

## December 2008 Ice Storm Comments Received

170 comment forms received to date (4/23/09)

***Question 32. For those agencies that you rated least effective, please explain why.***

•	We were never contacted by any of these agencies and if there was no information on the radio you didn't bother to try to find out. We were fortunate to have a generator to power our home; however, it meant that I had to be out of work during the period that we were without power. As stated above, for the taxes that we pay there was no one from the local government (police/fire) who tried to contact us. I have no complaints against the PSNH as we live in a wooded area and they were through last summer to review the road. My neighbor has a relative who works for the power company and that is where most of our information came from. The day the power was restored was the Sunday before Christmas in the snow storm. It was a Connecticut Company from Northeast Utilities that was working on the lines and I defy any of you to work in those conditions on a day like that. I see no reason to investigate what the power company did wrong. As in all things.....this is New Hampshire.
•	They did not contact me but neither did I contact them - I didn't need their services.
•	FEMA seemed to have dropped the ball again. There was nothing on there website or any where as far as were to seek assistance.
•	I am unaware any of the "least impact" groups did anything. If they did, it was under my radar. I did hear the governor wring his hands on the radio, but I didn't hear him do or say anything that made a difference. Town resources and PSNH were effective and worked like horses.
•	To be "effective" I would have had to see some positive impact of their work. Saw none.
•	We did not need assistance from any of the listed state agencies. The Town of Wilton did a great job of clearing the roads, and PSNH did an outstanding job of having the downed trees cleared and restoring power
•	I'm not sure Emergency Management got out of the blocks fast enough. Radio stations should have gone on alert/emergency mode sooner.
•	I did not contact any of these -- and I was not aware that they had services that we could use.
•	Discontinued ARES radio coverage at the height of the disaster
•	never heard anything from them. Please keep in mind, we were without power,water,telephone and tv service
•	Were not aware that these agencies were even working other than perhaps the State Police. Mostly saw local police and fire.
•	I did not need their services and therefore have no immediate knowledge of what they had to offer
•	I was not effected or received assistance from any of those agencies.

•	We didn't require any assistance from state agencies; we needed assistance from Unitil which was non existent. As for our local officials all they did was take a wait and see approach unlike other area towns whose officials were very verbal in the local newspapers about their dissatisfaction with Unitil.
•	We had not contact from any of these agencies. No one came into our neighborhood to check on people. The neighbors helped each other out, but there was no outside contact.
•	I didn't have need of them, they did not do anything to improve or degrade my situation. Your questionnaire needs to allow for "N/A" as an option.
•	Without electricity, my only link was the radio. I didn't hear of any phone numbers to call on the radio and there were only occasional updates on progress being made to restore power. With the exception of the Red Cross, I didn't hear any updates from the agencies listed. I heard there were shelters, but we have animals, so we didn't want to leave them alone in a cold house.
•	No one seemed to have accurate or helpful information. It seemed like a big guessing game.
•	For five days, I heard nothing from any of these people.
•	I had no experience or contact with them.
•	I didn't have any interaction with any of the agencies. I didn't receive any communication from any agency at all. My husband and I just kept our wood stove going, went to relatives to eat and shower, and basically suffered through it.
•	They did not have any information and the Governor's office gave me a number and they did not have any info nor did they know what we could do!
•	Never received any information form any of them.
•	I had no dealings with any of the above agencies though they clearly may have been present in the area.
•	I had no contact with them or could not reach them by phone because I had no phone service.
•	There was no contact anywhere in my neighborhood by any public or private agency at any time. We saw no fire, police or utility co. vehicles. A phone report was made to Unitil on Saturday (after power was back on in adjacent areas) that our power was still out, but nothing was done until Wednesday. Once the Unitil truck showed up, it took less than 20 minutes to restore power to all 35 homes.
•	NH Homeland Security and Emergency Management - if they were making efforts, they were not visible to me.
•	<b>THEY HAD NO INFORMATION FOR MY PARTICULAR AREA.</b>
•	I saw no involvement and no personal impact from any of these agencies/organizations.
•	Did not use any of the above services.
•	1. The State "800" number would ring, and ring, and ring, and ring and then disconnect. What good is that?? 2. Office of the Governor was unresponsive...told me to watch TV for updates...had to remind them I had NO electricity, therefore NO TV.

