From: Jane Cable
To: Pura.ExecutiveSecretary
Cc: McCartin, Sarah
Subject: Public Comment-Docket No. 26-05-10
Date: Friday, October 23, 2026 5:45:35 PM

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My name is Jane Cable; and my husband, Peter, and I live at 135 Four Mile River Road, Old Lyme. On October 5, 2026, I notified Eversource by email (vegetation management address) that vines were climbing up the utility pole support along the street in front of our house and that tree limbs were overhanging and touching the utility lines there. I received no answer, and my telephone call during business hours was unanswered after 20 minutes.

I hired a private service to correct the situation and to remove any interference with our residential power line. The cost was $1,010.33, which we have paid. I contacted out first selectwoman, state senator, the attorney general, and PURA.

I am writing to PURA for several reasons:

1. Eversource was completely unresponsive until October 22, when a local representative showed up to discuss the situation. She explained the trimming schedule along Four Mile River Road and offered to have removed any trees that pose an immediate danger.
2. Eversource's website states that telephone call are answered only during business hours Monday through Friday, a period during which I had called.
3. Utility problems don't wait until business hours to occur.
4. We paid for work that Eversource should have done.

At the upcoming rate increase hearing, I request that PURA require Eversource to improve its customer response by answering customers' phone calls, providing telephone service 24 hours per day, and posting an emergency telephone number. All telephone calls should be answered by Eversource employees.

Furthermore, PURA should require Eversource to perform vegetation management when it is needed and not according to a preset schedule: the schedule may have been drawn up under conditions that are no longer the case.

Finally, we intend to pursue money damages from Eversource in small claims court. PURA ought to suggest to Eversource that settling this matter is wiser than going to the expense of defending it in small claims court.

Sincerely, Jane Cable