any attached documents shall state in all capital letters "PROTECTED MATERIAL - NOT FOR PUBLIC DISCLOSURE."** The associated motion for a protective order shall be filed publicly.

EX PARTE COMMUNICATION PROHIBITED

This proceeding is not subject to the legal restrictions on *ex parte* communications. Nonetheless, for this matter, the Commissioners will not engage in (and request that all participants refrain from engaging in) *ex parte* communications. Accordingly, communications with the commissioners or PURA staff[2] should (1) occur only during a noticed public hearing or meeting or (2) be submitted in writing through the public case management system, with service to all other parties and intervenors. Communication with the PURA case coordinator regarding scheduling or administrative matters is permitted.

REQUESTS FOR ACCOMMODATION

The Authority, which is within DEEP for administrative purposes only, is committed to complying with the requirements of the Americans with Disabilities Act (ADA). If you are seeking a communication aid or service, have limited proficiency in English, wish to file an ADA or Title VI discrimination complaint or require some other accommodation, including equipment to facilitate virtual participation, please contact the DEEP Office of Diversity and Equity at (860) 418-5910 or via email at deep.accommodations@ct.gov. Any person needing an accommodation for hearing impairment may call the State of Connecticut relay number, 7-1-1. In order to facilitate efforts to provide an accommodation, please request all accommodations as soon as possible following notice of any agency hearing, meeting, program, or event.

Dated at New Britain, Connecticut, this 20th day of October, 2026.

By direction of the presiding officer,



Jeffrey R. Gaudiosi, Esq.
Executive Secretary

[2] Authority staff members designated as a party to this proceeding under General Statutes § 16-19j are not subject to the prohibition on ex parte communications when communicating with other parties.