

Hi,

I am writing this email as my testimonial, to share my experiences with Eversource.

On August 1st my partner and I left for Cape Cod around 1045 am. While up in Cape Cod for Isaías on August 4th, we were told by family members not to come back home because power was out and damage was bad. I called Eversource on the 5th or 6th to report a wire down in our yard.

On August 8th our electrician went to assess the damage. He told my mom (who happened to be checking out the damage), we needed our meter power box replaced. The next day an Eversource technician came to assess the damage; my mother again had been at the house and ran into the technician. At no point did an Eversource technician or someone from Eversource contact me, the owner of the home, of what needed to be done in order for Eversource to restore power. All I knew at this point was that the wire coming from the road, from the Eversource pole, which is attached to the house and goes across our front yard, had been ripped off.

On Monday August 10th or Tuesday August 11th, I called Eversource to check-in. I was read a report of the damage which included noting the Eversource pole snapped. When I asked for a copy of the report to be sent to me, I was told they do not send customers the reports. I asked to speak to someone who could honor this request. I was connected to someone who asked why I did not "write down the report when it was read to me"; I still have yet to receive the report.

Due to the backlog of work, our electrician did not come to the house to replace the meter power box until Tuesday August 25th or Wednesday August 26th. Once this was done, I contacted the town of Glastonbury to sign-off on the box to meet the code, and they did and submitted the paperwork to Eversource so they could connect power. Following up from the town's notification to Eversource, my partner called Eversource to also tell them this work had been done and was told there would be a request made for service to be reconnected; we wanted to make sure Eversource knew power could be restored. Please keep in mind we were still in Cape Cod this whole time.

We arrived back at the house at 930 am on Friday August 28th. Upon arrival, we noticed the wire had not been picked up. I called Eversource and the person I got admitted they were not a customer service rep but was a technician and knew the exact work needed to be done; they told me they contract out this work and the person needed to survey first and then fix which at best would be Monday the 31st of August. We left for an appointment and came back at 1130 am to find two or three Eversource workers at the house, albeit in a van not an Eversource electric truck. The person was very nice and said they would do their best but they are glad we called because this was new to them. I left again for an appointment at 2 and decided to call Eversource to let them know, if we would not get power until Monday, we needed Eversource to compensate us for a hotel. I was told "no" but the representative noted they could not make the final decision, so I asked to speak to a person who could make the decision. I explained the situation and I was told the ticket was opened on Wednesday the 26th but was not considered a priority; the power had been out since August 4th, I am unclear why this is not considered a priority. I was then told, in a very rude and dismissive tone, that Eversource would not "foot the bill" for us; as if I am trying to "game a system" for a free hotel stay, because after 4 weeks away all I wanted to do was sleep in my own bed not a hotel. That evening an Eversource truck came to fix the wire; roughly 730pm. We were very thankful and appreciative of the workers. The following day (Saturday the 29th) I received a call from Eversource. The technician said they drove by the house but

the line looked to be back, so what was the issue? I noted Eversource came the night before and fixed the issue; the technician who called on Saturday the 29th explained the ticket was still open.

While I would like to think the story ended there, it does not. On September 1st I received my bill from Eversource for service from July 27, 2020-August 25, 2020. Please keep in mind we were without power from August 4-August 28th and had left Connecticut August 1st, so besides the refrigerator running and internet router running from August 1st-some time August 4th, no other electricity was used in this large chunk of time. TWhen I called Eversource to ask how this could be, since we only used power for 5 full days, I was told this was an estimate and I would get an accurate bill after an Eversource worker came out to read the meter. That was Tuesday September 1st and I have yet to receive a new bill. What is alarming to me, is that this bill is an estimate yet I have Auto Pay, so my account gets withdrawn even if this estimate is inaccurate, or so I am led to believe; I am unsure when they change the estimate to actual fact even after the bill is sent to me as appears to be the final bill. Also, up until the previous June 2020 statement, our electric bill for a month, including using AC units and internet, was always around \$50-60 dollars.

While my story is not unique, but bears hearing. I am advocating for private utility companies to be dismantled and we go back to public state ownership of utility companies, which are not out to make a profit but out to provide a service and good to citizens. Also, I will be asking Eversource to remove the tree from the yard that they cut in order to get the wires, but I doubt this will be honored for whatever reason besides greed and a lack of taking responsibility for the runaround we have received from Eversource.

In a final note, and since this committee also looks at technology this is related to storm Isaias too, I want to also explain that all three wires on the pole from the street to our house fell. We were told by the Eversource technician that the wires were cable and phone. I called our internet provider, Frontier, and they came out Tuesday September 1st to replace the wire. I was then told that the other wire, the third wire, belonged to Comcast. I contacted Comcast on Wed the 2nd and this was beyond difficult; this is a whole other testimony. Once I finally got ahold of someone, I was told a technician would come out on Thursday the 3rd, but they would call first. Thursday came and went and I tried again yesterday (Friday the 4th) to reach a Comcast customer service representative. Once I finally got ahold of someone via chat (which is not what I wished) I was told the Comcast technician did not come Thursday because they were running late and I (me, Michael) was not available; this is categorically false as I had my phone by my side all day and was home all day and nobody contacted me. I was told by the online chat representative that someone would come between 5-7 Friday the 4th. I noted I had plans and would not be home, and the online chat representative said someone had to be home so they will note this for the technician. As I write this at 1230 pm on Saturday September 5th, I have not received any communication from Comcast and the wire is still on the ground. I am also advocating for publically state run internet providers.

Thank you for your time and for opening hearings into this topic. If you have any further questions for me, please do not hesitate to contact me at 404.808.3313 or via email here.

Ciao,

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