STATE OF CONNECTICUT
PUBLIC UTILITIES REGULATORY AUTHORITY

September 25, 2026

PETITION FOR INVESTIGATION INTO THE BILLING PRACTICES OF OLD NEWGATE RIDGE WATER COMPANY

The Office of Education, Outreach, and Enforcement ("EOE") jointly with the Office of Consumer Counsel ("OCC") respectfully submit to the Public Utilities Regulatory Authority ("Authority") this petition for the Authority, pursuant to General Statutes §§ 16-11, 16-25a, and 16-41, to investigate the billing practices of Old Newgate Ridge Water Company ("Old Newgate") and its compliance with Authority orders.

On or about August 19, 2026, EOE received complaints from customers of Old Newgate indicating they had not received bills since 2017, had reason to believe other customers also had not received bills during that time, and had attempted to contact Old Newgate repeatedly without success. To investigate the customer complaint, EOE attempted to contact Old Newgate on August 19, August 27, and August 31, 2026 via email, telephone, and commercial carrier mail delivery.[1] To date, Old Newgate has not responded to EOE nor answered its questions regarding the customer in question or Old Newgate's billing practices.

EOE and OCC note that the Authority has previously investigated billing issues associated with Old Newgate in Docket No. 09-02-17. There, the Authority explained the docket was opened to investigate "complaints from customers regarding the Company's repeated failure to issue bills in a timely manner" and noted that Old Newgate "acknowledged its delay in rendering timely bills

[1] EOE can track and verify that the letter was delivered to the most recent address Old Newgate has on file with the Authority. Old Newgate does not have an agent for service indicated on the Connecticut Secretary of State's website.

to customers." Docket No. 09-02-17, Decision dated November 3, 2010, p. 2-3. In that Decision, the Authority ordered Old Newgate, "Beginning on January 1, 2011, and quarterly thereafter, the Company shall file the dates it has rendered its bills to its customers." *Id*. at p. 4, Order No. 3. Based on the publicly-available docket, EOE and OCC have reason to believe that Old Newgate has not maintained compliance with Order No. 3 and last indicated billing customers November 2012.[2] *See* Docket No. 09-02-17, Compliance Filing dated November 1, 2012 (the last compliance filing made in the docket).

EOE and OCC are cognizant of the tremendous docketload under which the Authority and all parties are all working and also recognize the importance of utility customers receiving accurate and timely bills. Further, EOE and OCC have significant concerns if customers have not received bills for years and might be expected to pay full amounts due. As a result, EOE and OCC respectfully request that the Authority either reopen Docket No. 09-02-17 as a contested proceeding[3] or open a new contested docket permitting an investigation of billing practices and any penalties if necessary. EOE and OCC thank the Authority for their consideration.

[2] EOE and OCC also have reason to believe that Old Newgate also has not complied with Order No. 1 regarding filing annual reports.

[3] Docket No. 09-02-17 does not contain a Notice of Proceeding and it is unclear if it is a contested or uncontested docket.

Respectfully submitted,
OFFICE OF EDUCATION, OUTREACH,
AND ENFORCEMENT

By: /s/ Brittany Wyman

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CERTIFICATE OF SERVICE

I do hereby certify that on this day the foregoing document was filed with the Public Utilities Regulatory Authority, and copies thereof were served upon each person designated on the official service list in this proceeding in accordance with R.C.S.A. § 16-1-15.

Dated at New Britain, Connecticut this 25th day of September, 2026.

/s/ Brittany Wyman
Commissioner of the Superior Court