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---------- Forwarded message ----------
From: **Bouchard, Alan** <Alan.Bouchard@ct.gov>
Date: Wednesday, September 16, 2026
Subject: Please Read...
To: "erer59382@gmail.com" <erer59382@gmail.com>

Good morning, Mr. Edmiston,

In Docket No. 21-07-01 the Authority granted Auto Enrollment of the Matching Payment Program (MPP) for customers. This was also in the annual affordability review as recent as 2025 in Docket No. 25-05-01.

The Company auto-enrolled you in MPP as they are permitted to do so as outlined in the above dockets and others approved by the Authority. As a customer enrolled in financial hardship, you were eligible for auto-enrollment onto MPP and were subsequently enrolled in February. Due to insufficient payments, you were dropped off the program.

At this time, we have found no regulatory or statutory violations made by the company that warrants a halt of your termination or further review by our office. You are encouraged to reach out to the company to find out your options to avoid service disconnection.

To reiterate, your current payment options with the company to avoid service disconnection are as follows:

- **MPP - $65 monthly with first payment due on October 29, 2026**
  - The company matches every payment made up to your current balance
  - You must make the minimum monthly payments to remain on the program
  - Failure to make the minimum monthly payments may result in being dropped from the program
- **MFP - $25 down then $380/month for 18-months with first payment due on October 16, 2026**

The issue pertaining to your Housing Payments, as outlined previously, is not under PURA's jurisdiction. We cannot provide legal advice or guidance on this matter. Please use the resources shared in my previous email to you regarding whom to contact about this issue.

The Authority conducts an Annual Review of Affordability Programs and the current docket for this year is underway in Docket No. 26-05-01.

Another docket you may be interested is the current Eversource Rate Case that is before the Authority. This is Docket No. 26-05-10. The rate case may address some of the reliability questions you posed in your previous email. You are encouraged to follow along in the rate case and review the company's filings.

The Authority welcomes public comments. You may do so by following the instructions and one of the methods outlined on our File a Public Comment webpage.

This completes our due diligence on this matter.

Thank you.

Alan Bouchard

From: Re Er <erer59382@gmail.com>
Sent: Tuesday, September 15, 2026 2:22 PM
To: Bouchard, Alan <Alan.Bouchard@ct.gov>
Subject: Please Read...

EXTERNAL EMAIL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Subject: NOTICE OF EVIDENTIARY CONTRADICTION, FABRICATED ACCOUNT HISTORY, AND DEMAND FOR CONTINUED INVESTIGATION

Eversource Account Number: [redacted]

Service **Address:** 35 Mack St. Unit A-2, Windsor, CT 06095

Complainant**:** Robert Edmiston

To: Alan Bouchard, Associate Rate Specialist, PURA Office of Education, Outreach & Enforcement

Mr. Bouchard,

I am in receipt of your email dated September 15, 2026, intended to close the inquiry regarding the imminent disconnection of my electrical service. Your response operates on the premise that this is a routine ratepayer delinquency. It is not.

Your correspondence contains mathematical impossibilities, relies on fabricated account history provided by Eversource, ignores the federal fraud underlying the balance, and neglects PURA's statutory mandate to enforce grid reliability. I am formally rejecting the boilerplate payment plans offered (the 380 MFP), as entering into these arrangements would require me to absorb the financial liabilities of a federal crime.

This docket must remain open. Please review the following regulatory and evidentiary facts, which mandate immediate escalation and an emergency stay of disconnection.

1. Fabricated Account History and "Phantom" Enrollment

Your email relies on an evidentiary paradox provided by Eversource that proves their records have been manipulated to bypass consumer protection protocols.

• **Falsified Origination Date:** You state that I became the customer of record in November 2023. This is factually incorrect; my tenancy and utility responsibility at this address commenced in January 2023.

• **The Mathematical Impossibility:** You explicitly state, "You have not made any payments on this account since becoming the customer of record". In the immediate subsequent paragraph, you claim my account "was enrolled on MPP on February 24, 2025, with a monthly payment of $`170 but dropped from the program on May 2, 2025, due to insufficient payments".

• **Regulatory Violation (Phantom Enrollment):** It is a mathematical and regulatory impossibility for an indigent customer with zero income—who has made absolutely zero payments—to authorize, initiate, or maintain a `$170-per-month payment arrangement.

This is prima facie evidence of "phantom enrollment." Eversource unilaterally fabricated a payment arrangement on February 24, 2025, without my verbal or written consent, knowing it would instantly fail. On May 2, 2025, their system predictably registered a default. Eversource is using this manufactured default to artificially justify the current 72-hour termination notice. Under the Connecticut Unfair Trade Practices Act (CUTPA) and PURA regulations, utility companies cannot unilaterally enroll customers in contracts to manipulate internal hardship metrics or accelerate shut-off timelines.

Demand for Evidence: I formally demand that PURA compel Eversource to produce the audio recording or wet-ink signature proving I legally authorized the February 24, 2025, MPP contract. When they cannot produce this, their justification for the current termination notice is rendered legally void.

2. The Manufactured Balance and Federal Embezzlement

You acknowledge that my account is coded as a protected hardship (Tier 5-50% - LIDR). However, you failed to address the root cause of the $4,726.06 delinquent balance.

This deficit is not the result of ratepayer neglect; it is the mathematical consequence of the Windsor Housing Authority (WHA) and J. D'Amelia & Associates systematically embezzling my mandatory federal Utility Reimbursement Payments (URP).

• Under **24 CFR § 982.514 (Distribution of housing assistance payment)**, the Public Housing Authority is federally mandated to issue these utility funds.

• This systemic withholding is currently the subject of an active federal *qui tam* action and investigation by the HUD Office of Inspector General (HUD-OIG).

