

Breiner, Kirstin

From: tlp115wtby@aol.com
Sent: Monday, September 26, 2011 11:33 AM
To: AfterIreneCT
Subject: clp response to Irene

I live at 115 Fern circle in Waterbury CT 06708 on the day Irene hit CT we lost power at 830 am that Sunday although no trees poles or wires had fallen on our the the street next to us lost 2 poles wires and transformers so at that point we thought we were in for a long haul.. On Monday at 330pm a assessment crew from clp came and we were told the fuse had blown on our street and it was a 10 minute fix...well Tuesday assessment crew stated the same thing but to my dismay the customer service center states we are out due to the outage and downed wires on Arden Road and the tree needs to be removed before the problem can be corrected. I reported what both assessment crews stated and than reported the pole number. On Wednesday I was hung up on by the customer service and than told by a supervisor that Fern Circle has power . this was the 3rd day in the dark for a fuse ??Finally after calls to my State representative, Mayors Office, and Dept of Energy I was again told to be patient.On Friday 6 days in the dark clp truck arrived at 443pm at at 508pm our fuse was fixed and we finally had lights ! 6 days and nights for not even a 1/2 job to fix a fuse. I am a single mom ,I lost at least 500.\$ in food from my freezer alone and I wouldn't have if clp had fixed our 10 min job on Monday or even Tuesday . I am very disappointed that I can not choose who supplies my power I do not believe that clp did or is trying to do their best for the customers. Thank you

Tara Puzacke
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