

October 2011 Snowstorm Comments

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GSEC (National Grid) – Responses from Commercial Customers

City/ town	Days W/O Electricity	Hours W/O Electricity	Information Received From Cust Svc Rep Helpful	How Satisfied With Info Received	Describe Your Situation And Experience During Storm	Describe Expectations Of Utility During Major Event	What Could Utility Have Done To Improve Situation	Additional Comments
Salem	2	0		Excellent	From an emergency responder’s perspective, National Grid did an outstanding job conveying information to the Emergency Operations Center regarding power outages and estimated restoration times. They were very responsive if we had knowledge of a situation that needed to be a priority (health condition, hospital, elderly housing, etc). They had multiple crews in town from day 1 and were accessible to us throughout the event. We have found that direct, face to face contact with the decision-makers at the utility is the best way to solve problems. Knowing the key players at the utility prior to the event is critical in making sure things run smoothly during a crisis.	We expect the utility to have a good handle on the scope of the problem, know what resources they will need to correct the problem, know what assets they have on hand, and be able to communicate a summary to the Emergency Operations Center. We further expect that once the incident is beginning to come under control, the utility be able to provide information to customers directly via an 800 number. NGRID struggled with this somewhat on this storm. Plans should be in place to be able to handle the call volume expected under these conditions.	NGRID did an excellent job communicating with the emergency operations center regarding restoration expectations. The EOC communicated to the residents through our means (social media, Reverse 911, dynamic message sign boards, local government tv, and print media) the information NGRID gave us. We work as partners, as it truly is a community-wide issue. We would rather them use their resources to expedite restoration and let us disseminate the message.....we already have the systems in place to make that happen.	Overall NGRID did a great job. Utilities should use NH NGRID as an example of how to communicate with thier Fire Departments/Emergency Operations Centers.

GSEC (National Grid) – Responses from Residential Customers

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	8	0	Not at all		Frustrated - Could not get any answers, long wait on phone	We had no heat, no water, no light. Did not have water to flush the toilets.	I expect my utility company to be aware of local areas need. They should be able to look at the nodes in the network and be able to supply electricity within 1-2 days(maximum) by proper emergency planning, allocating more than required resources in emergency situations.	Set up call centers and trained emergency resources by local areas on emergency basis.	Provide on going basis tree trimming services to avoid potential problems from occurring. Set up call center to collect information from public to prevent potential problems from occurring.
Pelham	3	0	NA		NA	Just like the double snow storm of '95 and the ice storm a few years ago, we always loss power for 3 days, the same this time. Until NH allows the power companies to cut back any tree that can pull down the lines, nobody should be complaining.	A crew from Canada went up Keyes Hill on that third day and cut/cleared only what they had to too restore power. The other mess was cleared later, which I agree was the correct mission.		
Salem	2	0			Excellent	From an emergency responder`s perspective, National Grid did an outstanding job conveying information to the Emergency Operations Center regarding power outages and estimated restoration times. They were very responsive if we had knowledge of a situation that needed to be a priority (health condition, hospital, elderly housing, etc). They had multiple crews in town from day 1 and were accessible to us throughout the event. We have found that direct, face to face contact with the decision-makers at the utility is the best way to solve problems. Knowing the key players at the utility prior to the event is critical in making sure things run smoothly during a crisis.	We expect the utility to have a good handle on the scope of the problem, know what resources they will need to correct the problem, know what assets they have on hand, and be able to communicate a summary to the Emergency Operations Center. We further expect that once the incident is beginning to come under control, the utility be able to provide information to customers directly via an 800 number. NGRID struggled with this somewhat on this storm. Plans should be in place to be able to handle the call volume expected under these conditions.	NGRID did an excellent job communicating with the emergency operations center regarding restoration expectations. The EOC communicated to the residents through our means (social media, Reverse 911, dynamic message sign boards, local government tv, and print media) the information NGRID gave us. We work as partners, as it truly is a community-wide issue. We would rather them use their resources to expedite restoration and let us disseminate the message.....we already have the systems in place to make that happen.	Overall NGRID did a great job. Utilities should use NH NGRID as an example of how to communicate with thier Fire Departments/Emergency Operations Centers.
Salem	0	15	Our son phoned from his cell phone because he was curious as to what he would be told. My husband and I are used to losing power at our home. We expected to lose power. Over the past 17 or so years, we have lost power when the transformer that covers our area had		N/A	We lost power during the last minute of the Bruins hockey game and we had our crank lanterns and battery powered flashlights on the table just waiting for the lights to go out. We do not have a generator so we were mostly concerned about the food in the refrigerator.	We expect they will get to us in due time. We live close to route 28 so we get our power back pretty quickly when there have been outages. We are not as upset about these `outages` that have taken place during ice storms, etc. It`s the outages that have happened during seemingly `normal` weather when I did call	I think the automated message, when we call to report an outage during a storm such as the October storm, that power is out in particular areas or counties (if that`s easier) so that people get a current message. I don`t like when the automated message is the same one I would get when there is a serious outage going on.	Overall, as home owners in Salem, NH, we are aware that power outages will happen. For goodness sake, we live in New England. Utility workers have always been courteous and we do believe that they do the best they can during extremely stressful situations. When we did lose power for more than a couple of days, my husband

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			issues.			the electric company to report. If I remember correctly, I was told that the electric company couldn't fix the problem but it was the engineers or at best the people who make the decisions at a higher level about power supply and things to do with the transformer that supplied our area that I needed to direct my concerns to.		stayed home and kept the wood stove going so the pipes would not burst and the rest of us visited with our son who lived in Massachusetts at the time. We were fortunate. We certainly feel very bad for those people who live in areas that don't get power back for a week or more. Those are the situations we, as Nationa Grid customers, would like to see get a better deal worked out for, if that is at all possible (when the utility companies involved are not dealing with emergency situations). Thanks very much for your time.
Salem	0	4						

NHEC – Responses from Residential Customers

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	0	0	Yes , it is helpful	Very satisfied	We shall have a completely Resuce Plan aimed the Snowstorm			No additional comment
Candia, NH	3	0	No. Ever since the Coop went to 800 numbers instead of a local number to report outages, the person at the 800 number has absolutely no idea of the local situation. They are just told to say that the customer`s outage is being worked on by a crew even if that`s not really true. They probably don`t even know where my town is located.	No. Ever since the Coop went to 800 numbers instead of a local number to report outages, the person at the 800 number has absolutely no idea of the local situation. They are just told to say that the customer`s outage is being worked on by a crew even if that`s not really true. They probably don`t even know where my town is located.	Just as in the previous wind storm and ice storm we were without power. This time it was three days instead of the usual week as in the previous two storms. Everything in the refrigerator and freezer was lost due to this storm as in the last two. This averages about \$500 per storm.	I am expecting that the Electric company rotate their areas of the grid for high and low priority. Certain towns have very low priority and certain streets that are at the end of a line have low priority. It is no fun to have the lowest priority for every storm. We always feel that the company gives highest priority to big cities just because it looks better on the news to have smaller totals without power.	I expect the person at the toll free number to advise me of the exact situation on my street. That has never happened since they stopped allowing us to call the local number at the Raymond substation. If that can`t be done, it is a wasted call.	Obviously, all electric company crews work hard to restore everyone`s power after a storm, but I have a different concern. I seriously question whether the Electric companies have done everything possible over the last 40 years to prevent outages. Comprehensive master plans should have been in place to eliminate the possibility of an outage. I grew up in upstate New York which has just as many trees and storms as we have along with a lot more snow. I never remember losing power except for the big outage in 1968. We lose it here all the time. I have this suspicion that people at the top have been pocketing the money as salary and bonuses instead of using it for prevention.
Chester	4	96	Somewhat vague and not updated very frequently	Not very seeing as it was days until they promised a time and then exceeded their estimate	Cold and frustrated that our service is out with almost every storm due to the lack of tree removal by the utilities.	I expect the service to be on with few outages.	The utilities could have not neglected their maintenance of the trees for so many years. Now it`s gotten out of control and they cannot remove the trees without a major expense.	Something must be done in order to ensure the safety as well as the comfort of Electric customers in the state of NH. Tree removal should be the number one priority of the Utilities. I propose that the state could use our National Guard for the majority of the work and enlist Firewood suppliers who would be happy to remove the trees at no cost. A binder and exemption from liability could be arranged through the State to ensure that those who volunteer to remove trees will not face lawsuits. After the work is complete the state could mandate the utilities to maintain a safe buffer along all lines and face fines if lost power is due to neglecting this buffer.
Chester	0	36	N/A	N/A	We have a propane fueled stand-by generator. Streets were in pretty good shape. Outrageous that you have to get out of state to get	I expect them to get service up again as soon as possible at little to zero cost to me.	I suppose that they should upgrade all the wires and ensure that there is no way that the lines could come down. At little to zero cost to me.	I still believe that I am paying too much for the service provided.

