

Hello -

I'd like to report my testimony for the Eversource hearing. I live in West Norwalk on Alewives Rd and we were without power for 8 days. We lost power on Tuesday, Aug. 4, 2020 at around 2:50 p.m. There was a downed tree hanging on live wires at the end of our street as well as on the adjoining street Prince's Pine Rd. The live wires were not fixed at the end of Alewives Rd until Saturday, Aug 8th. Power was not restored until 10:30 a.m. on Wednesday, Aug. 12 - 8 days later. Eversource said the power would be back by Tuesday, Aug. 11 at 6:00 p.m. the latest - it was not fixed until 10:30 a.m. the next day.

My neighborhood does not have city water or sewer. We all have well and septic. We were unable to get water or use our septic system for 7 days. Unacceptable. I have elderly neighbors that had to sit in an extremely hot house due to a heatwave without any power. Unacceptable. We also had to throw out everything that was stocked in our freezer and fringe wasting hundreds of dollars. Unacceptable. Then we are charged a ridiculous delivery fee for what??!!

Extremely frustrated and upset with how Eversource handled the situation. We deserve to be refunded all our money from August and stopped being charged an outrageous delivery fee.

Thank you,

Kelli McKenna
West Norwalk Resident