



**Public Service  
of New Hampshire**

Public Service Company of New Hampshire  
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The Northeast Utilities System

September 14, 2011

APL Power Services  
Brad Perra  
4575 Pinnacle Lane  
Chattanooga, TN 37415

Gentlemen:

I wanted to take a moment and personally thank each and every person involved with our restoration following Tropical Storm Irene. The efforts and work of the Rochester team from Line Crews, Support staff, Contractors and Retirees handled 265 outage calls and 195 non-outage calls from Sunday morning until Thursday evening.

This was an amazing process of coordinating, organizing, planning, assessing and ultimately repairing damage that might have been as simple as a down service or as complicated as restringing several sections of down wires with broken poles and downed transformers. This was all done with the first focus being on safety so that all of us were able to go home in the same condition at the end of the shift as we did at the beginning of the shift. None of this could have been accomplished without the work ethic and dedication that all of you demonstrated to getting the lights back on.

There were many challenges that surfaced throughout this restoration process, from losing our friends from Canada that were sent to help us the very first day, to feeding and bedding 57 contract crews, 14 trees crews, 9 service crews, 18 PSNH crews, and the countless damage assessors, crew guides, stock handlers and office support staff over a five day period. To lose more than half of the customers in our service territory and to have them back on in a five day period is phenomenal, and I know I'm privileged and humbled to be part of this team. I feel this teams' restoration expertise is as good as anyone's and recognize that it takes everyone to work together in true team fashion.

Lastly, I would like to thank all the families of those who had to rearrange their lives in order for this team to be assembled and put together this massive restoration project. Let us all hope now that there will be a break in this kind of activity so that the Moms and Dads can get back to more normal day to day family lives. I have been involved in countless restoration efforts over my career and know very well the impact and pressures that are put on those left at home while their spouse is at work.

Again, a heartfelt thank you to all of you for your work ethic and dedication to Rochester AWC and the over 50,000 customers we serve in our territory.

Regards,

Lance E. Kent  
Field Supervisor-Line  
PSNH-Rochester AWC