

August 24, 2020

Dear Members of the Energy Technology Committee,

I am writing this as a long-time resident and tax payer of CT. The recent delivery charge rate hike is borderline criminal. How is it even possible that a utility delivery charge is 3X the cost of the actual usage? I have lived in other areas throughout the country and have never seen such blatant misuse of power, and corporate monopoly as is the case with EverSource. The constant lies, and deficient service are infuriating.

By way of an example, we were told that EverSource was not able to remove the increased rates on the August bill because they had already read everyone's meter. I have lived in my house for 8 years and have never seen anyone read a meter, obviously these are all estimated or the activity is algorithmic in nature. The lack of transparency continued during the recent Tropical Storm. They took no actions to prepare for anything. It took 5 days for them to send a crew from Ohio to our particular trouble spot and it took the crew less than 3 hours to make the necessary repairs. I have family in Alabama that did not lose their power for 5 days after an F4 tornado, there is something wrong with the manner by which EverSource is managing their operations, and clearly it is all profit driven with no regard for the citizens that they service. During the outage their online system continually misrepresented what was actually happening. By changing the status to "no outage reported" they were able to lower the priority by which they were allocating resources to make the repairs. I am sure that game also lent to the numbers they were able to report of how many issues they were able to resolve, it really was a bait and switch game that was so obvious it was pathetic.

I strongly recommend that our legislation and whatever committees have been created to regulate these utility companies come to an agreement that we need a company that services just CT and is owned by the public.

Thank you,
Michelle Miller
Ledyard, CT