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					people to cut branches and clear roads, but OK if it is on your dime and not mine (why should I have to pay for your poor planning?).		(After all, they take my money every month and it is up to them to make sure that everything is at operating at optimum efficiency.)	
Deerfield	2	0	Yes. Between the phone messages and their web sight we were well informed.	Satisfied. In each of our past two outtages.....the 2011 hurricane and the 10/29 snowstorm NHEC has restored power a half hour SOONER than they had indicated on their outage hotline phone message. They have done a good job!	2 full days without power in Deerfield after such a big storm was a walk in the park. I expected at least 4 days without power.	To work around the clock in a safe manner to restore power. Do whatever it takes to get power restored to everyone and this included spending the needed money to get the job done and not wo worry about how it is going to affect their bonus or planned budget. Have backup crews ready and waiting just in case.	I think they did a great job. Maybe more tree trimming and line maint. could help out in the future.	
Hooksett	3	4	No, I was treated like I was just a nuisance when I explained my situation, very rude.	Overall I am satisfied, but they could do more to better handle potentially hazardous situations.	I called when a portion of my tree landed on my neighbor's power lines (the tree is on the property line). The branch did not sever the connection from the persons`s home but it did start to smolder. I asked if I should call the fire department to get the situation rectified and they said no because there was no open flames. In the end no one came to service the line and the wind took the branch down- we are very fortunate that there aren`t any kids in the area because this was downright dangerous. By the way I called on Sunday and the branch came down three days later with burn marks.	I expect professionalism and attention to potentially hazardous situations, we pay enough and they should do the job for the prices we pay.	One, a timetable on fixing the situation and two, an emphasis on hazardous situations.	
Kingston	3	56	Frustrating, poor customer driven attitude or lack of. Weak information. lack of preparedness.	Comcast needs electricity to run...	Lost food, ability to heat home, no water and really no sense of urgency on the part of Coop. Help line was a joke with its recorded messages...No professionalism or sensitivity to it's customers....	They weren`t prepared. There was amply notification from the weather beaureau notifying us all of the pending storm with its damaging results and yet the Utility companies weren`t ready.	Improve attitude, become customer driven, sense of urgency would have been nice.	How about a 25% reduction in cost that`s applied to the monthly bill as a result of the interruption. Plus an additional 10% in bill reduction for every 24 hrs of service interruption.....There`s no penalty to these utilities, the consumer has to pay for it all not to mention the loss of food and other items.
New Hampton	0	10	No, they were complacent. The woman who spoke to me said she was also without power, and "Oh well"	Not very satisfied at all. They were unable to give a reconnect time frame and the website was totally inaccurate as to the amount of time the power was out. I was told power was lost due to tree branches falling on the wires. However when I suggested that		I would expect that they would position crews in the areas known to experiences outages. Even in a minor event of power loss in my area, it is a minimum of 2 hours to restore service since a crew needs to be dispatched from Laconia, or so I have been told.	Accurate assesment of the extent of the outage, approximate time to reconnect and accurate cumulative time of the outage.	I did not lose cable or phone service until my battery backups finally ran down, so I would assume that there was no major destruction of lines in my area.

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					maybe if they trimmed out the lines more often, since in my area the lines run through the trees, I was told that they were doing the best they could with the resources they had and if they had to do more line trimming they would have to raise the rates. That is ridiculous. NHEC has some of the highest rates in the state, and some of the worst maintenance practices.			
Sandown	2	0	Yes	Very	no power			as always nhec does a fantastic job restoring power
Springfield	0	0	No internet	Fairpoint took awhile to get us hooked back up	We never lost electricity and we have NHEC, which is THE best company...period.	communication and not just via the internet, as those of us who lose internet can` t get to the website!	Updates via something other than internet	

PSNH – Responses from Commercial Customers

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Bedford	4	0	No - There was no information provided	Not at all	I lost income because of the loss of power. I am a sole proprietor, working out of my home. I use my PC and telephone to contact clients and provide services to them. Without power I cannot provide the services needed to bill my clients - thus I lose income.	To provide service as quickly as possible, to keep their clients updated regularly on what is being done to restore power, and to take steps to reduce the extent and frequency of power outages.	Keep updating their answer machine and their website with information. PSNH clearly did not do that.	We have frequent power outages. All too frequent. On our street the houses to our left do not lose power as frequently as we, and the houses to our right, do. That is all too insulting as we sit in the dark and others on our block have lights and power. PSNH needs to do much better with information, restoring power when it goes out, and taking steps to prevent outages to the extent possible.
Epping	6	0	no	Very dissatisfied. Business and two apartment buildings.	<p>Business: lost sales, impacts following weeks.</p> <p>Tenants in apt. buildings displaced. Rent adjustment.</p> <p>Drove around town, only saw one power truck working.</p> <p>1000 yards from fire station is elderly housing, no power til thursday...really!</p> <p>I personally have 4 jobs. I worked 1 day that week for 4 hours. Huge loss in pay.</p> <p>The following week at my resturaunt job was slow because people were finally home and restocked.</p> <p>One</p>	That they will be able and permitted to contract the people neccessary to move trees and debris during year and storm to prevent lengthy times without power. Companies in NH were working in CT...That there be a specific number of crews per capita in a state of emergency. There was an economic loss to people and the state.	<p>Put more people in the feild clearing debris. Stop weaving power and phone lines through the trees.</p> <p>BURY THE LINES????????????????????????????????</p> <p>Some of the tree cutters were making \$40-\$50 and hour. Important work, storm pay so I doubt the unions will allow lines to be buried.</p>	<p>One of my jobs is involes home visits to children with Autism. Seeing these children displaced for a week was heartbreaking and dangerous.The last 3 big storms my residence was w/o power 6-9 days.</p> <p>What will the response be if there is a threat to the state or peace?</p> <p>What role did FEMA or President Obama play in the lack of timely response by utilities.The state?</p> <p>People died. PSNH should provide public safety commercials on generator use.</p> <p>The economic cost to business and taxpayers should be calculated.</p>
Hooksett	4	0	not in the least, was either told no information available or check website for updates	not satisfied at all	we are a \$50+million dollar company that was unable to conduct business for 4 days. We have 33 remote locations that were severly hampered in doing business as well, since our main ERP system feeds out of Hooksett location.	I expect straight answers as to estimated time for repair. Having a customer service rep be unable to provide sufficient information to customers in NOT acceptable.	in the case of a mass outage communicate the estimated time for repairs by town or region to all major news outlets.	
Hudson	6	1	The PSNH reporting system was automated and did not directly provide any	PSNH does a great job of keeping customers informed via their web site (which I could access via my	My neighborhood was the first to lose power and among the very last to get power back in Hudson. We	Provide accurate estimates of return to full service within 36-hours after the event ends.	I am a firefighter in town, and was working an extended shift during the storm. My crew travelled over	