	3. Red Cross directed me to shelter at NH National Guard in Concord, but it was closed when I got there.
•	I was unaware of any effort by any of these agencies to provide assistance. I knew, threw the paper, that the governor's office was applying pressure on Unutil to improve their response. It was at least reassuring to hear that someone was advocating for us.
•	We received no info/ no help from any state agency unless it was info that the agency issued to the local newspaper or radio stations. The PUC, having very little local real time knowledge [because the utilities that they oversee, in my case, Unutil, couldn't provide the PUC much info] at least told the local media what they knew. So, "all business is local"..when the power is out at MY house, I want to know when it'll be restored at MY house. So, the utility company takes the hit on this one in my view, not the state agencies.
•	We live in New England, a better plan for this magnitude event should have been in place. At least to the degree that an information distribution plan was ready. I suggest online maps that document problem areas known and the ability for individuals to report damage so that status can be monitored. That areas without problems that are just overlooked, like mine, could be recognized before six days pass.
•	I don't think enough assistance from outside the state was here to help lessen the critical amount of time it took to recover power.
•	Did not see or hear from any of them.
•	I had no interaction with any of those agencies during the ice storm. I can not judge their efforts during the restoration.
•	I am completely unaware of anything the above agencies did.
•	We went to Red Cross shelters for showers because we were told they would have showers. We drove to Portsmouth, only to find that shelter had been closed. We were directed to Exeter HS, and were told when we arrived that they did not have showers. Time lost: 1.5 hours. We ultimately drove to Dover (another hour + round trip) to shower at a friend's home.
•	I wouldn't know as I neither heard from, nor contacted any agency, esp. since I had heard no one could get thru or mis-information was being given. If it wasn't on the radio or in the newspaper that only came on Sunday, we didn't know about it
•	We did not receive a single piece of information from any of the above referenced State Agencies. We did call PUC and express complaint/concern, but received no follow up from that office.
•	We received no help from any agency, although we called the Kingston Fire Department.
•	We received no help from any agency.
•	No help was given or offered
•	There was no visible presence or other indication of local efforts by any of these agencies.
•	We had no contact with the agencies rated the least effective. The middle of the road scores were for agencies that might have been out there helping other

	people, but I didn't hear about them doing as much as others. The highest rated agencies were the police, medical, and other law enforcement agencies that I personally observed out there on the roads helping people or going door to door to check on the elderly or others with special needs.
•	Was unaware of who to call during this emergency.
•	I just don't feel that there was anything the PUC could do to have any impact on the end results or the comfort or safety of the public. It's not a fault, just a fact. I do feel that, even though the agencies had no effect on me personally, those agencies responsible for the safety and well being of the general public did a good job overall. I won't give them the highest mark because nobody is perfect. There is always room for improvement, no matter how well you perform.
•	Pls see my comments above concerning state "radio communications" and my Union Leader January 26th Opinion Essay.
•	Did use any
•	I feel there should have been up to the minute posting of closed roads.
•	Didn't require there services.
•	Red Cross failed to open a shelter in Hampton.
•	Never heard a peep from any of them
•	there was NO interaction with any of the agencies listed as least impact. Red Cross set up a shelter in Exeter HS, we visted to know what was available but decided not to say.
•	I rated them least effective b/c their involvement in the ice storm wasn't really applicable, wasn't readily visible or wasn't relevant. You should add a "Don't know/Not aware" or similar category to separate out those agencies listed that weren't applicable/not involved from those that were involved yet really did have the least impact due to poor performance.
•	PUC needs to make sure utilities are better prepared for this type of event.
•	Never heard anything from them, either on the radio, internet, etc... Didn't seem to be of any consequence...
•	With such a short loss of power, we did not avail ourselves of any of the above agencies. Though overall, I feel that a better coordinated emergency response is possible. I am not familiar with the "800 state number" and would like more information concerning it. With several deaths relating to the storm, I feel there should be a better data base that identifies individuals at risk and delegates responsibility for checking on them during emergencies.
•	There is no category listing "least effective" Makes this question a little hard to answer. Read your form it says "least impact / Greatest impact on question # 31
•	Lack of any kind of useful information.
•	Called the Governor's office midway through the week, they did not help much in our opinion. The others we rated least effective, I don't know how they were involved or we did not have any involvement with them ourselves.
•	Poor communication and lack of detail information.
•	I had little or no contact with any of these agencies, and therefore cannot rate any of them.

