

Good Morning:

I am a solar Customer. I went Solar this past year thinking that I was going to save money and save the planet at the same time. I was wrong . I am paying for my solar panels to the tune of 160.00 per month and this just started in the spring. i went from paying Eversource 9-12\$ a month to 403.00 and now 325.00. My usage has not changed. I have new windows that are energy efficient and new energy efficient appliances. We have energy efficient light bulbs and we work 10-11 hours a day. I have 1 child at home who has 1 tv on and a tablet throughout the day. How can I be subjected to a price hike for delivering energy that I already produce? So, I now spend 560.00 on energy when last year I spent 300.00 around this time without my solar panels sponsored by the state's energy initiative. I have had my run in with Eversource in the past. This is not the first time they leave people without power. About 2 Christmas's ago, my daughter had fallen ill. She was transferred to an out of state hospital and my husband and I were working but because we had to take time off to care for her our paychecks were a lot leaner. I still had continued to pay my bill in portions. They shut off our power 1 week before Christmas , on a Thursday because we did not pay enough. We were treated like criminal trash over the phone and the rep said that what we were going through was not Eversource's problem that the only way we would get power restored was to pay the re-intall fee and what we owed. We ended up going into debt with a credit card to the tune of 1000.00 to be able to get power 5 days after we paid. We lost all of our food in the fridge, our home was cold, and to make matters worse we did not have money to purchase our food back. We went to bed hungry for 2 weeks. This should not have happened to 2 people that work 50-hour work weeks. I am asking you to make Eversource responsible for their criminal acts. This mafia needs to be stopped. They should be made to repay those people they have price gauged. They are here to serve the public. Electricity has always been an invention of necessity that provides people the basic human right to sustain their lives. As much as they want to justify a price hike, Electricity cost them nothing it's the CEO's who's pockets we fill.

Luz Morales

Eversource Customer and Trinity Solar

New Britain, CT 06053