

# with thanks and appreciation



THROUGHOUT THE YEAR, WE AT PSNH GET A FRONT-ROW SEAT TO THE HEART, STRENGTH, AND DETERMINATION OF NEW HAMPSHIRE PEOPLE OF EVERY GENERATION

NH SUNDAY NEWS  
SEPTEMBER 4, 2011  
P. 44

But never does our New Hampshire way shine better than during those moments when everything goes dark. Enduring a power outage is never pleasant, and waiting for the lights to be restored can seem like eternity when it is happening to you. Yet as with past major storms, your response to the recent outage resulting from Tropical Storm Irene was overwhelmingly positive, encouraging, and gracious—both to PSNH workers and to those in your community.

Unlike the 2008 ice storm or the 2010 wind storm, Tropical Storm Irene brought outages and devastation not just to New Hampshire but from North Carolina to Maine and into Canada. In all, more than 5 million were left without power. Like PSNH, electric companies up and down the East Coast and into Canada prepared in advance for assistance from other states—but in many cases, those hoped-for teams had to first deal with Irene's devastatingly long reach into their own territories.

While waiting for reinforcements, PSNH followed the example of the New Hampshire way we see in people every day of the year. Smartly and with resolve, our crews and local contractors worked around the clock in an effort to quickly restore power to as many as 125,000 customers. In the end, we were joined by crews from as far away as Tennessee and Ohio, who worked tirelessly as though it were their own backyard.

And within only 60 hours from the worst of Irene, the power was back on and humming for nearly everyone.

Along the way, PSNH again had a front-row seat to the pride, compassion, and resiliency of the people of New Hampshire: We saw many of you whose lives were totally disrupted by Irene selflessly reach out to take care of your neighbors, and to share food as well as heartfelt words of encouragement with our line crews and other emergency responders in the field.

To our customers, employees, outside crews, state and local officials, and emergency responders, words cannot express our deepest thanks and appreciation for your cooperation, support, and patience.

We say it after every storm, but it never gets old—PSNH is proud to serve a people who make New Hampshire one of the best places to live.



Public Service  
of New Hampshire  
A Northeast Utilities Company