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			information.	smart phone and from work in Massachusetts).	<p>have a small portable generator, which was able to power our furnace, water heater, refrigerator, and a few other small items. We keep enough fuel for about 5 days of full-time generator use. We lost our water immediately with the power loss, which concerned us. Town water returned 5-6 hours later.</p> <p>Because we have a generator, the power outage was a mere inconvenience for us[dash] but we were very glad to get it back.</p>	<p>Transparency with regard to how triaging is done. How do I know that the utility really knows my **whole neighborhood** is without power? Prearranged plans to bring in crews and equipment from unaffected areas to speed the return of service. Town water pumps should have generators that turn on immediately with power loss.</p>	<p>much of my town, and we saw the widespread damage as it occurred. I was amazed at the amount of damage. I don't know much about restoring power, but given the damage I saw, I think PSNH took a reasonable amount of time to restore service. I'm not sure why we lost water service at my house, but I'd like the town to take steps to reduce the chance of that happening again.</p>	
Hudson	6	0						<p>I am the Road Agent with the Town of Hudson NH. I am commenting in that capacity. I have been employed with the Town almost 29 years, 12 in this position. This was the worst event I have seen in this community as far as tree damage and downed wires and poles. It is my opinion that the electric company and their tree crews did a fantastic job restoring power as soon as possible. The extended power outage throughout town was a hardship to many including my Department, but I believe the response by PSNH was exceptional. Hudson, though one of the larger communities in the state is still rural in many areas. The tree damage occurred on every street in Town. During the height of the damage many, many of our roads were closed and unpassable. To get all of the power restored as soon as it was, was a major undertaking.</p> <p>I also think the communications I recieved from PSNH throughout the period was timely and accurate. Feel free to contact me if I can be of any assistance.</p>
Manchester	0	0						<p>Did you know that PSNH has cut their employees working hours by 1 hour per day of storm restoration</p>

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								to save money from paying their employees double time? Using 250 line crews as an example, that would be a loss of 500 man hours per day that the power is not being restored. Ask them about it.

PSNH – Responses from Residential Customers

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	3	0	No		Very poor customer service		Spend some time and money to prevent falling trees on the wires.		
	5	14	The response from PSNH was abysmal at best. If you review the outage/restoration reports for every day of the outage, Windham was dead-last in % of power outages every day! It is evident that PSNH has totally abandoned this town when there is an outage. Every time that I called PSNH, all they could tell me is to watch the website, and they are shooting for 95% by Thursday, 99% by Friday. (Lost power on Saturday night at 7:30pm!)		The information from Fairpoint and Comcast was excellent. PSNH was clearly overwhelmed. Finally I asked to speak with a supervisor, and I was told that they were busy. Finally, I received a call 5 hours later, in which a supervisor told me that there are over 4500 customers on my circuit from Hudson, Londonderry and Windham with 80-something trouble tickets and only 2 crews working on this circuit! This was on Wednesday morning! 2 crews for 80 trouble tickets on Day 4?	Frustrating at best. PSNH is a pitiful organization. They clearly have lost sight of power-delivery consistency. They keep their crews to a bare-bones minimum. They didn't send any crews out on that Sunday. Monday they spent the day doing site surveys and developing the plan, Tuesday they ordered extra crews in. They didn't start arriving until Wednesday night/Thursday morning.	48 hours to fully restore power.	Actually provide men on the street to work. Not one crew on my side of town until Thursday.	My frustration is extremely evident with PSNH. Almost 6 days on this storm. 5 days during Hurricane Irene. 4 days last winter. 6 days during the Ice storm. How much is enough before they invest in their infrastructure and manpower?
	5	0	yes	satisfied	out of power for 5 days but had generator	to safely get the power restored in the earliest possible time frame with the understanding that weather events can significantly hinder the process		I think that under the circumstances they did a good job restoring power in a safe and timely manner. It may have been longer than anyone wanted but it was done right and that's what should count.	
	5	0			There was no response for over 4 days on any street within miles. When we lose power, we lose water, heat and cooking too.	To prepare prior for the storm enough so that crews mobilize as soon as it is safe. Out of state crews should have been en route within a half a day of realizing there were massive problems.	A generic "it will take a week" is NOT helpful. They know which routes are primary, secondary, etc, and they should be honest and descriptive about who will get power back first.	It is abundantly clear when one drives the primary and secondary roads that there has not been a serious trimming of trees around power lines for many years. Every summer the few crews that are seen only trim small branches. Entire trees that hang over lines and lean over roads should be taken down. This could prevent maybe half of the outages, allowing for shorter response times to the outages that do occur.	
	3	0	yes	information was very "ify". There was no specific information as to when the power would return	Because of past power outages, we have invested in a generator. It was well worth the investment. However because of the power outage, gas stations were also affected and were either closed or the lines were horrible	Because I personally know someone who is involved with PSNH. I do know they are working around the clock to restore the power. I just tell myself to sit back and wait. Having a generator, at least I can eat and have heat and lights at night	The utility company could have been honest and told people exactly what was happening. I think if people know the truth, then they can accept the situation a lot better		

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	0	0						
	6	0	NO.	PSNH provided no information until Thursday. "Assessing" was done prior to that. They did not call in extra crews to help until Tuesday. I believe they are the ones that need to be better prepared. Their Storm Report is nothing more than constructed information to make them look better publicly! It is disgraceful. If the head of PSNH thinks they did a "great" job, he should be fired immediately. If he can not even identify areas of need he is failing!	No power or heat for 6 days	PSNH should be prepared to handle large outages in hoursnot days!	More staff on payroll. They should not be able to minimal amounts of personnell and then not handle "emergency" situations and think they did a fine job. Hiring adequate staff to address problems immediately!	The Storm Report is disgraceful. Nothing but a publicity stunt! The Governor and Represenatives better take a better look at this situation. If they do not correct the issue....they will all lose my vote!
	1	30	yes - mostly just followed on twitter and the website	info was sufficient and felt like PSNH was fairly open with progress reports. Only improvement could have been real-time maps showing where crews were working and reasons for outages (downed lines, transformers blown etc), but I understand this would not be easy to achieve.	fully expected power to go out since it happens every time there is any sort of weather it seems. Only took about 1 hour after the snow started falling, we had about 2 on the ground here at that time. Pretty ridiculous.	This was not a major weather event, at least in this area. It was an unusually early snow, but nothing extreme by historical standards - if we got that amount of snow in December it would not be noteworthy at all. I expect the utility to not suffer widespread outages from fairly common weather events first of all. And when a line goes out, I expect the utility to be able to track and pinpoint the location of that issue from a central dispatch location, and not have to send crews out to drive around and visually inspect every pole and wire to look for issues. This takes too long and with today`s technology there are alternatives.	During and after the outage, the major thing that can be improved is to not have the outage in the first place. This is a serious issue when power goes out for 2-7 days for people just because the wind picks up or we get wet snow - this is new england, it`s going to happen. I know for political and bureaucratic reasons there are problems with clearing trees or burying lines. But as long as we have to look at these ugly, dangerous poles and wires strung over our heads, they should be dependable. There are hundreds of places here in Greenland alone where you can find wires running right through and under heavy tree growth - nothing is being done about this, and the next time the wind picks up they are going to come down, the results are predictable. What`s causing these outages is not some extreme weather cycle, it`s just lack of foresight and preparation.	this whole survey is based around what could we have done during or after the outage which seems to be the wrong approach. PSNH has been very careful to play a good PR game when issues arise. BUT these outages over the last few years could have been avoided by being prepared - there is no excuse in this day and age for having a 3rd-world style infrastructure of wires strung between poles, covered in trees. Of course the trees are going to fall and take out the wires - nobody should be surprised by this. It happens every time and the utilities make a big deal out of how many crews are being paid overtime to fix the issues, but I`ve never heard one mention of clearing limbs or burying lines as a preventative measure. It`s great to communicate and be on top of your PR, but the game is already lost because we shouldn`t be this vulnerable to every bit of wet snow, ice or wind in the first place.
	2	0	I recieved an automated response saying they were aware of the outage in my area.					This the second time in 2 years that my area of the city has lost electricity due to severe storms. I`m sure that the staff and crews of PSNH as well as all of the out of state crews did everything they could do to restore power as fast as

