

To whom it may concern,

On August 4 th through August 11 th I had no power. In August 4 th I contacted Eversource from my cell phone to notify them, I asked if this was something they thought would require a hotel due to the fact there is a baby in the house. I was then reassured that the power would be restored by the end of the day. I was also told I would receive text updates. The following day, after receiving no updates and having no power, I again called Eversource. I was told that power would not be restored this same day, but most likely tomorrow. I explained I didn't see trucks from Eversource in my neighborhood or in the area and found this to be in disbelief. It was explained that there is a breaker unit miles away from me that controls many of the same grids in my area. I also, stated I feared that a pole a few houses down may fall being as only wires were currently holding the pole up from falling into this person's house. (8 days later attended too) Additionally, I complained that I was told I would be receiving text updates and hadn't. On August 6 at 2:11 pm I received a text from Eversource stating " Eversource:Working urgently and safely to restore customers. Updates at Eversource.com. Do not reply. Support:8002862000"

Again on August 7 th I received a text from Eversource again stating," Eversource:All substantially restored before 11:59 p.m. Tuesday. Town times by Saturday. Updates: Eversource.com. Do not reply. Support:8002862000" they are referring to Tuesday August 11 th

On August 8 th I received a this text from Eversource " Eversource :Town-by-town restoration times will be released Saturday afternoon. Do not reply. Support: :8002862000"

Again on August 8 th I receive a text from Eversource, " Eversource:

Outage for 23 HILL.

Est. restoration: 08/12 12:00 AM

Treat downed wires as live and dangerous."

August 9 th I received a text from Eversource "Eversource:Significant progress overnight. 2,300 crews working hard. Updates: Eversource.com Do not reply. Support:8002862000"

August 10 th I received a text from Eversource "Eversource:Down to 54k to restore. Video msg to customers and updates: Eversource.com. Cooling sites: 211ct.org Do not reply. Support:8002862000"

August 11 I received 2 text from Eversource, 1" Eversource:Tues. AM down to 34k still out. 99% back by midnight. Updates: Eversource.com. Cooling sites: 211ct.org Do not reply. Support:8002862000"

2" Eversource:Tues. PM down to 20k out. 99% back by midnight. Keep checking outage map. Updates: Eversource.com. Do not reply. Support:8002862000"

However, for the line that they told me that I could text to obtain updated information on, the replies I received were, " Eversource:

Outage for 23 HILL.

Est. restoration: 08/11 11:45 PM

Cause: Tree Limbs. Treat downed wires as live and dangerous. Eversource:

Outage for 23 HILL.

Est. restoration: 08/11 11:45 PM

Cause: Tree Limbs. Treat downed wires as live and dangerous." As quite a few response.

On this same "23129" ext Eversource had reached to me, (where I can not reply) to inform me the following) Eversource: Update for 23 HILLANDALE RD.

Estimated restoration: 08/06 08:00 PM

Crews onsite. Updates as work continues."

Obviously, this was FAR from a correct estimate.

I was told I could text this number" stat " and receive estimates, I'm spare you the amount of times I've texted them, the reply I received, " Eversource:

Outage for 23 HILL.

Est. restoration: Evaluating

Treat downed wires as live and dangerous."

Now, let's take a look back at just SOME delivery fee's 11/2019:\$128, 12/2019:\$99, 1/2020:\$146, 2/2020:\$139, 3/2020:\$112, 4/2020:\$211, 5/2020:\$204, 6/2020:\$276, 7/2020:\$358, 8/2020:\$232

Now Eversource has used the excuse that the bill has increased due to higher use in electricity being as people are home from work. They also explained the justification(prior to the outage) that it's for that stability of the grid, (yes)the one that they've exhibited it's failed.

Now, as just common sense, Eversource, wouldn't need to explain to anyone that was working from home to expect their electrical bill to increase. However, they would need to explain to me why mine is 250\$ higher, being as ABSOLUTELYNOTHING

has changed in my house. Since this pandemic of an inflation excuse, this greedy CEO is hiding behind., I and many others have this same question. NOTHING has changed??-Additionally, Eversource, has proved that they are just as pitiful as California's grid. They made my daughter her and baby have to leave the home to a friend's house, being as every single hotel was booked. I sat here missing many doctors appointments, disabled, in chronic pain, unable to get the injections I require, being as I was not able to have the adequate hygiene I should have had! I live in a house with a water pump! I have dogs, one who suffered an asthma attack. I was so worried about where to go and do, being as I, myself have no friends or family in the area, hotels are booked; I even reached out to the mayor!! My daughter's refrigerator was emptied and everything was thrown away. My son lives with me and has a small generator that powered my refrigerator and a fan and charged cell phones. I have no cell service in this area and must walk in circles, hold my hand out, etc .. and let's throw in the issue when the towers batteries were drained. Now let's get to my stocks and expired options that I was not able to monitor, or sell off. I had call and put options. So while the CEO sat cozy with Wi-Fi, I'm sure having his hedge fund work his options. I sat here, crying. Why, because, I don't drive. So with all this being said, I feel that Eversource is accountable for so much more than what they even would think to deny. We, the people, deserve a power grid that will be more reliable, an energy co that is responsible and who will take ownership for their faults, most importantly have preparedness, and EMPATHY.

Sincerely,

Christine Denley