From: klukovitz klmedialink.com
To: Pura.ExecutiveSecretary
Subject: Testimony re DOCKET No. 26-05-10 Eversource proposed price hike
Date: Saturday, November 7, 2026 4:52:58 PM

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FROM:
John Pellegrino and Karlene Lukovitz Pellegrino
26 Clover Dr., Wilton CT 06897

TO: PURA Commissioners

PURA Commissioners:

We are among the many Connecticut citizens who are outraged by Eversource's corporate greed, as most recently demonstrated by this latest rate-hike request--$727 million annually. Eversource customers in Connecticut, who have no alternative for electric service, are already paying among the highest rates in the entire country.

According to the analyses of this request, the average hike for a (captive) user of Eversource's service in Connecticut would jump by another 18%, or roughly $33 per month/$400 per year. That would be on top of huge increases in our Eversource electric rates/bills in recent times that are already contributing significantly to the growing financial stress that so many families are experiencing due to the inflationary costs of other everyday necessities, including groceries, gas and heating oil, thanks to the Trump Administration's tariffs and war-of-choice in Iran.

While families struggle, Eversource, a regulated monopoly that has reported more than $1 billion in companywide profits during the first nine months of 2026, is also seeking to increase its allowed return on equity from 9.25% to 10.25%—compared to the national average of about 9.7%, according to the Connecticut Citizen Action Group.

We object strenuously to this latest money grab by Eversource in an attempt to bolster its investor returns at the expense of Connecticut citizens, despite PURA having already rejected about $500 million of Eversource's $1.36 billion storm-cost recovery request, including nearly $400 million in retroactive interest charges, because state investigators found questionable expenses, inadequate oversight, and other serious concerns.

Further, from a personal experience perspective, while it seems that Eversource has become somewhat more responsive, time-wise, to outage reports, in the past year or so, we have several times observed during the last several years that the outages might have been avoided in the first place if the third-party tree services that Eversource hired to cut limbs near wires had been instructed to cut the limbs that actually presented immediate threats to the wires, rather than (as the hired tree crews have told us) concentrate on trimming branches that MIGHT cause problems a few years from now. We believe that Eversource is wasting large amounts of money by having their hired third-party tree services focus on currently irrelevant tree limbs while other, clearly dead limbs that are overhanging wires NOW (and within just 5 or 10 feet of those wires) are left to break and fall in windy/stormy conditions and create outages. The crew members themselves say they find this inexplicable—but they're just following their orders.

In addition, while it is of course fine to automate many customer service functions, including (in most cases) reports of outages, Eversource has made it practically impossible to reach a human being in those few cases in which it is legitimately necessary to speak to a human being for

service or account issue purposes. The phone wait-times to reach an Eversource agent are absurdly long—many hours, or even next-day, in some cases. The company is clearly saving money by spending far too little on customer service resources, and also benefitting, no doubt, by putting up such time-consuming barriers as to dissuade its customers from pursuing or resolving problems or complaints because of that inadequate customer service set-up.

In short, while reasonable—financially justifiable—price increases are to be expected from utilities from time to time, Eversource has demonstrated major inefficiencies and faulty oversight, in practice, that should preclude approval of this latest, major price hike in Connecticut.

Sincerely,
John Pellegrino and Karlene Lukovitz Pellegrino
26 Clover Dr., Wilton CT 06897