

To whom it may concern:

I am writing to relate the experiences of my family during the recent outage attributed to storms from hurricane Isaias.

We – my husband, my mother-in-law and my two very young children— were without power for nearly 8 days. My youngest child was a newborn, barely a month old, and we were without water or the ability to wash the bottles she drinks from. Without the assistance of our neighbors, we would've been without clean drinking water, clean dishes or the ability to flush our toilets for more than a week.

This is unhygienic and dangerous under any circumstances but especially so for a newborn baby. My daughter is normally usually placid, but in the 90° heat (and above), she was miserable and without the ability to cool our house down, I was at a loss as to how to make her comfortable. My mother-in-law is in her 70s and was also struggling. It was scary.

When I called Eversource, I was told to go to the local Firehouse for water. However, the entire house was in quarantine because I had just given birth to a newborn baby. That meant we could not go to pick up clean water. The response from there operator Eversource was, "Oh."

Not helpful.

We were not even given an accurate day of restoral so we could not determine what to do. First we were told Thursday the power would be restored, then Friday, then Monday and then finally it appeared late Tuesday afternoon. Our local representatives were doing everything they could but they were not given information either. Please see Brent Colley's extensive text exchanges for an example of how useless Eversource was in coordinating a response. Tree removal, outside electrical companies and local EMS were all waiting for days for Eversource, which could not be bothered to give us even an accurate timeline.

The most galling thing to all of this is the CEO's salary. You are a public service and enjoy the protections of a monopoly. Executive pay should be tied to performance and nothing else. Amid all of this, we pay exorbitant delivery fees-- some of the worst in the country-- and have some of the worst service. Even when we have electricity, the power is "dirty," ie, it goes in and out all of the time, damaging our appliances and costing us even more money.

But nothing could have been more scary than watching my infant daughter struggle to stay cool days into our outage with no sign of repair. Or wondering whether her bottles would give her an infection. Please get your act together.

Sincerely,
Jillian