PURA cannot permit an investor-owned utility to execute a life-safety disconnection based on a ledger that is currently frozen in a federal fraud investigation. To force me to apply my indigent subsistence funds to this manufactured debt is to force my complicity in their embezzlement.

3. Severe Grid Reliability Failure and Joint Negligence

Finally, PURA's oversight mandate is not limited to billing; under **Conn. Agencies Regs. § 16-11-102**, PURA is required to ensure utilities maintain safe and reliable infrastructure. Eversource is aggressively pursuing collection on a distribution grid that is in a state of advanced, catastrophic mechanical collapse.

• **Systemic Failure:** Over the past 18 months, this campus has suffered at least 8-10 major electrical outages, exponentially escalating in frequency to four outages in the last five weeks alone. These events involve violent mechanical failures, transformer explosions, blown elbows, and 10-hour emergency excavations.

• **Joint Infrastructure Negligence:** The root cause is deferred capital maintenance. Under **Eversource Information & Requirements for Electric Supply (CT Edition)** and **NFPA 70 / NEC Article 300.5**, the property owner (WHA) owns and must maintain the underground conduit, while Eversource owns the lateral service wires inside them. WHA buried rigid steel conduits in 175-year-old, corrosive clay brickyard soil. These conduits are currently rusting and collapsing, directly compromising Eversource's lateral wires and causing repeated grid explosions.

• Despite repeated "Call Before You Dig" (CBYD) markings, excavations are systematically abandoned, leaving the faults unmitigated. Eversource is complicit in operating and billing for a failing, hazardous distribution system.

Conclusion and Formal Demands

PURA cannot close this investigation by merely regurgitating Eversource's manipulated ledger and offering charitable links.

I demand the following immediate actions:

1. Maintenance of the Emergency Stay: An immediate and sustained hold on the disconnection scheduled for September 16, 2026.

2. Evidentiary Subpoena: A formal order compelling Eversource to produce proof of consent for the fabricated February 24, 2025, MPP enrollment.

3. Engineering Audit: The initiation of a grid reliability investigation into the failing subterranean infrastructure at Millbrook Village.

I expect written confirmation that this docket remains active and that these specific regulatory violations are under formal review.

Respectfully submitted,

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

From: Bouchard, Alan
Sent: Tuesday, September 15, 2026 12:31 PM
To: 'erer59382@gmail.com' <erer59382@gmail.com>
Subject: FW: Robert Edmiston

Good afternoon, Mr. Edmiston,

The Public Utilities Regulatory Authority's (PURA) Office of Education, Outreach and Enforcement (EOE) acknowledge receipt of your recent correspondence where you have issues with Eversource.

According to Eversource you have an account balance of $4,766.67 of which $4,726.06 is delinquent. You have not made any payments on this account since becoming the customer of record in November 2023.

Your account is coded hardship, on Tier 5 - 50% - LIDR and was enrolled on MPP on February 24, 2025, with a monthly payment of $170 but dropped from the program on May 2, 2025, due to insufficient payments.

On September 3, you were sent a Disconnect Notice. See the attachment for a copy of the notice.

On September 10, you were sent a 72-hour Notice. See the attachment for a copy of the notice.

You are eligible for the following payment plans:

MPP - $65 monthly with first payment due on October 29, 2026

MFP - $25 down then $380 for 18-months with first payment due on October 16, 2026.

Your last day of guaranteed service is on September 16, 2026.

Please contact Eversource at 1-800-286-2828 to let them know which payment plan works for you as soon as possible.

Below is your billing & usage history for your review.

Billing & Usage History

Read Date	# of Days	End Read	Usage	SA Stmt Amt
9/2/2026	29	51145	271	$40.61
8/4/2026	28	50874	258	$39.23
7/7/2026	34	50616	355	$51.02
6/3/2026	30	50261	249	$67.35
5/4/2026	4	50012	48.7	$11.07
4/30/2026	28	ALLOC	340.3	$88.96
4/2/2026	29	49623	521	$129.75
3/4/2026	29	49102	971	$225.39
2/3/2026	29	48131	911	$212.65

1/5/2026	33	47220	1031	$217.90
12/3/2025	33	46189	562	$125.45
10/31/2025	30	45627	262	$68.61
10/1/2025	27	45365	269	$69.95
9/4/2025	30	45096	384	$96.78
8/5/2025	34	44712	478	$116.78
7/2/2025	29	44234	328	$89.62
6/3/2025	32	43906	290	$91.89
5/2/2025	31	43616	464	$141.45
4/1/2025	28	43152	635	$186.40
3/4/2025	29	42517	911	$258.13
2/3/2025	31	41606	976	$275.00
1/3/2025	31	40630	866	$231.00

Below is a list of some resources in the state that may be able to assist you.

Generation Power CT (formally Operation Fuel)

Generation Power CT

860-243-2345

Catholic Charities

Catholic Charities Locations

860-443-5328

Salvation Army

Salvation Army Southern New England Division

Overview of Programs (211)

Energy Assistance/Utilities – United Way of Connecticut – 211 and library (211ct.org)

CT Energy Assistance Program (CEAP)

Connecticut Energy Assistance Program (CEAP) -

Energize CT Summary

Energy Assistance Programs | Energize Connecticut (energizect.com)

While we understand and acknowledge your frustration with energy bills, PURA's oversight is to ensure that the regulated utilities are adhering to statutes and regulations.

Thank you,

Alan Bouchard

Associate Rate Specialist

Office of Education, Outreach, & Enforcement

Public Utilities Regulatory Authority
10 Franklin Square, New Britain, CT 06051
Email: Alan.Bouchard@ct.gov

www.ct.gov/pura



Information collected by PURA staff may be used in furtherance of Complaint Investigation