

Attached are four bills, July and August from 2019 and July and August 2020. The usage at our residents remained consistent but the increase in delivery fee is staggering, to say the least.

We are blessed to live on one of those lucky streets that loses power regularly and often for extended periods of time. We understand that severe storms cause damage and with these, we now expect to be out for many days to over a week as we were with Sandy and Irene. It is the norm for us on Squaw Rock Rd. We also lose power regularly during good weather.

This last storm was probably the worst as the broken systems at Eversource didn't allow for reporting and updates. One of the most interesting things we have found is that even when we are out for over a week at a time our bill and usage rate don't go down. This is concerning to me and makes me believe that the system is not properly measuring or reading our usage. The level of trust in Eversource is low to non-existent at this point.

We as always appreciate the line workers and other crews on the ground that work so hard to restore our power and by no means blame them for the broken system. This is a management issue and an issue of poor land management by the state of Connecticut as well.

Sincerely,  
Love Barkhurst  
Moosup, CT. 06354