**Public Comment to PURA submitted November 7, 2026**
**(Re Eversource proposed rate increase - Docket No. 26-05-10)**

On July 14, 2026, I received a self-promoting email from Eversource containing a link to a web page titled:

**Powering Connecticut's Future**

Please note the following quote from that page:

> **81minutes**
> The outage duration for the average customer, excluding major storms. During major storms, the average customer experienced an outage duration of 127 minutes.

As Mark Twain wrote, "There are three kinds of lies: lies, damned lies, and statistics."

On July 1, 2026, we suffered through a power outage that lasted about 10 hours (600 minutes). That's over seven times the duration quoted above. I would bet that Eversource's overly optimistic statistic includes all of the very brief outages that are automatically reset within seconds by reclosers. And, as far as I can tell, there was no valid reason for the 10-hour delay in repairing the problem. Here's the chronology of events from the evening of July 1st to the early-morning hours of July 2nd:

5:00 PM - We lost electric power as outdoor temperatures hovered close to **100 degrees F.** during a near-record heat wave in clear, calm weather. Only seven adjacent homes on Bradley Place in Stamford, CT (#51, 52, 56, 57, 60, 76, and 81) were affected by this outage, which suggested a bad transformer or similarly localized equipment issue.

5:35 PM - My cell phone received a 26-second robocall from Eversource (800-592-2000). Unfortunately, it conveyed no useful information other than the fact that there was an outage in our area.

5:44 PM - I called Eversource Customer Service (800-989-0900), but hung up after waiting on hold for over three minutes. (There was no estimated hold time conveyed by the automated system.)

6:00 PM - I started my emergency backup generator to power our house after the indoor temperature climbed past 80 degrees.

6:29 PM - My landline received another robocall from Eversource (800-286-2000). Again, it conveyed no new or useful information. It would be the second of 10 such useless robocalls that served no purpose other than to annoy outage-alert subscribers who didn't need to be repeatedly reminded that their power was out.

7:00 PM - An Eversource employee named Josh left a message on my answering machine, stating that **Eversource did not detect any problem on our street (!),** and that I should check my main circuit breaker (!) and call back if that doesn't fix the problem. I had already spoken with my affected neighbors, so I knew otherwise. Unfortunately, my Caller I.D. showed Eversource's main number (800-286-2000) for Josh's call, rather than a direct line.

7:04 PM - I tried to call Josh back at the main number, but hung up after waiting on hold for over four minutes.

7:09 PM - My landline received another robocall from Eversource.

7:13 PM - While listening to the robocall above, I randomly pressed buttons for a few minutes and was eventually routed to an employee named Alexandra. I told her about Josh's errant message and exactly which homes on our street had no power, and she said she would convey this info to the right people. That call lasted just over seven minutes. It was the only time I was able to speak to a live person at Eversource on the phone, and it was apparently an accident. (Their automated system appears to be set up to prevent customers from reaching a human being after 6 PM unless there is a pole fire or other such emergency.)

8:29 PM - My landline received another 33-second robocall from Eversource.

8:29 PM - My cell received another 59-second robocall from Eversource.

8:39 PM - I called Stamford Police Dispatch and spoke with a call-taker there. He said that Eversource's online outage map showed five small outages, including ours, in Stamford, but did not show estimated restoration times for any of them.

9:42 PM - After not seeing a single Eversource utility truck on our street for nearly five hours, I called Stamford Police Dispatch again. I explained that my emergency backup generator is very loud (over 100 dB) and that, since no one from Eversource has even inspected the problem yet, it would probably be running all night. I suggested that they expedite Eversource's response so they wouldn't have to deal with noise complaints all night long. (Power outages and other emergencies are exempted from Stamford's noise ordinance.)

10:00 PM - Less than 20 minutes later, an unmarked white utility truck with a lift bucket arrived in front of my house. A lineman checked the transformer on Pole #12580 in my yard. He confirmed that it was defective, and he said that he would return to replace it "tonight." Judging from the lack of markings on his truck, he might have been a subcontractor.

9:59 PM - My landline received another 32-second robocall from Eversource.

9:59 PM - My cell received another 22-second robocall from Eversource.

10:18 PM - My cell received another 41-second robocall from Eversource.

11:29 PM - My cell received another 37-second robocall from Eversource.

11:39 PM - My cell received another 42-second robocall from Eversource.

11:45 PM - I finally unsubscribed from Eversource's alerts so I could get some sleep.

2:00 AM (July 2nd) - I heard noise outside and saw that several line workers were replacing the defective transformer.

2:58 AM - Per Eversource's website, power was restored on our street. (Total duration of outage: 10 hours.)

4:00 AM - I awoke and saw that the power was back on. I went outside, shut down my generator, and switched back to utility power. (I'm sure that my neighbors were greatly relieved.)

My wife and I were the only affected residents who were fortunate enough to have a backup generator. We were able to run our air conditioners so it was cool enough to remain in our home. Our next-door neighbors had to take their two young children (one of whom is special-needs) to the Marriott hotel when their home became too hot for the children to safely remain. My neighbors across the street had their elderly mother staying with them, and I was genuinely concerned for her safety, as well. (Heat stroke is obviously a medical emergency.) I'm sure that the other five families on Bradley Place were similarly affected.

Unfortunately, Eversource appears to be more concerned with shareholder profit than with customer lives. Although our outage occurred during a heat wave, no major (or even minor) storm was involved--not a single drop of rain or gust of wind hampered restoration efforts. And, while an occasional transformer failure is to be expected, what was not acceptable was the 10-hour delay to replace it--especially since only five small outages existed in Stamford at that time (again, according to Eversource's website).

What was also unacceptable was our inability to reach a human being at Eversource that evening. Instead, we were bombarded with repetitive robocalls that conveyed no information other than "we are evaluating the problem" and "the outage was caused by damaged equipment." Apparently the cost of staffing Eversource's customer-service center with real people instead of A.I.-driven robocallers after 6 PM would reduce its hefty executive bonuses too much for their expensive tastes.

I would also bet that, if I didn't encourage Stamford Police Dispatch to expedite Eversource's response, we would not have had our power restored until regular business hours on July 2nd. The lineman who showed up at 10 PM did not appear to be happy, and understandably so--it was still blisteringly hot outside. I'm sure that if he was, in fact, a subcontractor, he would have preferred the stand-by pay in his contract vs. going up in a bucket to replace a bad transformer in the middle of a sweltering night. But, again, staffing a utility company with real employees with benefits and pensions instead of outsourcing to subcontractors also cuts too far into those

precious executive bonuses. It doesn't matter that Eversource is a monopoly that supplies a critically needed utility to people whose lives might depend on it--for them, the bottom line is apparently all that counts.

Eversource's October notice of their proposed rate increase states that, "This is not just about rates -- it's about our commitment to you and ensuring the electric system has what it needs to meet future demand and keep your life moving without interruption, with a laser focus on cost effectiveness to provide value." In light of our emergency-restoration experience in July, it appears that Eversource has fallen well short of that goal. Please consider this when evaluating their stated need for a 50-percent increase in the local delivery component of our electric bills.

Thank you for your consideration,

Paul A. Longo
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