

Statement of Eugene Leach
Energy and Technology Committee
LCO 3920
September 8, 2020

Sen. Needleman, Rep. Arconti, Sen. Formica, Rep. Ferraro and members of the committee:

Thank you for the opportunity to offer comments. My name is Eugene Leach. I am a retired Colonel in the Air Force, and I reside in Branford.

I would like to offer comments regarding LCO 3920, *An Act Concerning Emergency Response by Electric Distribution Companies and Revising the Regulation of other Public Utilities*.

My request is that you broaden the bill to add in additional customer service requirements over cable telecommunications companies such as Comcast. They need a consumers' bill of rights.

During the recent power outage, phone service, internet and television service went down in our area.

We have a generator at our house and retained power after Isaias. Comcast makes no distinction between homes and businesses that have this capability and those that do not.

I believe that they take this action to reduce usage that affects their towers so businesses and elderly consumers who require phone or cable service and have made an investment in a generator get punished; they put profits over people.

I ask that you require Comcast to meet customer benchmarks during outages in the same way that you are doing so in this bill for Eversource and United Illuminating.

Comcast will not tell you when the service is estimated to be restored; they give customers no information at all. They are neither transparent nor responsive to their customers.

Part of the problem is that there appears to be no real regulation of Comcast. PURA told me that they no longer have any authority over cable companies since the Legislature removed them from under their purview. Well, who does have authority over them?

I was offered a \$15 credit for well over a week of no service. That was insulting. I ask that you put in financial penalties when the company causes their own outages. Make them significant enough so that they think twice about doing that. The credits or refunds should be automatic; right now you apparently have to request the credit from the company, and no one is aware of this.

In closing, I know that you are looking at Eversource and United Illuminating. Please add Comcast, a cable and telecommunications company, to that list. I hope you will move forward with this request.

Thank you, again.