

After Irene

I have an 87-year-old father and 86-year-old mother with dementia. They live in North Haven one house from Whitney Avenue a state road. They went without power until 5:00 PM September 3<sup>rd</sup>. Until you have someone in your family with dementia, you have no idea what this type of unsettledness can do to that person. They withdraw even more than normal because their life isn't. They become so agitated it is hard to settle them down.

We called UI Tuesday after the storm and we were told they were working on it. I explained the situation to the Customer Service person. She was very understanding and noted this on the file for my parent's home.

My brother called on Thursday and got the same response. We were able to get a generator so they could at least have some lights and the food wouldn't spoil but it cost \$30.00 a day in gas to run. Will UI take that off their bill? I think not.

Saturday, still no power. My sister who lives in Madison got power back before my folks. My boss's daughter who lives in Cosey Beach got their power back before my folks. I call UI again and got the nastiest Customer Service person in the world. Shame on you UI for employing such a person! I would lose my job if I spoke to people like she did.

I hope that you never have to go through what my Mother did. I hope you don't have to deal with dementia and the backlash of totally disrupting a person with dementia life. I hope you take better care of the elderly because you really did a terrible job.

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