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	5	0	No		The idea that PSNH head Long says we should be more prepared is deflecting from his responsibility. This is the third time I and my family have gone days without power. I am ready PSNH is not. More important I fear that I will pay for non-preparedness. I don't how the Co-op only charges 20 bucks a month for service and PSNH gets away with charging more for service then actual usage and the amount increases with the amount of energy you use. When you have no power for days one would think that is what you are paying for every month..getting power restored in a timely fashion. And now I am sure we we will be picking up the tab again..outlandish at best.	No water.	Communication and timely response not parts of town having power within 24 hours and other parts of town 7 days later and everything inbetween. Less than a quarter mile from my home had power with 24 hours I had no power for 5 days. Speaks volumes.	Communicate	they could given the enomity of the situation. However!!! I`m not sure I understand why areas of Manchester had to wait until crews from Canada had to get here to get their power back when PSNH has parking lots full of service trucks and repair equipment right here in the city. Seems like they abanodoned the city to head to parts unknown while we waited for crews from Detroit or Sherbrook to get here! Doesn`t make a whole lot of sense to me.
	2	0			I am not satisfied! All we kept hearing from PSNH is `we are assessing`!		Instead of saying..it could take up to a week, give a better time frame. Let the people plan.	In the last four years we have lost our power 3 times. Each time for more then 1 day. It`s becoming seasonal!	
	3.8	92				PSNH responded to the down limbs on our service line in a timely manner.	Using the internet to provide updates isn`t the most effective method as several people don`t have power therefore no internet. The radio works well.		
	4	0	Only after etr was posted.					PSNH has touted an aggressive tree trimming plan however driving around merrimack, litchfield and other Towns I see trees and limbs going through or extremely close to	

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								utility wires. Is there or will there be a plan to remove these limbs to prevent major multiday outages?
Amherst	9	0	This form seems designed for thr 2008 Ice Storm.....I want to comment on the October 2011 Snow storm. My previous data is for the 2008 ice storm; the same data for the snow storm is 4 days no power, we have our own well which doesn` t function without electrical power. For the snow storm PSNH Customer service was "helpful" and did call back	OK....see above...but 4 days without power on a main road NH Route 122 seemed to be a long time, particularly after PSNH had established a temporary Amherst Dispatch Center. We had no power loss due to the Hurricane Irene in August but did loose two big trees by Rt. 122, but they did not hit any power lines.	see 7 above	Amherst "Red Alert" communication as a daily phone call was more helpful than PSNH saying on the radio....access their Web site...when without a mobile device and only a desktop computer...we could not do so due to lack of electrical power...and those with electrical power had no need to go to the web site! It was all a bit ironic.	Have a phone access program for managing expectations...as web sites are usless if one has no power and no mobile device.	I fully recognize that since Ice in 2008, the Patriots day wind storm, Irene and October snows we truly have had a tough run of unusual events...and in all of these tree and limbs come down. Makes one wonder how many more trees and limbs are there waiting to fall? So, as much as the Public Relations for PSNH have improved and crews arrive from out-of -state...the real issue is preventative maintenance...cut off the limbs and remove likely trees...yes, yes, scenic road designations, environmental concerns and aggrieved home owners favorite tree. If these prove to be system reliability barriers seek a legislative remedy in the RSA`s...and as a State Rep I`ll support it! Respectfully, Bill Belvin, State Rep., Hillsborough District 6, Milford/Amherst
Amherst	4	0			I live on dead end road. Downed tree crossed road blocking it, taking all utilities (Elec, Tele, Cable) with it. Town DPW would not even plow up to downed tree. Sunday morning neighbors and I cut tree top away (staying away from downed wires) clearing a single lane to pass by.	My expectation is that a utility fixes in order circuits that serve thousands, then hundreds, then scores, then tens, then singles. That is what we got. I understand that hospitals, police, fire and ems get a priority over others. I truly dislike that others can somehow also get a priority - I would think that if you need something to stay alive - you would already have a weeks worth.	They could have set up the local command center sooner. It was nice to have a live person to talk to.	
Amherst	5	0	very helpful	just great	I was well prepared for the outage			I thought that PSNH did a well organized job the best in the 40 yrs.I have experienced such storms and outages
Amherst	5	0	No. Was never able to speak with anyone. Tried contacting on Twitter multiple time and got no answers.	Completely unsatisfied. I can understand that it can take many days for power to be restored to everyone, but PSNH failed to provide even broad estimates of	We lost power Saturday night at around 7PM. Our neighbors had power restored Monday and Tuesday, but we were out until Thursday afternoon.	I expect that utility companies will call for extra crews BEFORE a major storm is forecast to hit the region. Likewise, they should be calling in additional customer service	As stated above, the lack of any broad estimates for time power was to be returned was shameful. I had a rep respond to me on Twitter, asking for my address in	I don` t understand how PSNH learned nothing from the Dec 08 ice storm, nor from Hurricane Irene. The utility company needs to be proactive when preparing for

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					when power would be returned until Wednesday, 4 days after we lost power. This is inexcusable.	representatives to handle the number of calls/emails. Once a storm hits, they have a responsibility to inform customers of when service is estimated to be returned within 24-48 hours. Again, just estimates - any kind of communication from PSNH. If they're going to use sites like Twitter to disseminate information and respond to *some* customers, they need to have enough customer service staff that they respond to *all* customers.	order to find out information for me, then the rep never followed up, leaving me even more frustrated. Allow CS reps to work from home in order to keep in touch with customers, if necessary during bad weather. Take on the responsibility for keeping customers informed beyond statements like. We are doing everything we can. This was an historic event. More crews are coming. That doesn't help people prepare in terms of food, fuel, generator power, etc. The satellite crew staging areas that were set up in hardest hit areas like Amherst and Hudson should have been set up either in advance of the storm - there was plenty of warning - or far earlier than Wednesday, 4 days after the storm hit.	situations like this, not reactive. The branches on my street were trimmed in the summer and the lines still came down.
Amherst	5	0			Comfortable with water and camping equipment. No unexpected problems	Expect prompt response based on area-wide priorities. Reliable updates and reasonable efforts to prediction recovery	PSNH response was excellent - all that could be expected. Extra crews were sent into the area as soon as the roads could be opened. Prior to the storm, the lines were well trimmed to reasonable standards. Trees that broke off along the main circuit supplying our home, breaking many x-arms and dropping many sections of primaries, could not have been anticipated as threats to service during normal maintenance trimming. And even if they were, the more extensive clearing would have 1) generated much higher costs which would have to be approved by the PUC in a rate filing. Always a questionable expectation. And 2) would have caused a furor from homeowners and scenic road viewers. The loss of telephone service was more of a concern from a health and safety point of view and less understandable considering the	In summary, PSNH and their contracted crews did good.

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Amherst	5	0		Once I was able to find a way to access the internet to get to the PSNH site, I found it helpful. With no electricity or cable, it meant traveling elsewhere each day to get access to the site.	Power went out Sat night, returned Thursday late afternoon. It was clear the reason for our outage was multiple trees down and on wires on Horace Greeley Road. They supposedly trimmed these back this past year, but clearly did not trim enough. There are STILL a number of huge limbs waiting too fall out of trees onto passing cars on Horace Greeley Road.	I expected to be out at least 3-4 days as we lose power constantly in our neighborhood if the wind simply blows.	phone cables serving our area appeared to be intact. If due to the lack of power, consideration should be given to installing longer-life batteries or emergency generation for the area switches. More cost, yes, but worth consideration for switches serving larger areas and town-wide.	Our Pulpit Run (Amherst) neighborhood loses power so frequently that we have become numb. Not sure where our power is actually fed from as it goes out if there are problems on Joppa Hill Road, 101, Horace Greeley Road, or Merrimack. We are often one of the last neighborhoods in town to get repaired when there is an extended outage. And even with a 5-8 day outage, it barely makes a dent in our ridiculously high bill.
Amherst	5	10	I called once when the power went off after it had come back on. They were OK. (Believe it or not, PSNH restored my power and then discontinued it without telling anyone two hours later! In the interim I had returned the generator I borrowed and thought everything was back to normal.)	The PSNH Web site is awful. They have chosen not to invest in IT technology, so when they have lots of hits, the site can't handle the traffic. They need a streamlined mobile site they can be accessed easily and quickly with a smart phone that gives basic information about restoration. Not complex maps that literally takes hours to load over a phone connection. Don't they realize that customers without power don't have access to their home networks and computers??? It's comical they that have built an elaborate Web site that is based on the assumption that people have power to access it over their standard home computers!	It was the typical experience that has become common being a PSNH customer. You can count on any out-of-the-ordinary weather event to result in loss of power, and the restoration process to be slow.	My expectation is that my utility (PSNH) would spend some time and effort (and money) proactively so that weather events don't cause major disruptions with their grid.	PSNH needs to do more proactive work to prevent the impact from storms from being so devastating on their power grid. One other thing: They should stop spending money (particularly during outages) advertising and promoting how good they are and what a great job they are doing. It is really irritating. Spend the money on improving the reliability of the system.	I have lived in many locations, lots of them with the same type of terrain and forestation as New Hampshire, but I've never encountered a power utility that experiences so many outages. PSNH is by far the worst electric utility I've ever gotten service from. We are now spending thousands of dollars installing a house generator because we cannot live with PSNH's poor service any longer and, of course, have no other choice. Thank you PSNH! I worked in business for many years and can see that PSNH has gotten lazy as a monopolistic company. They have basically taken their profits and paid little attention to investing in their infrastructure - betting that a major weather event wouldn't expose how bad a shape their grid is in and how terrible their service is. Unfortunately, we've had three major weather events in the past three years that have exposed how little they care about the service

