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I would like to urge the commission to not allow these high costs to continue due to the inadequate preparation of ERCOT to maintain the power grid to consumers when it is the consumers that went without power when it was most needed. To then add insult to injury would be like telling someone that we can't help you but are going to charge you for not helping you because you signed up for help.

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The power at our home did not go out, but that does not mean we can afford an increase to the power we did use to keep us warm and our food unspoiled. We do not currently have a good working heater, so we spent much of the time with space heaters helping keep small areas warm. This does not mean that we do not feel the pain of friends who went days without power.

To require consumers to pay for problems that the power companies did not address in any contingency in this day and age of plan for the worse and hope for the best is laughable.

To have a MONOPOLY of who supplies the power and who decides who gets power seems a little one sided. If you want power you have to get it from Oncor, if you want gas you have to get it from Atmos. But then they get to decide who gets it and who doesn't regardless of who pays for it?

If you were paying a company that is contracted to provide the only service available and then get told that they were going to cut you off for X amount of time and it turns into much longer cut off time and you just have to deal with it, then they tell you that they are going to up charge you for the service that you did receive at any point during that time, that would seem to be a breach of contract to me

If it was a private business, then that would be price gouging during a crisis. The government would step in and fine the business and require credits be given.

People froze to death because they had no where to go or no way to communicate that they needed help. That is the worse part of it. No power, no heat = no phones, no help, oh and an recommendation to social distance.

I saw new reports saying "if you have no power here are a list of places to go".

How are you going to hear that report with NO POWER for TV or even RADIO.

My own city did not even have trucks doing road clearing so one could not even drive to check on people that might have been stuck without power and heat. Not every person has a mobile phone or a way to charge it with no power.

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Just my food for thought when you decide to make a decision on who and/or what you will charge for what happened in FEB 2021 when Thousands and Thousands of people lost power from the only provider company, Oncor, no matter who they purchased the service through.

Thank you,

Scott Harrold