

Since CL&P and Northeast Utilities became the mega-company Eversource, rates have skyrocketed, customer service has deteriorated, and the company has tried to stifle innovations that could reduce the effects of climate change.

Deregulation of what is a public utility has had a deleterious effect on the public, making profits more important than service to customers and to society.

Outreach to and communication with localities has failed miserably. That is because Eversource is not responsible to any one area anymore. It has become too big, and it has failed.

During the recent storm, we in West Hartford, half of whom lost power for days, only saw Eversource cars and staff guarding downed wires. The men in the car did not want to talk. When our wires were finally fixed, the contractors were from Connecticut, but not associated with Eversource. They were great in a way that we haven't seen for years from Eversource.

Break it up!

Ruth Miller
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