

News Brief:

In Your Own Words ...



A Sampling of customer comments for Fair Electric Rates

We asked our customers to tell us and our legislators how they felt about the expensive practices of our regional transmission authority, ISO-New England and the unfair costs of electric power today. To date we've received over 500 comment cards, letters and coupons, many with handwritten comments that got to the core of the difficulties of living today and demanded attention and a better way. Here we've recorded the best in brief lines from the comments we delivered to our legislative representatives in Washington D.C.

What isn't Fair ...

...It's like everything else in this country – against the little guy.

...It is shameful for a utility (organization) to make excess profits (on) the backs of hard working people from a product that they know we cannot do without.

... I am a disabled veteran. I paid my dues and worked hard all my life. My fellow citizens and I do not deserve to be ripped off in this manner ...

...over the last few years we have re-insulated our house, changed to efficient light bulbs and used our wood stove. Yet our electric bill goes up!

...My clients demand fair prices. I would like the same.

...Elders are wearing layers of clothes because the inside temp is 55! The ISO-New England employees are making a huge profit?? Something is not adding up. Audit, audit, audit.

...It is past the time to right a wrong. Don't let it continue ...

The times we're in ...

...Take a look around. People can't afford to hire anyone and you have the ability to lower one important necessity of life.

...Everybody is having a difficult time trying to make ends meet. With or without a job.

...Nameless, faceless mega-corps almost drove our economy into the ground. Support local utilities, local banks, local companies that upheld their responsibilities to the people they serve – the people they see daily.

...We have lost enormous value in the stock market and Individual Retirement Accounts and have no way to add to our income. I know people who are losing their homes here ...

...I literally took one look at our electric bill and came to the conclusion we need to close down our business office in the same town. We simply cannot afford both locations' utility bills ... our income has dropped by 60%!

... We, as citizens are expected to bail out the world – I want to know who will bail me out?

...It seems that everybody – government, business, and local communities – thinks that the consumer should pay for everybody's "errors".

...By paying these ridiculous fees, we have less money to spend on other things (like new cars) that would help the economy!

...Give us a stimulus package and roll back these rates ...

Deregulation ...

... My electric bill was much less before deregulation as well as telephone and cable! So please tell us why this is ...?

... Deregulation and being handicapped and on a fixed income does not work. Again, the little guy suffers.

... Give us one good reason we should be paying the higher rates than states not yet deregulated.

... Deregulation has been a bad joke in many industries. It has harmed consumers and only profited shareholders and executives.

... We deregulated the airlines and created a mess. The same thing has happened with electricity. When will we learn?

...A grade D for deregulation!! Disgraceful – Disgusting – Disastrous!

... Congress spends endless hours looking for solutions to improve the economy ... Save congress time and citizens money. Vote regulated electric rates!

... Deregulation is not working!

...If it's broke, fix it!!

...Everyone needs electricity to live. This puts people before profit. Having the government step in is the only way.

...Bigger does NOT equal better. Bigger equals costs more. Let our local utilities bargain for better rates. P.S. – K.I.S.S.

Greed, Wall Street and the rest ...

... Another example of the greed of a few at the expense of most.

... Greed is greed, no matter what covering it has.

... The system of setting (wholesale) rates is not best for the consumer. Who is it good for?

...Please help the working class survive this profiteering climate!

... No wonder this country is in real trouble. Money before humanity.

... FERC has done a very poor job of protecting the consumer. Someone must be getting paid off!

... Follow the money!

... Enough with greed! Think as a nation, not ME, ME, ME!

... these costs have nothing to do with supply and demand. They have nothing to do with actual costs. They have everything to do with greed!!

...Seems like the big guy reaps the benefits from the small guy's misery.

...Absolutely wrong to raise rates. Greed is ruining America. If it's so bad now, how about our grandkids future?

Politics and your vote ...

...Not happy. And I vote!

... I am retired, a democrat who, for the first time is starting to vote republican. I am sick of high taxes and rates.

...we need our elected officials to take care of working people for a change, instead of the rich and famous!

...We (MA residents) have voted a totally "blue" congressional delegation, governor and president. How about voting one for us!!

... Do what we sent you to Washington to do.

... You are our voice. Ask yourself, Am I doing all I can for the people?

... One more example of the government allowing the people to be cheated.

...Cold voters do not vote for incumbents!

... We do not like these electric rates. We are yelling and screaming and voting!

... Please don't lose sight of the reason you do this work! The people you serve need to know you care about their lives.

The end of a rope ...

... the cost of energy is raising our budget to the breaking point. Why must we decide on "warmth or food"?

... low income. Need help. Retired. Money running out. Age 76 years old.

... now, we who use energy are getting the shaft. As a super-senior, it creates a hardship (76 years old).

... If this keeps up, time to return to the stone-age.

... How long do you think people on a fixed income can continue to pay these inflated and continually rising surcharges? Take my word for it – not very long!

... I have been living basically in the dark. My friends and neighbors think I'm not ever home!

... It's hard when you have to decide weather to pay your electric bill or feed your kids. What would you choose?

... I'm 65 years old and my electric bill is twice my mortgage. Please help!

... Can't afford to live, eat, feed my dog ...

... Keep on raising the rates and someday we will be like North Korea. Dark! Blackout! Because no one can afford the prices.

... No matter what we do to conserve and save a buck – nothing seems to work. We're only a few dollars from dog-food dinners as it is.

... I already cannot survive in this economy. We need all the breaks we can get!

... I am 90 years old and cannot afford these very high rates. Please help us live in comfort and not worry each time a bill comes.

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