

During Tropical Storm Isaias we lost power on Tuesday August 4<sup>th</sup> and did not come back until Friday evening at 8:30 pm. During that time, we were in the dark. With that said we were also prepared as anyone in New England should be. However due to medical conditions it was not possible to use my CPAP machine. We also lost quite a bit of food from our freezer. I find it hard to understand how in 2020 we are still losing power for such a long period of time. This is not the 50's or 60's

Regarding the Rate Hikes, I would not mind paying more if the power was more dependable during an emergency. As previously stated it is not even close.