

I would like to share a few comments regarding the recent power outage in Tolland caused by storm Isaias,

We lost power at approximately 2:20 PM on August 4th. The power lines in our yard were downed due to 4 fallen tree limbs. Because the lines were down, I immediately tried to contact Eversource. I did get part way through the maze of actually speaking with a representative only to be disconnected as they were transferring my call to a live person. I did relay to the initial robotic Eversource line that my problem was electrical due to loss of power and downed lines.

My son in Cromwell went on line and reported the issue. An hour later, he sent me a screen shot of Eversource's website indicating no power outages in Tolland. All attempts to contact Eversource on August 4th were futile. The calls were disconnected IF I managed to get through.

The lines were down until Sunday 9th mid-day. We lost 2 refrigerator-freezers full of food I had just replenished on Monday, Please note, my husband and I are high risk for Covid so I shop to last 2-3 weeks.

My issue with Eversource is lack of tree maintenance, lack of substantive response initially and communication post storm.

We pay the highest cost for electricity of the lower 48 states and they are asking for another rate increase?? Another reason to leave CT!

Please address these issues in your upcoming meeting.

Thank you,

Patricia Boudo

Tolland, CT