

**Doyle, Dan**

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**From:** energymail  
**Sent:** Friday, September 23, 2011 11:37 AM  
**To:** AfterIreneCT  
**Subject:** FW: CL&P

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**From:** maryann oneil [mailto:maryannoneil164@yahoo.com]  
**Sent:** Tuesday, September 20, 2011 9:12 PM  
**To:** energymail  
**Subject:** CL&P

Even though CL&P charges the highest rates in the United States, their staffing seems inadequate, even in normal times, and a simple job like a new meter installation is not accomplished in a timely manner.

The performance of CL&P during and after tropical storm Irene highlighted the lack of planning, the dearth of leadership, the absence of communication on the ground with municipal leaders, and companies brought in from outside, who just sat at sites waiting for direction, and customers, who sat in the dark looking at downed trees and downed lines on state highways.

Organizational plans should have been put in place when the storm's path was predicted a week ahead. The company needs to develop a system to supervise outside help, to communicate with customers and community leaders, and to have adequate staff to work on all the areas under their control in the state.

Raising rates after their woeful performance is unconscionable!

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