From:	F Stengel
To:	Pura.ExecutiveSecretary
Subject:	Formal Complaint Regarding Eversource's Excessive Electric Rates, Public Benefits Charges, and Failure to Provide Reliable Service
Date:	Friday, November 6, 2026 1:54:13 PM

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Dear Chairman and Members of the Connecticut Public Utilities Regulatory Authority,

I am writing to express my profound frustration and outrage over the continued escalation of electricity rates in Connecticut, particularly those imposed by Eversource. Connecticut residents are already burdened with some of the highest electricity costs in the country, and the situation has become financially unsustainable for many households and small businesses.

Over the past several years, our electric costs have more than doubled. As a self-employed household, these increases have a direct and significant impact on our ability to manage our expenses. There is a limit to what consumers can reasonably be expected to absorb, and I believe we have reached that point.

It is particularly difficult to accept these extraordinary rate increases when Eversource's CEO reportedly earns approximately $15 million annually. How can a company justify placing such an enormous financial burden on its customers while executive compensation remains at that level? Consumers should not be expected to subsidize corporate inefficiencies, excessive executive compensation, or infrastructure shortcomings without meaningful accountability.

Eversource operates as an essential utility with a largely captive customer base. Connecticut residents cannot simply choose to live without electricity, nor can many of us realistically switch to an alternative provider for the delivery of that electricity. This makes regulatory oversight and consumer protection absolutely critical.

If infrastructure improvements are necessary, Eversource should be held accountable for managing those investments efficiently and responsibly. Customers should not be treated as an unlimited source of revenue to fund

every operational expense or infrastructure project.

Equally troubling are the so-called **Public Benefits Charges** appearing on our electric bills. These charges are excessive and, in my view, unfairly shift the cost of broader public programs onto individual ratepayers. Consumers are already struggling with rising property taxes, insurance, groceries, and virtually every other household expense. Adding additional government-mandated charges to already inflated electricity bills is simply unacceptable. These costs deserve greater transparency and a serious review of who should be responsible for paying them.

The impact is not merely financial. We use electricity to heat our home, and the cost has become so prohibitive that I now have to keep our thermostat at 62 degrees and wear layers of clothing in my own home just to manage the expense. This is not what residents of Connecticut should have to endure.

And despite these extraordinary costs, the reliability of service remains deeply disappointing. Connecticut experiences frequent storms, yet Eversource repeatedly appears unprepared to respond. I have personally gone days without electricity following storms. Customers are paying some of the highest rates in the country, yet cannot count on dependable service when they need it most. That is simply unacceptable.

There must be accountability. Ratepayers deserve transparency regarding how these increases are calculated, meaningful scrutiny of executive compensation and operating expenses, a comprehensive review of public benefits charges, and a utility provider that is adequately prepared to maintain and restore service.

I am asking PURA to take a much stronger position on behalf of Connecticut residents. The responsibility of regulation should not simply be to approve increases and pass the costs along to consumers. It should be to protect the public from unreasonable rates, demand operational accountability, and ensure that essential services remain affordable and reliable.

At what point does someone stand up for the Connecticut ratepayer?

We should not have to choose between heating our homes and managing our household finances. We should not have to accept ever-increasing bills

while receiving unreliable service. And we should not be expected to shoulder the financial consequences of decisions made by a utility company that faces little meaningful competition.

It is particularly insulting to hear Governor Ned Lamont dismiss the concerns of Connecticut residents when he and his wife are among the wealthiest families in the state, with a combined fortune estimated in the hundreds of millions of dollars and potentially approaching $1 billion. It is easy to be dismissive of rising electric bills when you have that level of personal wealth and will never have to worry about keeping the heat on or deciding which household expenses you can afford to pay. His comments about seeing lights on everywhere were not only tone-deaf, but demonstrated just how disconnected he is from the financial realities facing ordinary Connecticut families. Leadership requires empathy and an understanding of the people you serve. Unfortunately, his remarks demonstrated neither.

Connecticut residents deserve better, and I expect our elected officials and regulators to take this issue seriously and act.

Sincerely,

Faith Stengel

CT Resident

Regards,

Faith