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								they provide their customers. A couple of suggestions: 1. PSNH should start a program where customers are rewarded (maybe dollars off their bill) if the report a tree that they think could be potentially damaging to surrounding power lines and PSNH agrees. 2. Part of PSNH management compensation should be based on grid uptime. If there is a significant power outage, management compensation should be impacted. This would incent PSNH management to care about the quality of the service they are delivering (rather than their bonuses and stock options). I frankly think that PSNH management really doesn't care about about the quality of their service right now.
Amherst	6	144	Not at all. All that I was told each time I called was that they had no answers.	I was extremely dissatisfied with PSNH. They had no answers and no idea when answers would be available.	We live in Amherst and without power we had no telephone (our phone is VOIP with Comcast) and no water since the well pump couldn't work. Our house got very cold but shelters weren't an option for us since we have a dog and two cats. Staying in a hotel was not financially possible either. PSNH was on our street (a dead end) on Sunday and Monday and restored power to the first few houses on our street but could never give us an answer about why the rest of the street was out or when we might be restored.	I would expect that after 24 hours we could get an idea of the exact cause of our specific outage and a reasonable timeline for it's expected restoration.	PSNH could have had more answers. Hearing that thousands of other people are in the same situation doesn't help me. They are allowed to add late fees (essentially a fine) if I don't pay my bill on time, why are they not fined for such an excessive outage period?	
Amherst	6	0	There was very little information early on, so no. That said, out town had many updates via their code red system, but without phone service it did not matter.	Information provided via internet was helpful in setting expectation for return of service	Unfortunately my neighborhood is always the very last 5% who get service restored even though all of the utilities are underground. I don't understand why there are still many dead trees that are waiting for the next storm to bring down the lines again... this simply does not make sense.	I think the Utility has done a reasonable job after the initial damage assessment period. That said, I think what is done in advance preparation is the appropriate question. In my opinion PSNH has not taken enough precautions in advance of storms for items such as tree removal.	Perhaps adding links to local to internet and phone numbers where more specific information related to restoration and or warming centers and or water supplies are provided.	Regretfully as mentioned we are always the last homes to have power restored and while I understand priority for getting as many people back online as soon as possible, I don't subscribe to the notion that this should always be the case. We have incurred thousands of dollars worth losses of spoiled food in the past 10 years and have since purchased (at

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								considerable cost) a generator that protects our household and allows us to keep reasonably comfortable. I think the utilities should reimburse home owners for the cost to run their generators and potentially underwrite the cost of purchase especially when there are multiple day events where the same locations are consistently being those last in line for service restoration.
Amherst	6	2	PSNH - THEY WOULD NOT ANSWER - never spoke to anyone after MY INITIAL CALL	I WAS NOT - 0 info	GRATEFUL TO HAVE POWER AGAIN HAVE NOW PURCHASED A GENERATOR SINCE WE CAN NO LONGER DEPEND ON PSNH THEY HAVE TRIED TO SAVE MONEY BY NOT TRIMMING TREES	NO LONGER HAVE ANY EXPECTATIONS THEY HAVE NO CUSTOMER SERVICE, JUST A MONOPOLY!!	ANSWERED THE PHONE AND GIVE EXPLANATION AND ESTIMATE OF TIME TO GET POWER BACK	START TRIMMING TREES LIKE YOU DID ON NORTH AMHERST ROAD IN BEDFORD I SEE NO TREE TRIMMING GOING ON CURRENTLY
Amherst	5	0	I received a recorded message from PSNH and did not interact directly with a customer service representative. I called FairPoint after our power was restored (our utility pole had fallen during the storm). The FairPoint representative I spoke to was very helpful. She quickly made an appointment for us to have our phone restored and was very cordial and apologetic. Although FairPoint had to reschedule the initial appointment, they did call me to let me know that they were going to miss the original appointment.	I was satisfied with the information I received from PSNH. The town-by-town restoration list they provide is a good tool. I could at least adjust my expectations and plan accordingly. PSNH restored power one day before their estimated 99% restoration level for my town. I was very satisfied with FairPoint's response. They exceeded my expectations.	Because we knew the storm was coming, we were able to make the necessary preparations so we could stay at home. We have a wood-burning stove we can use to heat a portion of our home, and we are able to cook on our gas cooktop, so we are able to rough it for a few days. The biggest challenge is water; we have a well, so no power equals no running water.	I expect the utilities to pull out all of the stops to restore service, particularly electric service. I think PSNH did a good job; I did see a lot of trucks from outside the state, so they did call in the cavalry.	I'd like to be able to access the town-by-town restoration list by phone. While I could check online at work, I'd prefer to be able to access the list when I have no access to power or to the internet. Maybe PSNH did offer this - I never called to check.	I know the PUC does not regulate cable TV and internet, but I'll complain here anyway. Comcast was by far the worst service provider in the aftermath of this storm (and other major storms as well). It took a 9 days after the power was restored for the cable and internet to be restored, and we had daily battles with their horrible customer service representatives. I typically work from home, and the lack of internet made that impossible for me. I really wish this was something that the state could look into instead of leaving it to individual municipalities, who lack the weight to make Comcast change their ways.
Amherst	6	0	Yes.	I had no problem with the info I got from PSNH. I wasn't as happy with Comcast as they had scheduled a time to be at my home. They did call as I was told, but the address that the tech had was in another town and not even close to me. I called Comcast as the tech told me	Since I have a generator I really didn't have any issues as I had everything I needed to continue to stay in my home.	Interesting question. Since 90% plus of our wires are overhead things like this can't be prevented unless the rate payers want to pay thousands of dollars more per year to place them all underground. So livign in this region if you aren't prepared then you should move to	I really see nothing else they could have done. With the damage that was down in the state I feel that they were able to restore power faster then I thought they could. I also think it would be crazy to expect the utility companies to move in additional help until the	You know my name, but I also want to say that I am the Chairman of Amherst Board of Selectmen and will say a few more things. From our towns stand point we couldn't have asked for more from PSNH and the other companies that worked in Amherst. I am well aware

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					to do and was then told it now have to be the next day as they didn't have my address on file as having a problem, but did have my phone number as having a problem. It was fixed the next day.	another part of the country.	area has been hit. My reason for saying this how many times have we heard that we are going to get this and then we get next to nothing so this helps save the rate payers money.	that just days after the storm a town resident sent the PUC an email complaining that since they live in a development with underground power then they shouldn't be without power and it was because of outdated equipment that PSNH has. I really wanted to reply back to that resident that just maybe they should consider moving back to where they came from if they thought the power was so good there. On that Sunday morning after the storm I need to respond to our EOC at our police station and it took me almost 25 minutes to drive the 2.9 miles to that location because of the damage that there was. After seeing that I told others if I had power back in 7-8 days I would feel lucky. Well it was 6 days and it was back on. As I said in a statement that I read during one of our board meetings is when it takes months and years to build the infrastructures and it only took PSNH and the additional crews only days to re-build is amazing. I also find it interesting that our state folks including the gov/exc coucil feel that they need to hold hearings to see if the companies were prepared. I really think they should be asking the residents why they weren't prepared to handle being without power for up to several days. So not only from my own stand point, but to the towns stand point PSNH did an outstanding job in getting power restored as fast as they did. I would be more than happy to discuss this further with anyone from the PUC and I really hope that someone will call me. I will even give you a couple of numbers to reach me at. [REDACTED] I know when I am saying things for the town that

