

**Doyle, Dan**

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**From:** robertschrage@greenbergandco.com  
**Sent:** Tuesday, September 20, 2011 2:51 PM  
**To:** AfterIreneCT  
**Subject:** UI and Irene

We are UI customers in Easton. We lost power for 6+ days. As you would expect we were not happy about how long it took before UI could restore power to our area. That said though our real gripe was what appeared to us to be the complete absence of any effort by UI to communicate with its customers. We simply gave up making calls to find out what was happening. The website was no help either.

We hope that before the next time there is a power outage that UI will have a working system of customer communication.

Thank you,

R. Schrage  
426 Judd Road  
Easton, CT  
Sent from my Verizon Wireless BlackBerry