

Dear Sir/Madam

I am writing in regard to the abysmal failure of both Eversource and United Illuminating to both properly prepare for, and address widespread and lengthy outages in the wake of this months storm Isaias. For years we have endured poor service, lengthy outages, and constant rate hikes. We own two homes, one in Easton and one in Westport, along with my mother's residence in Southport. All were without power – and thus without water, for 8 days. 8 days, in the heat, with children, an 83 year old sick mother, and 3 dogs. Three days after the power returned, the utility pole outside our home in Easton caught fire. While it was temporarily repaired, we have yet to receive a date when it will be permanently fixed, despite repeated calls. Our internet still goes down daily, interrupting work throughout the day. Given the fact that we are all working from home these days – and paying exorbitant rates to our cable monopoly, Optimum – reliable internet service is a necessity. If Optimum cannot finally address their issues, we should have other providers to choose from. I'm willing to bet our problems would be quickly resolved.

It is time for both Eversource and UI to be held accountable and forced to move into the 21st century – starting with burying the power lines. It is common practice throughout the country; to say that the cost is too high is disingenuous given the profitability and the remuneration of company executives.

According to Sen. Richard Blumenthal, "Eversource's CEO, Jim Judge, was paid \$19.8 million last year, but can't be bothered to face the public, return phone calls, restore power, or say when. He should go.

Anger & frustration are boiling over—mine included. This injury added to the insult of higher rates seems like the last straw.

Time for management house cleaning at Eversource, especially after total annual pay of \$40 million or more. Perhaps CT should seek a different company to run our utilities".

\$40mm covers burying many power lines – it is time for a change.

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