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								other board members feel the same. Thank you for taking the time to read this and I am looking forward to hearing from someone there at the PUC.
Amherst	6	0	N/A - it was an automated system	Extremely satisfied. The constant updates via twitter along with the daily outage reports by town were very helpful. As were the Estimated Time to Restoration [update]s that were provided toward the end of the restoration effort.	We were without power, water (private well) and heat but were able to stay with family for the 6 days.	Advance preparation/maintenece - tree trimming, planning for additional line crews, tree crews, support staff to be ready to start restoration as soon as it is safe. Communication during the restoration effort in terms of progress and estimated time to completion.	I think they did a great job, especially with communication. Of course you would always want to strive for faster restoration.	
Amherst	6	0	I did not talk with a representative. All the reporting for electrice was done without speaking to a person. Not a problem. Comcast`s answer was if there is not electricity, there will be no service.	It was fine.	We have a generator. Not a huge problem. I understand that this was a event and that the utilities cannot predict every event.	I wish there were estimates mader earlier about when power would be back. I think it took them 4 days before they discussed the information publicly. It would be appreciated if they could make assesment quicker, if possible.	I wish assessments could be done quicker to publicly discuss when power could come back on. Information on this was very slow.	
Amherst	5	0	Yes	Satisfied	Roof damage from falling tree limb. We have a generator which we ran intermittantly, This allowed us to keep the house warm. We used propane camping stove to heat food and LED lanterns for light when the generator was off.	I expect them to have a plan in place, to implement it and to get power back on quickly. Also to keep people informed.	I believe that PSNH had a plan, implemented it and I think it worked well. Damage around this area was severe and I was surprised that we got power back as soon as we did. Seeing crews from Canada and distant states arriving and getting to work so soon after the storm was encouraging.	On the roads around here there are many large trees, some healthy some not, that overhang the roadway and utility lines. PSNH trims these trees of branches which touch or are close to touching the lines but will not remove the trees even with land owners permission. Could PSNH institute a program whereby they would cut them down if asked by the land owner or at least provide some subsidy to the land owner to cover the cost of doing so. This would reduce the threat to the lines when storms of the kind we have had recently occur. There are some such trees near the road in the front of my property which are as likely to come down in a storm as others on this street did in the recent storm but I cannot afford the total cost of removal.
Amherst	5	0			We`ve planned for outages by using a generator and transfer switch to keep the heat, water and some lights on during the outage. As a	Keep the customers informed of progress. Give estimates of time until power is restored, maybe through the Nixle network.		

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					<p>result we were in pretty good shape. It might be nice to have some way of getting discounted gasoline during the outage maybe a rebate by submitting receipts after power is restored. The cost to keep the generator going got pretty high.</p> <p>After the power was restored the cleanup began. There were trees down all over the neighborhood. A number of us banded together to go from yard to yard to cut them up into firewood.</p>	<p>Amherst emergency services provided daily updates (cell phone network worked). It might be useful to provide a more specific "we are working in these areas today" update rather than just the 75% of the town is still without powermessage.</p>		
Amherst	5	0	No, it was just a automated message service, we never got through to a person.	It seems that most of the information was available from PSNH website, which I was able to get once power was restored at work. We did get information indirectly from the Amherst emergency (code red) automated phone calls and local radio station.	We arrived home from being out of state to power being out at the house for at least a few hours on Saturday. I got the generator started and had power for the heat and refridgerator. The generator is not setup to power the well or hot water. We had enough gas for the generator for about a day and our driveway and nearby roads were nearly impassable due to downed trees and power lines. We did drive on a closed road to be able to get gas for the generator and it wasn't until Monday when the road was opened again.	It took the town and PSNH too long to ensure the roads were safe to travel on for those of us lucky enough to have a generator out looking for gas. A fairly major roadway, Baboosic Lake Road was closed on Sunday.	From reading the PSNH report I'm unsure if they could have better anticipated the damage from the storm and had more help standing by or on call. It seems that PSNH didn't really get into full swing of repairs until Monday or Tuesday when the extra crews arrived. From reading the local news papers, UNITEL response was much quicker with many crews arriving on Sunday which allowed them to complete their repairs by Wednesday vs. Friday for PSNH. We were very lucky with the warm temperatures otherwise the impact to PSNH customers would have been much worse.	I understand that it is very difficult to anticipate such unprecedented damage in urban areas like Nashua and Manchester days before the storm. The PSNH report states they called for help immediately but I'd like to know if that was Saturday after the major power outages had started or before the storm. It certainly wasn't hard to expect heavy damage for a storm that was wrecking havoc as it traveled to NH. I don't fault the PSNH crews or the crews they call for but I think there's a good chance that PSNH was too slow to react and should've call for help earlier.
Amherst	4	0	yes	great improvement compared to the 2008 ice storm outage. Many lessons learned	no primary heat, no power, no landline phone service	i believe that they did as well as could be reasonably expected.	information provided more than adequate	do not waste PSNH money(and hence my money) by trying to make the system "perfect"
Amherst NH	6	0	Received recorded message upon reporting it and then relied on battery operated radios.	How can one be satisfied when forced to sit for a week without lights or water?	Was pretty unable to stay in my home. I have pets. Fortunately, I have a daughter in neighboring town of Milford who did not lose power or water. The whole experience now has me debating if I even should continue staying in the area. It seems I can expect this to happen every time we get a storm with substantial snow or wind. Why do I say that? I've lived here since 1775. Simply stated.... it happens too many times. My street is the first to lose power and	Natural causes are to be expected at times, but as of recent years, it gets one to wonder if losing power for days each time we get a storm is becoming the norm. If it was only a lose of a few hours it would be very different and understandable. I come from the midwest, Michigan, and our storms were bad; however, I never can remember losing power like this.This happens too often, and the result is a price increase due to having to bring in help from so far.	Due to the fact NH is a heavily wooded area, and studying the intensifying weather patterns that have changed in recent years, perhaps it's time to investigate the possibilities of other available options....if, or course, there are any that exist.	I think I've pretty much sums it up. I'm hoping for the best this winter.

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					seemingly last to get it back. It cripples us! It's upsetting, disheartening, disruptive and extremely difficult to function when this occurs.....especially when you're older. I had to intrude on my daughter in Milford during the day, came home at night, and don't know if I would have managed without my daughter and my son-in-law's help. I pray a lot..... and hope this winter doesn't bring more of the same.	Just my thoughts!		
Amherst, N.H.	4	6	Yes	I went on line from my place of business and got updates which were very helpful.	We lost power the first day of the storm and we were out for four days. During that time I felt PSNH kept everyone well informed on the television and radio and constantly gave updates as power was resumed. As I have a generator i was able to keep well informed and appreciated their updates.	I feel they should respond to the emergencies caused by storms as quickly as possible being realistic as to health hazards and weather conditions. I do not expect instant gratification and realize that if we live in this climate we will have these instances from time to time.	Nothing that I can think of could have been better handled than it was and I commend them for their prompt and effecient service in our time of need.	I am a current Selectman in the town of Amherst and I must say I was very pleased with the job PSNH did. They set up a special staging area in our town and did their job in a professional way. The tree crews that they hired got the job done quickly and effectively and made our job much easier. They kept us informed throughout and were there when we needed them to answer our questions. I would be glad to answer any more questions you may have. Please excuse my typing also. Sincerely George Infanti
Amherst, NH	4	0		The information we received through our town's emergency contact service via telephone was very informative.	Our power flickered several times on Saturday evening the 29th, then went out about 7:00pm. In the morning we noticed many trees at the perimeter of our yard that had the tops cracked off, including one that crossed our driveway. There was a branch hanging on our electric line.	I expect the utility to do their best to flag unsafe areas and restore power as soon as possible.	I think they did fine.	We are always very grateful for the linemen who work through all kinds of weather and through the night. We were thankful that the weather was rather mild during this storm for everyone's sake.
Amherst, NH	8	0	No issues with PSNH. Comcast, on the other hand, was misleading and downright deceitful. I had three appointments re-scheduled and missed work for each of those missed appointments. Even when informed that I had a documented heart condition	No issues with PSNH. Comcast - again, completely horrible. I spoke with them daily on the phone or in chat sessions and got different stories every time I spoke with someone. It was utterly embarrassing how badly they managed the repairs at our home.	We had significant damage in our entire neighborhood. Most of the damage to our property resulted from trees on adjoining properties. For example, a tree branch from a tree in a neighbor's yard fell near our home, completely ripping power, phone and cable from the side of our house - to include the power meter. We lost power on Saturday evening and were unable	I expect my utility company to hold up their end of the bargain. When they tell me they will be at my home, I expect them to be there. If they cannot be there, I expect them to let me know. I should not have to contact them at 9pm in the evening on the day of the appointment to find out that they won't make it. In the case of Comcast, this happened on THREE	Comcast could have stopped telling me that they were working 24/7 to get service back up, but then all scheduled appointments miraculously` got rescheduled if not completed by 5 pm each evening. They did re-pay me \$20 for each missed appointment, but that hardly compensates for three days of missed work.	PSNH did everything that they promised they would do. It took them a while to get the repairs completed, but they did what they advertised. Comcast..... not so much. I am now a former Comcast customer as a result of the poor service.

