

Hello -

UI's decision to not reimburse customers for spoilage is unconscionable. They sent an email the Monday before the storm boasting of their preparedness and how they hired outside contractors to assist if needed. Well, turns out they couldn't pivot fast enough to restore power with some customers waiting one week.

We are experiencing hardships as it is due to COVID. It pained me to discard a secondary freezer full of items because my power was not restored in a timely manner. Our UI rates have consistently increased over the past few years, so it all comes down to greed. It's about time they start putting people over profit!

Thank you