

August 26, 2020

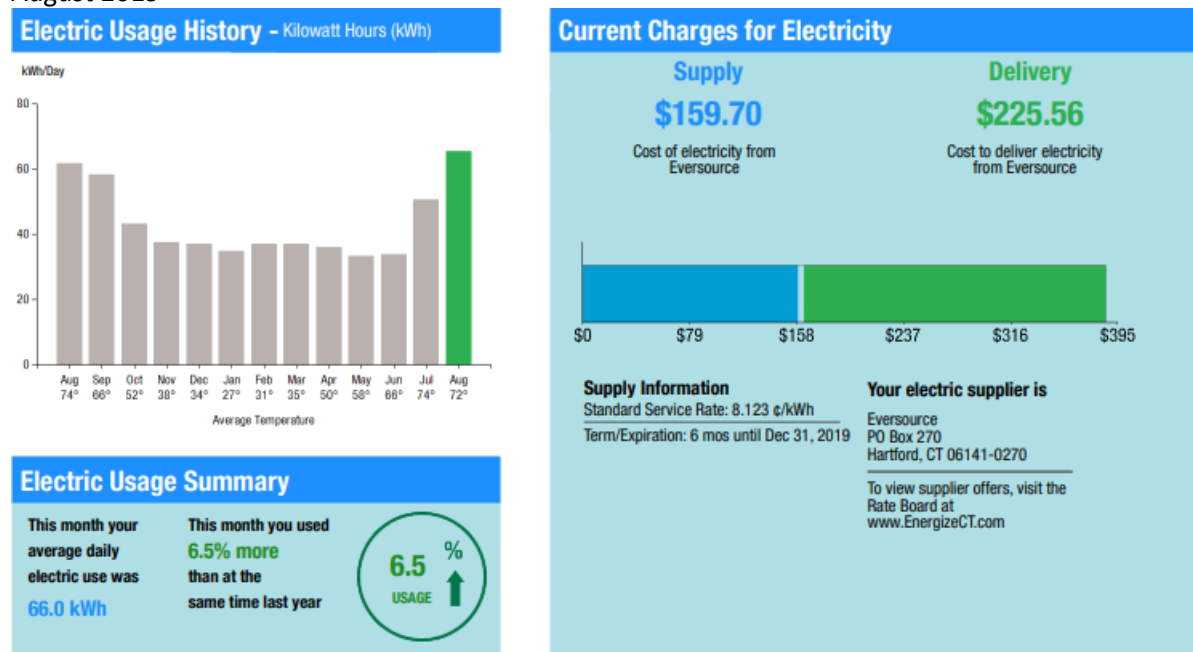
Energy and Technology Committee

Eversource's handling of the latest tropical storm goes well beyond unacceptable. As a customer that has, essentially, NO choice in my electric supplier I must look to our legislature and oversight agencies to look after my interests. I feel that both have been negligent in this matter and as a result are an accomplice to this travesty.

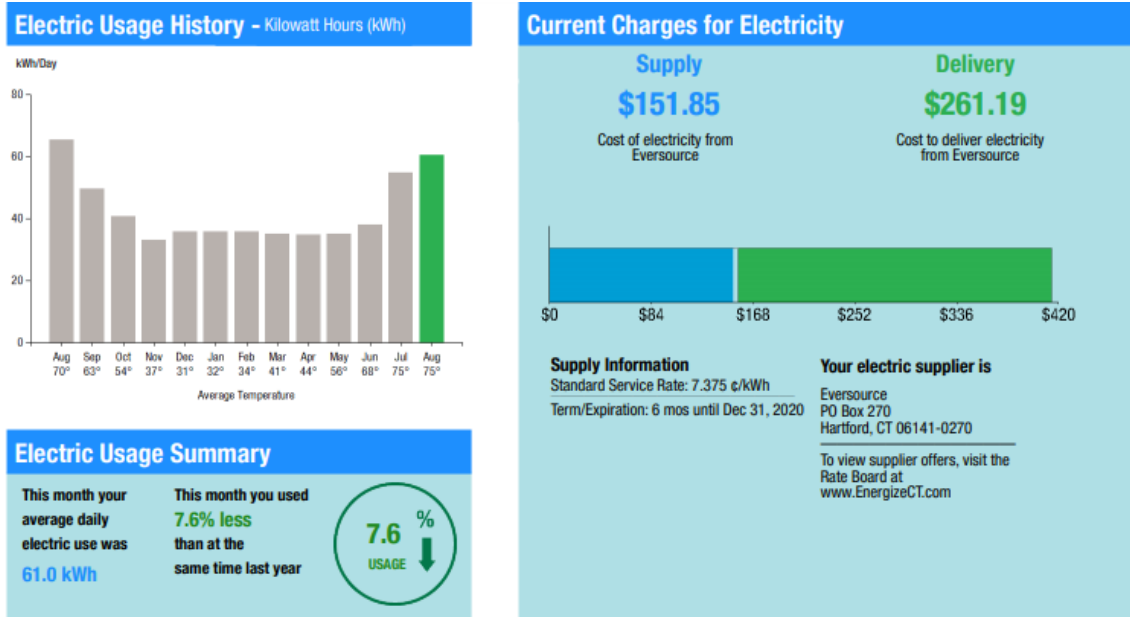
Eversource provides a phone number to report outages. When this was called, many times, we first had to listen to their self serving and snobby message that they would not be refunding customers for the rate roll back. That was their initial message when THOUSANDS of people were losing, or had lost, power? Once you got through this and answered their multiple questions the response was that there was a problem call back later and we were disconnected. If you asked to have a call back from a "Customer Service Representative" it did NOT happen. Their web site was no more help. It was slow to GET to the site and even then we got a "system error" and no information. They can complain about the number of trees and poles being down all they want but the poor system response is an INTERNAL problem that they can, and should have, control. This is nothing but poor planning and management that cannot be satisfied by a 'we're sorry and we'll do better'.

Rates Here's another example of what is making people crazy. Eversource claims higher rates this year are due to increased usage. BY THEIR OWN DATA I used 7.6% fewer hours than last year (probably due to 5+ days of no power) yet my delivery charge INCREASED by 16% and this is AFTER they rolled back the July increase!!!!???

August 2019



August 2020



How do they explain this one???? I don't control the delivery charge. They do. Here's another case where our State government should an advocate for CT customers, the people that you are supposed to represent.

YOU need to do something about this and get compensation for CT customers. When I say "do something" it needs to be more than the shaking your finger at the Eversource execs and say "bad boy, don't do that again". They need to be FINED with the source from shareholders NOT rate payers. They should be mandated, like Con Edison voluntarily did, to reimburse people for lost food, medication and other similar items.

YOU need to step up and show some backbone and support the Connecticut rate payer.

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