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			and no 9-1-1 service connected, they did not seem to care nor did it expedite the repairs. Horrible, horrible, horrible company and even worse customer service.		to call out on our cellphones on Sunday. I contacted all utilities ASAP on Monday morning - via phone and email/electronically - when I got into work.	appointment. I was told that I needed to be home, so I took time off each time. Then, at the end, I was told that I did NOT have to be there. Communication was NOT clear and the customer commitment was definitely not there.		
Amherst, NH	5	21	n/a I didn't call because I got billed for electricity I never used after the 2008 Ice Storm . When I called PSNH in 2009 to ask why I was being charged for electricity I didn't use, they basically told me to deal with it. I assumed after that experience that they are bigger than I am and I expect the same thing will happen again with my Snowtober bill. I heard alot of rumors too - that customer reps had told people PSNH sent all their trucks to CT - so after that I really didn't bother to call because I thought the reps weren't getting realistic or accurate information from management.	I was not satisfied with the information I received from my electric utility. I received no information from the utility. I left NH because I got tired of waiting. When I got to a place with electricity I looked up the PSNH website to see how long it would be before I got power back. I paid for a hotel. not everyone can afford to do that. I still think it was 4 days (Tuesday) before PSNH had data on their website though. That is kind of long. Did they not know how widespread the issues were before then? How about an indication that data is still being collected and update the website every 15 minutes with a database pull of some kind?	Lights kept dimming from 5pm to 8pm so we pretty much knew we were going to lose power. Then the power went out at 8pm Saturday night. I did not see a truck in my neighborhood or my general area until Monday morning. This was discouraging. I would describe my general area as Amherst-Bedford-Milford-Merrimack. I saw Hydro Quebec trucks at a transmission station in Bedford on Monday. On Sunday I drove down Rt 101 from the Bedford-Amherst line to 101A, then 101A down to Rt 3. No street lights until nearly the end of 101A at Rt 3. Then came back up Rt 3 to exit 11 where I saw the only police officer I encountered during the outage. He was directing traffic at the lights at the end of Continental Blvd. Then I drove up through Merrimack and Amherst. This stretch of road had no street lights but the devastation to the lines was pretty apparent - trees fouled up and not a truck to be seen. It wasn't until Tuesday pm that street lights were restored on Rt 101. I thought it was extremely dangerous to have 6 lanes of traffic at Wallace Road and Rt 101 with no lights ! Very surprised that police were not directing traffic at major intersections especailly since we were having such a prolonged outage. I left the state because I needd to work and I couldn't work without electricity. I do not have a generator. I	Be prepared. Collect data on outages. Communicate. Staff appropriately. Restore power. Set expectations. Communicate multiple ways. (Think about it - people who don't have power can't get to webpages. People who use Vonage which is an electricity based telephone solution can't get phone calls. People who don't have power can't charge their cell phones to call the utility to report an outage.)	I'd like to suggest better coordination between the utilities and the towns. It seems like the police and fire departments could be a communication point into their own communities. le if you go to the police, they should be able to give you an update on how things are going. I'd like to suggest that the NH utiitiies communicate on residential accounts still needing to be restored basis, rather than just the % they had on the website. I could see my town at 99% complete and know that you still were out of power, and all you could do is wonder am I in a group of the last 10 customers who are without power or the last 110 customers without power? Nstar did this for their MA customers during the same storm and I thought it was effective. It helped lower the expectation that maybe one would get power soon when really one wasn't going to get power back for another day or more.	<ol style="list-style-type: none"> 1. I know PSNH has cleared alot more lines in my general area (Amherst, Bedford) since the ice storm in 2008. I do want to say THANK YOU for that ! That clearing is supposed to be a 5 year rotation and I can tell you that based on one tree they removed, we are looking at more like 20 year growth. I think that one tree may be an exception but it indicates to me that perhaps the 5 year rotation needs to be adhered to. I hope that this is a budgeted, standard maintenance activity. 2. Camp Road in Amherst which turns into Baboosic Lake Road in Merrimack needs some line clearing attention. It is a major artery even though it is a secondary road. 3. During the 2008 ice storm, I went to the police station in Amherst to ask what was going on and the person at the desk said to call PSNH. I think that is a very weak answer. If there is a state of emergency then public servants need to understand that they have a responsibility to serve. I was in NYC on 9/11 and that was a bad day but they had a plan. NH doesn't seem to have a plan. I find this kind of empty answer - call the utility - during a state of emergency, offensive. 4. I like how NSTAR listed their outages by total number of homes

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								<p>remaining without power. This is in a better way to communicate the outage.</p> <p>5. We have alot of power outages in NH. Today we had a 15 minute outage at my house. I have had more power outages in NH than I did living in NJ which has much higher population density and energy consumption. I do wonder if we are behind in terms of upgrades or whether or not PSNH just has alot of old equipment and it`s all failing at the same time. It does seem like physical components fail at a rate at least as high as we have trees falling on lines.</p>
Amherst, NH 03031	6	0	No.	Very dissatisfied. Lack of communication is the main issue, as it was with the ice storm a few years back. The communication is absolutely horrible! The only communication we received during this major outage was from Amherst itself (Brian Gleason), who has an emergency call system for Amherst residents.	We lost power at 7:20pm on Saturday night, Oct. 29th. We are on a well, so we lost water at that time too. We did not have our power restored until Thursday, Nov 3rd. I am a single mother and cannot afford a generator, so this was the week from hell for us. We went for 3 days without showers until Milford High School opened their showers on Tuesday, Nov. 1st. (I found out about this from a classmate on Tuesday) I work full time and attend school at night. I missed 2 days of work on Mon/Tues due to having no water/no shower (and a child at home whose school was closed). We did not go to a shelter due to having 3 cats and a dog at home. It was absolutely miserable being in our home with no power and especially no water. We also had 4 lines down in our yard (cable & phone). Our cable line was only restored last week, and I had to go	I expect communication and to know what is going on. We felt lost. No one knew what was going on, including my neighbors. PSNH is horrible in my opinion! They provide no customer service, and when you call them, they know nothing. I expected things to be much better this time (after the ice storm), but I saw no improvement whatsoever.	They could send emails to everyone to let them know what was going on. I have a smart phone and could access emails. We went to a local Dunkin Donuts to charge phones on a regular basis. We couldn`t get any TV news since we had no power. The only thing we had access to was email or phone. They could also phone customers to give updates. We had no idea what areas were being serviced. They could also significantly cut back trees so this does not keep occuring. The trees falling on our road were a major cause for loss of power. They are welcome to come and cut down all the trees they want in my yard!	Something needs to be done about this. Either bury the power lines underground like Florida did and learn from your mistakes. This was like reliving the ice storm again (though thankfully it wasn`t as cold) pure hell. As a customer of PSNH, I was once again extremely disappointed with their lack of service and care for their customers. Also, we knew about this storm days in advance. I felt PSNH was very unprepared. Help from outlying states should have already been in place to jump on this situation. I have a close friend who works for the State of Michigan. The utility personnel in Michigan didn`t even leave Michigan until that Tues 11/1 to come to assist. That was 3 days after the fact! They should have already been in NH since the storm was well predicted to be a bad one. I don`t understand who organized this as it seems to be very poor

