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To:

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Subject: Fwd: Emergency Stay of Dis

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From: **Re Er** <erer59382@gmail.com>
Date: Tuesday, September 15, 2026
Subject: Emergency Stay of Disconnection
To: Alan.bouchard@ct.gov

Subject: EMERGENCY REQUEST: Emergency Stay of Disconnection / Eversource Account Dispute

Eversource Account Number: [redacted]

To the PURA Consumer Affairs Unit,

I am writing to formally request an emergency stay of disconnection for my Eversource electric account. My service is currently scheduled for termination tomorrow, September 16, 2026.

Please review the critical facts of my situation below:

• Protected Hardship Status: I am 66 years old and entirely indigent, with zero income and zero assets. I am a dual-eligible beneficiary enrolled in SNAP and the Medicaid Medicare Savings Program (MSP). Under Connecticut state law, I qualify for absolute financial hardship protection.

• Utility Regulatory Violation: Last week, I contacted the Eversource billing and collections department to formally declare my financial hardship status. The representative refused to log or apply the hardship coding to my account and completely failed to inform me of my regulatory rights or programs like PURA.

This failure occurred despite the fact that I point-blank asked him if there was anything else that could be done to prevent this shut-off, to which he stated that "nothing else could be done."

• Underlying Account Dispute: The current past-due balance of $4,686.83 is the subject of an active, long-term systemic dispute. My voucher-issuing Housing Authority has withheld three years of my mandated federal Utility Reimbursement Payments (URP). This systemic withholding of funds is currently the subject of an active federal investigation by the HUD Office of Inspector General (HUD-OIG) under a qui tam action.

Because my apartment relies entirely on electricity for all life-safety infrastructure and basic necessities, a disconnection will create an immediate emergency.

I request that PURA immediately intervene, issue an emergency hold on the scheduled disconnection, and open a formal investigation into Eversource's failure to recognize a verbal hardship declaration from a verified low-income consumer.

Thank you for your immediate assistance.

Respectfully submitted,

Robert Edmiston
35 Mack St. Unit A-2
Windsor, CT 06095

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