

Living a rural areas of Connecticut penalizes taxpayers and voters when there is an energy outage. We pay the same rates as metropolitan areas, but do not have the option of accessibility to water for drinking, bathroom use, washing --especially hands during Covid19 and possibly livestock.

That being said, it is **crucial** that we who have well water need to have access to energy sources that are reliable. We were without power for 6 and 7 days in my town of Chaplin. Many of us could not even access the roads to get to the local firehouse for water --and bathroom facilities via porta-poties.

I am asking each of you to take a minute and think about this situation.

YOU CANNOT USE YOUR BATHROOM FOR 6 TO 7 DAYS AND THE HEAT AND HUMIDITY SO OPPRESSIVE THE STATE OPENED COOLING STATIONS.

Imagine a house with children and babies. I think you get the picture. **Now for the the need to dispose of rotting groceries...and how to feed a family. No water, no milk, no meats, can't eat cereal without milk, and most everything else is rotting. NOW THINK OF THE COST OF THE GROCERIES LOST.** We all know the prices for food have incredibly increased. But, you can't even get to a store--because the either roads are blocked by downed wires and trees -which were supposed to have been trimmed,--or the stores are closed.

It should also be noted that my town water supply at the firehouse was unable to be used in the last days--no water, so EMERGENCY MANAGEMENT HAD TO BE CALLED FOR HELP.

But yet the profit making must gone on.

It is obvious the response time was totally unacceptable. And yet we the TAXPAYERS and VOTERS pay unreasonable rates and lack the quality and reliability of service for which we pay. Any excuses are not excuses. **We pay for services we did not receive.**

Why was the response time so unbelievably poor? I need to wonder where the rate increase monies were spent..if they say to improve the grid--where? Please check the grids from energy source to substations and then from substations to towns and homes.....there are 2 "types" of grids.

I also need to wonder doesn't EVERSOURCE have access the latest weather forecasts ? Aren't they in the same state and on the same planet? Don't EVERSOURCE administrators even watch the weather on TV? We knew it was going to be a bad storm--days before it hit. We did what we needed to do and believed in the promises of reliability the last time we lost power. In addition, WE AGAIN COULD NOT CONTACT EVERSOURCE WHEN WE NEEDED TO REPORT THE OUTAGE. THEIR AUTOMATED RESPONSE WAS NOT WORKING. THIS HAPPENED THE LAST TIME WE WENT FOR 6 DAYS WITHOUT POWER. THEY SAID IT WAS FIXED. (Obviously not--**but you could pay your bill via the phone attendant --just not report any emergencies!**)

Please note-- I was told by someone answering the EVERSOURCE calls that perhaps I should get a generator for next time? ( I have a generator and was filling up water for my neighbors, and having them charge cell phones at my outside outlet---since they could not get to a charging station--all in a time of needed social distancing too for 6 and 7 days.)

\_And...

HASN'T EVERSOURCE BEEN CONTINUALLY TRIMMING TREES? What are towns and the state ultimately paying for this? (Is there oversight of the tree trimming to ensure the crews are doing this and not just sitting in trucks and trimming ground brush?--we have seen this--and wondered why. (ASPLUNDH is the company in my area--)

How does the old adage go-

for want of horseshoe nail the shoe was lost,  
for want of a shoe the horse was lost,  
for want of a horse the rider was lost  
for want of a rider the message was lost,  
for want of a message the battle was lost  
for want of a battle the kingdom was lost,  
and all for the want of a horseshoe nail. just saying.....

So, what are you going to do ?

Patricia Pogmore

So...what are you going to do ?