<ul style="list-style-type: none"> <li>•</li> </ul>	<p>No information to us at all!! Why couldn't someone call us? Or come by? Or tell us the truth?! Or advise. My heart sinks if I think about it. I feel sick at the thought.</p>
<ul style="list-style-type: none"> <li>•</li> </ul>	<p>The impact surveys #23 and #31 are so poorly designed they are useless. They need a not applicable column.</p>
<ul style="list-style-type: none"> <li>•</li> </ul>	<p>There was NO Communication and NO pressure put upon UNITIL and PSNH to account for their lack of communication and accountability for being unprepared to deal with the storm.</p>
<ul style="list-style-type: none"> <li>•</li> </ul>	<p>They did nothing, but I asked them for nothing. The 1-800 number was nice company, but they couldn't do anything. It was really nice to hear a friendly voice, I was grateful. All they could do was tell me where the shelters were. That doesn't really matter when you are blocked in. I slept in my car a couple of days, they said not to do that. I guess they really haven't been that cold, it was pretty nice in there, glad I had gas. When I could get out, I didn't need a shelter, I needed help staying in my home, help finding a generator would have been nice. The Weare Fire Dept. helped me find one on day 6, they were the only local agency that helped. The Town charged me late fees on my taxes too, which were late because I spent my money on a generator. Waiving that would have been a nice gesture, but we don't expect much.</p>
<ul style="list-style-type: none"> <li>•</li> </ul>	<p>My mother requires oxygen at night, without electricity this is not possible. PSNH is aware of this situation and not once did we receive a call inquiring about it. Also no one from any level of any state agency checked on the welfare of any one in the entire town.</p>
<ul style="list-style-type: none"> <li>•</li> </ul>	<p>Did not access any of the Isited</p>
<ul style="list-style-type: none"> <li>•</li> </ul>	<p>Countless calls were made to Government Offices, to no avail. Never knew about 800 #, clearly not that it would have mattered. Numerous reports from utilities companies that service would be restored on certain day, we would return from families, husband and I taking turns staying at house, sometimes both and then no service and PSNH would say different story.....</p>
<ul style="list-style-type: none"> <li>•</li> </ul>	<p>Red Cross made minimal contact with the Hampstead and the shelter located at the Middle School staffed by Local CERT team.</p> <p>Governor and his office was on-site and did a huge effort to mitigate the disaster state wide.</p>
<ul style="list-style-type: none"> <li>•</li> </ul>	<p>Most of the problems with the loss of electrical service was due to poor maintenance and tree cutting by PSNH and other utility providers. The State, local officials and PUC did nothing to enforce PSNH in making them keep tree branches out of power lines. I believe that there would have been far less damage if this had been done.</p> <p>As far as shelters were concerned ... none were opened in Derry and those that were open did not allow pets, so those of us who have animals were told to but a coat on the animal and leave them in the warmest part of the house. If you have now power, you have no heat, exactly where and how were these animals suppose to survive.</p>
<ul style="list-style-type: none"> <li>•</li> </ul>	<p>Although the Town of New Boston was without power for an extended time,</p>

	<p>there were trees down and lines across the road, Superintendent Buckley for SAU 21 put the children back in school. She stated that as roads were not passable, no bus service would be provided. My son, a high school student, was still required by his teachers to be present for exams and complete assignments, despite that he was sleeping on the floor of a friends house with power and they needed to travel tree and line littered roads to get to school each morning. It was an extremely unsafe travel conditions and these were not considered by the Superintendent.</p>
•	No good up to date information on the web.
•	Did not receive timely or accurate updates on when power or telephone service would be restored
•	The public utilities commission should have done more to help with restoration timeframes and crediting customers on bills for time lost.
•	they did nothing
•	All of the agencies you have listed are important to any rescue or relief effort - HOWEVER - citizens must be aware of what they offer and what each agency expects the citizen to contribute to their own care and protection. Communication is key - and as you have already identified - communication (especially coordinated communication) was not available during the ice storm.
•	not applicable in my situation
•	Not sure how related but we as a town originally had voted to purchase generators for the high school for emergencies but the high school was not used as a shelter. Also that many days off of school had been a learning experience for all, teachers and students in actual daily living, did we have to really make up all those days of school as I am an educator. Although I lived through it with minimal discomfort the stress factors in my family were high, particularly my son who helped my husband and I with generators as well as his in-laws besides taking care of his own wife and home.
•	I had no contact with any of those agencies, nor did I need any.
•	It never occurred to us to contact any of these agencies.
•	They didn't impact me at all, therefore minimal impact.
•	Did not need them.
•	Did not seem to do any thing about my situation.
•	No contact from them.
•	I didn't respond to many because had no response from these agencies.
•	Homeland security provided drinking water. We needed no other assistance and we had no contact with anyone so they had no impact.
•	To my knowledge, they had no presence in Peterborough during the event.
•	Had no contact with them.
•	They did nothing that improved, or even changed my situation. There was no contact or action from any of them.

•	Unitil was horrific.
•	Nobody was prepared for this situation - plain and simple. Especially Unitil.
•	Never used or needed their services.
•	Never had contact with any of them
•	No one seemed to know anything. Because my electricity was out only 20 hours, I did not need much assistance. However, I did walk to the town hall, police/fire dept. during the outage....no information, completely clueless.
•	We did not require their assistance.
•	NH PUC representatives were highly responsive by telephone and even called back periodically but had little actual influence events unfolding on the ground. At least they (I think Jan is the person with whom I dealt) were engaged and responsive. Governor's office hotline was called numerous times but unhelpful, unresponsive and generated no visible action. Governor's visit to the shelter in Exeter was great for his press agents but he should have also visited neighborhoods most affected by disruption to encourage the vast majority of residents who stayed to protect their homes.
•	What did they do??
•	Non of the agencies above had any impact for me. I received neither help nor information from any of them.
•	We depended on the car radio and neighbors who drove to work and had power there.
•	Best agencies were Atkinson Police and Fire Depts. Outstanding!
•	Agencies had no impact on individuals.
•	NH PUC
•	No contact with any of these agencies.
•	Town Homeland Security
•	The governor's office did no seem to have much information or seem to know when power would be restored.