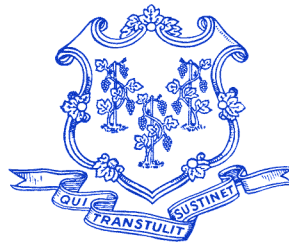


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DOCKET NO. 20-01-01
ADMINISTRATIVE PROCEEDING TO REVIEW THE CONNECTICUT LIGHT AND POWER
COMPANY'S STANDARD SERVICE AND SUPPLIER OF LAST RESORT SERVICE 2020
PROCUREMENT RESULTS AND RATES

I am submitting testimony today because I am outraged by the subpar response by Eversource to the recent storm to hit Connecticut, Tropical Storm Isaias. Connecticut, and our country at large, has had to pivot in response to many crises in the last few months. The health crisis coupled most recently by high summer temperatures has kept many Connecticut residents negotiating how to remain at and work from home. Significant shifts needed to be made to accommodate those who now primarily operate both personal and professional business from their residences. Not only are we heavily reliant on functional operations in our home, we have businesses that are the backbones of our communities that rely on basic utilities. The operation and access of our utilities are dire for the function of this new normal.

Considering the known weight of this need, it is disheartening to have to advocate for fair and responsible action from our electric distribution companies. Eversource did not rise to the occasion. They have not acted in a fair and responsible manner in their storm response and rate increases. In spite of the well-publicized, and accurate, weather forecast, Eversource failed to properly anticipate the damage that would be caused by the high winds. The television meteorologists got it right – Eversource got it wrong.

The storm response following Tropical Storm Isaias, was flawed in significant ways. There were not enough crews in Connecticut to meet the demand for the work involved. Eversource should have brought in more line repair workers earlier. The restoration was slowed pending more experts in the field, familiar with Connecticut's electrical grid.

I was further frustrated with Eversource's lack of responsiveness. There appeared to be no concern with the dissemination of information. As an elected official, I was not able to get specific questions answered, "how many crews are in Norwalk and Darien," and "when we will get town specific restoration info?"

As I heard countless times from Connecticut residents, there was no method of getting through and receiving updates. Not only did this foster anger but fear. This is no way for the people of Connecticut to live. There were those without power for up to eight days. Meals, health and safety and medical treatments became questionable. Businesses also came to a halt, further impacting our commerce and economy. Residents had to replenish their food supplies, consider housing options and take vacation time from work because of their inability to work from home.

This storm response came on the heels of unexplained rate increases. So not only did Connecticut residents suffer during the Isais response, but they were also being asked to pay significantly more for the services.

Eversource's response is unacceptable. The lack of preparedness, the rate hikes and the failure to respond deserve our attention and their accountability. It has been well publicized that the top five Eversource executives have received in excess of \$40 million in compensation this past year. Imagine the number of line crews that could have been ready to go in Connecticut with just a small portion of this money.

To this end I am urging accountability: consumer compensation, buried power lines, improved storm response, more line workers based in Connecticut, greater penalties and a freeze on rate increases.

I thank you for your time and stand ready to work with you to ensure that promises that have been made in the past by our electric distribution companies are realized.