



## Meeting the Challenge, a New Hampshire Talent

Thank you, New Hampshire, for your perseverance in the face of the third largest outage in PSNH history and the highest recorded October snowfall in New Hampshire in 140 years, and for your patience as our crews and contractors worked around the clock to restore power to your homes and businesses.

This storm was unprecedented. The leaves collected the wet, heavy snow, resulting in trees snapping under the pressure—bringing power lines to the ground, breaking utility poles and damaging equipment needed to deliver electricity to your homes.

Restoring power is labor-intensive and largely a manual task, which is getting harder to imagine in our increasingly electronic and wireless society. Hundreds of crews from around the country worked shoulder to shoulder with PSNH on our customers behalf.

To our employees, outside crews, state and local officials and emergency responders, thank you for your teamwork, your expertise and your hard work.

To our customers, thank you for your patience. We're proud to serve you.



**Public Service  
of New Hampshire**

A Northeast Utilities Company

NHSN NOVEMBER 6, 2011 p. A10