From: Megan Dill
To: Pura.ExecutiveSecretary
Cc: Megan Dill
Subject: Docket No. 26-05-10 Email Submission
Date: Saturday, October 31, 2026 11:24:26 AM

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.

PURA,

I understand that Eversource is offering three public hearings to provide customers with an opportunity to express their concerns about the proposed rate increases. However, I am disappointed that none of these hearings are being offered in Connecticut's Quiet Corner. While holding public hearings is an important step toward transparency and public engagement, accessibility matters. Customers throughout the state are affected by these increases, and residents in northeastern Connecticut should have a reasonable opportunity to participate without having to travel a significant distance.

Therefore, I am writing to express my concern and frustration regarding the continued increase in electricity rates, the portion attributed to Eversource's need to “maintain and improve poles, wires, and infrastructure to deliver electricity.”

I understand that maintaining an aging electrical infrastructure, improving reliability, and ensuring safe and consistent service come with increased costs. I also recognize that these expenses are part of operating a utility. However, I find it increasingly difficult to validate the justification for these rate increases when observing how some of this work is being carried out in our communities. In particular, my observations of the work being performed by Lucas Tree Experts have raised questions about operational efficiency and fiscal oversight. While driving local roads, I have repeatedly witnessed large crews with seemingly substantial amounts of downtime, working at what appears to be an extraordinarily slow pace. In some instances, the process of clearing or maintaining approximately a quarter-mile stretch of roadway seems to extend several weeks. As a ratepayer, it is difficult to reconcile these observations with the expectation that consumers should continually absorb higher costs in the name of infrastructure maintenance and improvement. If these contracted services are contributing to the increased costs being passed along to customers, I believe there should be a reasonable expectation of efficiency, productivity, and accountability.

This leads me to several questions:

- What performance standards and productivity expectations does Eversource establish for its contracted service providers?
- How does Eversource monitor, evaluate, and verify contractor efficiency and the actual costs associated with this work?

- What oversight mechanisms are in place to identify and address excessive labor, unproductive downtime, or unnecessarily prolonged projects?
- What internal cost-benefit analysis and accountability measures are conducted before operational expenses are incorporated into rate increases passed on to consumers?

I am not suggesting that infrastructure maintenance is unnecessary or that all field operations are visible to the public. I am, however, questioning what safeguards are in place to ensure that the money being collected from customers is being spent responsibly and efficiently. Customers are continually being asked to accept higher utility bills with the understanding that these increases are necessary to maintain and improve service. In return, we should be able to expect transparency regarding how those dollars are spent and confidence that Eversource is exercising appropriate oversight of its contractors and operational expenses. The question is not whether the work needs to be done, but whether it is being managed efficiently and whether Eversource is holding itself and its contractors accountable before asking consumers to pay more.

Sincerely,
Megan Dill