

**Regarding United Illuminating Company,  
Eversource Energy  
&  
Southern Connecticut Gas Company**

Several years ago, consumers were feeling the pinch of their monthly electric bills and began to voice their concerns to the electric providers. The response from the electric providers was to conserve usage, be more prudent on researching 'Energy Saver' electric usage of appliance purchases, and exchange all the light bulbs in their homes with the curly florescent ones. Yes, you remember the curly florescent bulbs, the ones that when failed would ignite a fire. Well everybody jumped on the wagon and did all those things, and yes, our bills did reduce. However, so did the income of United Illuminating Company, and Eversource Energy and they felt it in their collective pocket books. I do not know how or whose palm was greased at **P.U.R.A.**, but the huge rate increases they got approved and passed down to us the consumer is unconscionable, bordering **criminal**. As a disabled 72-year-old senior citizen and the primary caregiver to my wife with terminal cancer, we have enough medical bills to choke an elephant. We live a conservative life style with no central A/C. However, our monthly electric bill is far more than is reasonable. Even though I spend many hours shopping every few months for a better supplier rate, U.I. still controls all the ridiculous 'add on' charges. Give me a break! What is next, a surcharge - because I breathed too much air? The majority of us do not enjoy the outrageous salaries the leaders of these utilities get! We are now using less electricity, yet our monthly electric bills are way much higher than several years ago. And our fixed income is not going up!

Now the exact same gripe I have with Eversource Energy holds true with Southern Connecticut Gas Company. What makes matters worse is that they are owned by the same company. And it is not even American owned! Correct me if I am wrong, but does this not smell an awful lot like a monopoly?

Same holds true for Bridgeport Hydraulic Company, I am sorry, now Aquarion Water Company, this week anyway.

United Illuminating Company says they need the increased revenue for infrastructure. Well, if every time they went out and replaced aging apparatus and buried the apparatus, the hurricanes would have less to destroy. I spent time in Germany, and hardly ever saw above ground wires. Similarly, Switzerland, since the 1940's, has buried their utility wiring underground, and has very minimal maintenance.

New construction communities here in the States do it, why not retrofit? Every time an errant driver takes out a utility pole, bingo, you now have lost electric, telephone, internet and cable TV. All from a one car accident. When there is a large storm, multiply the problems times thousands. Then the home owner has to fight with a minimum of 3 providers to get back up and running let alone get reimbursed for down time as you talk to a disengaged off shore call center where all they can do is read scripted responses and keep apologizing (for which they do not understand the word in and of itself). A thoughtless apology does not repay consumers for the many days they spent without power, without refrigeration to maintain food safely, and some with wells unable to flush toilets or bathe. These experiences were more than mere inconveniences – they cost homeowners thousands of dollars and risked the health of those of us who are elderly and chronically ill. Also, as utility work crews are engaged by us consumers, they flat out tell us the truth, that when they were taken over, their collective workforce was reduced immeasurably to show a profit for the shareholders, while now delivering substandard work, and long untimely delays in response and repair.

The multiple rate increases the utilities' have enjoyed without any benefit whatsoever short of poorer service to the consumer **should not be frozen, they should be rolled back, way back!**

Honorable Senator Tony Hwang, & Ms. Laura Devlin  
please let my voice be heard.

Account holders name and verifiable address:

C F Wengenroth  
2788 Black Rock Tpke  
Fairfield, CT 06825-7203