Rita George Shapleigh

I'm late. The power at my home just came back on after an hour and a half. I purchased my 733sq ft. home November of 2017. For the first month I lived in a motel and renovated this small home. All walls and ceiling taken down, new insulation, sheetrock, flooring were put down. My contractor and sheetrocker came at 5pm and stayed until approx 8pm to 9pm. During this time they used battery powered hand tools and a table saw and compressor that were plugged in. No heat, no bathromm facilities, no running water. There were 4 ceiling lights on, all using LED bulbs. My water pump was installed on December 14, 2017 and my K1 on-demand hot water system and my monitor heater were installed on December 17, 2017. My 17 yr old daughter and I physically moved in on December 21, 2017. My CMP bill from November 21, 2017 to December 21, 2017 was \$217+. February of 2017 my CMP bill was \$586. That is with all new functions and renovations.

The bills remained high for the next year, from \$290 to \$600. By March of 2019 my CMP bill was \$3,945.93. Any attempt to find a payment plan that fit my needs was fruitless. Conversations with CMP to try to figure out why my bill was so high was met with frustration, on both ends of the call, and nothing was or has been resolved. I spent many hours on the phone either waiting for customer service or going through my breaker box to find a problem. My daughter moved out in August of 2019.

My November 2020 CMP bill was \$207.01 and my total balance is \$6,063.63. This balance reflects 3 (three) years of being in my

733 sqft, newly renovated with all new functions and upgrades since. Still too high. I do not use space heaters or AC. I have a woodstove for back up heat. I have no range and use an induction cook top. New apartment sized refrigerator and washer and dryer.

My most current bill is \$147.88, still much too high, with a total balance or \$5,983.35. My bills should be: in summer, \$40 to \$50,

in winter \$80 to \$110.

I worried all winter that with a large balance like this that CMP would disconnect. No one should face that fear during the coldest months of the year.