

Doyle, Dan

From: MacDonald, David
Sent: Tuesday, September 20, 2011 11:45 AM
To: AfterIreneCT
Subject: FW: Storm response to Irene by UI ...
Attachments: Legal Disclaimer

From: Sally.England@ubs.com [mailto:Sally.England@ubs.com]
Sent: Tuesday, September 20, 2011 9:26 AM
To: MacDonald, David
Subject: Storm response to Irene by UI ...

I live in Easton and we lost power from Irene on Sunday morning at 7AM. Power was not restored until 4 days later ... all the meat/food in our freezer had to be thrown out and the basement flooded because there was no electricity for the Sump Pump (Easton has no sewers). At the very least there should have been some communication from UI ... but, nothing! The website was down, and you couldn't reach them by phone. Easton should have been a high priority because we have no sewers and many residents have sump pumps in the basement. I've live in Easton since 1977 and remember Hurricane Gloria ... power was restored quickly then. I fear UI cuts costs by keep staff low ... unacceptable. **We pay the highest utility rates in the country and deserve better!** Many residents in Easton saw UI trucks roaming around and making notes, but not restoring vital power. What a sham. This could have been a very dangerous situation if the weather had been much warmer. Easton residents want answers. Sincerely, Sally & Graham England, 27 The Circle, Easton, CT 06612

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