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					to the Amherst Police Dept. about it on 11/19 since Comcast was doing nothing about it. My 3 phone lines are still down and laying across my lawn at this date! The overall service in general has been horrible. No one seems to care. Also, we lost everything in our freezer/refrigerator AGAIN [dash] as this also happened with the ice storm. It is very expensive to replace all our food lost, especially with me being a single mother. Our refrigerator is still 1/2 empty and our freezer is empty at this time.			planning for a storm you knew was coming way in advance.
Auburn	3	12			no heat, no water (well requires electric for pump), no phone, no internet.	To take the weather forecast seriously enough that they have crews regards of whether they are their crews or crews called from other areas on call and ready. PSHN typically calls crews from Canada and this storm they did not have those crews (to the best of my knowledge from news reports) in place ready to go and the result was 3 days without electricity. The crews they called in came after the fact from states outside of New England, not Canada. This wasn't poor planning this was about gambling to keep from paying those crews regardless of whether they used them or not. Once again their only concern was their stockholders and not their customers.	Had crews on standby ready to go regardless.	
Auburn	4	0	It was an automated answering service	Mediocre at best	Lost power saturday evening and regained it sometime wednesday afternoon. Lost everything in my refridgerator. Funny thing is I never lost internet.			I understand that the workers need to eat and sleep. I have no problem with them. I believe the way the work was scheduled was not handled properly handled. I passed at least 30 trucks every morning at one diner and another 40 to 50 at another. If they were staggered in their deployment it may have sped things up.
Auburn	4	0	YES	VERY SATISFIED	We had a freak snow storm in the freak month of October, which dumped 18 inches of concrete-like	I expect the hard working employees are getting power restored as quickly as possible, as I	They told the public to expect to be out for a week, and most were on in 4 or 5 days. Considering the	

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					<p>snow in my area. Trees and branches everywhere, the main road and my development road not even plowed because of all the damage. I was pleasantly surprised that i only lost power for 4 days and realize how hard everyone at PSNH worked to get customers restored. I have no idea what people are complaining about. i think the expectations of people these days are irrational and unreasonable. We live in NH. We can expect extreme weather and should have personal responsibility for ourselves and either buy a generator or leave town. GET REAL!</p>	<p>am quite sure they want to go home.</p>	<p>damage I saw, I am amazed at how fast they restored power.</p>	
Auburn	4	17	The representatives were courteous and just kept saying the same statement we are working on it.	We understood that we would be out of electricity for a couple days, but getting the same song and dance from the companies got old fast.	<p>Our power went out at 9:00 pm Saturday October 29 in Auburn. We understood that we would be out of power for a couple of days, not a problem, we used our generator. By Monday, part of Auburn had power. By Tuesday, more than half of Auburn had power on, then on Wednesday evening, my husband and I rode around town, everyone`s house was lit up like Christmas, and our neighborhood still hadn`t even seen a PSNH line truck yet. All the neighbors called PSNH to voice our concerns and we were told “ your power has been restored.” We all argued and said no, it hasn`t been restored. This was our conversation with PSNH all day Wednesday into Thursday. I got fed up with getting no response from PSNH, that I called the State House in NH and spoke with a respresentative of the governor. I told him what was going on with our neighborhood and PSNH, he said he would take care of the problem and lo and behold 4 line trucks entered our neighborhood within a half hour after I called the</p>	<p>We do have a generator, but it is an incovenience to spend alot of money on gasoline to keep it running for days. When other towns are up and running and our town is still out of electricity, I think it should be taken into account we have infants and elderly people that need electricity (heat and water).</p>	<p>All that they needed to do was send a PSNH rep/truck into the neighborhood to see if we had power or no power. PSNH did not.</p>	<p>We understand that living in the Northeast brings wonderful storms and we do understand that electricity will at times be interrupted. The ice storm left us powerless for 6 days and this October storm almost 5 days. All that I would request is that PSNH be more considerate to their customers and just send one of their reps or trucks just to make sure their customers have legitimate power outages. A phone rep is not going to no for certain if we do or don`t have power, so don`t argue with customers and say we DO when we DON`T. Thank you for letting me vent.</p>

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					State House. Our power was on in 10 minutes (Thursday, 5:00 pm). I did speak with a line man who was from Canada and he apologized and said that according to their records the town of Auburn had all it`s power back on. So there was a glitch with PSNH that somehow missed our neighborhood. What was unacceptable was that PSNH didn`t send one truck to check our neighborhood until Thursday. Needless to say, we will call the State House again in the future if we get no results from PSNH. I have the direct phone line and I won`t hesitate to complain after a reasonable allotment of time has passed for PSNH to restore power.			
Auburn, NH	6	120	We didn`t contact them because we live in a large residential neighborhood and the outage was obvious to them.	N/A	We had to run our generator to have our basic needs met and not lose our food. This cost us an additional \$160.00 in gasoline.	We expect there will be outages. However, 5-6 days is too long. In the past three years we have been without power for 16 days. (six days twice and four days once)	They should be better prepared. They knew in advance that a storm was coming. There were not enough crews. I didn`t see even one in Auburn for 5 days. Many tree branches should have been trimmed during the summer months.	Not only should they be better prepared - but I think they owe every person a rebate on the days that they were without power. We pay for this service at a high rate today - and when we have to pay for an alternate means to provide us with our basic needs - something needs to be done financially.
Barrington	2	0						I think PSNH should be more diligent in trimming trees around power lines.
Barrington	4	0	No. I had to track it through Facebook, and no one could give me an idea of when the power would be restored.	I was dissatisfied.	From what I could see there was minor damage in my town. Certainly not 4 days worth of being without power. I understand the damage was widespread, but there needs to be a more effective plan in place for restoring power as soon as possible.	We would lose power once in a while, almost never for more than 24 hours. In the last 3 years we have lost power for more than 24 hours several times a year, and for as long as 7 days. We have had to buy a generator and wire a gentrans system in our home. It seems as if the either the response time or the equipment is lacking with the power company.	Have a restoration plan in place ASAP listing how long it will take individual towns to be restored. Not knowing how long you will not have power makes the situation even more frustrating.	PSNH needs to explore other areas for faster response time to restore power, or even better - to avoid it at all costs. I understand it`s expensive to bury power lines, but are there other options available? How much money is spent on overtime and additional crew efforts to restore power? Would these funds be better spent as a preventative measure vs. an emergency action measure? Without a doubt, something needs to change.
Bedford	2	2	NO	NOT AT ALL		THEY SHOULD BE ABLE TO PINPOINT ESTIMATE TOWN BY TOWN THEIR PROGRSS AND WHEN POWER WILL BE RESTORED.		I HAVE A PLACE IN MOULTONBOROUGH AND FIND nhcc to be much better. THEY ASSISTED ME IN GETTING MY LINE

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						ENDLESSLY REPEATING THAT ITS A MULTI DAY EVENT DOES NOT HELP.		UNDERGROUND AND INSTALLING better pole and they have smart meters.
Bedford	4	0	No, their generic response was useless.	They did an exceptionally poor job in communicating.	There were trees down everywhere, which could have been avoided by more prudent pruning and better communication with the town. Multiple roads were closed for days, and I believe had the town known which lines were safe to remove trees from, they could have done so.	I feel the response was adequate. However, when we look at the cost of burying lines compared to the lost income, expense of fixing the infrastructure and paying far-away line crews, the hit to the local economies and inconvenience so many experienced I have a hard time believing they are not comparable. Now we have spent that money addressing current problems instead of being proactive and warding off new ones. We have had 3 storms of the century in the past 3 years.	All trees should be trimmed or cut down within 6` of a power line. I have several that are just waiting to come down on the lines, but the power company won't come out unless there`s a problem. In the last 3 storms I have lost 15 trees. What are they waiting for!	PUC should not allow power companies to charge us for the cleanup unless they have taken a hit to their finances which outside analysts have determined would deter further investment. Let the shareholders suffer some pain, perhaps equal to the cost of the generator I was forced to buy.
Bedford	5	0	What information I had no commucations with anyone	I didn`t receive any information	two senior citizens waiting in the cold with no heat, no water, no electricity	when you live in towns like Bedford,NH where you depend upon electric service to live This is twice in four years we were forced to deal with no electricity	no answer but this is terrible and something needs to happen	In question one you need to add another service box: How long were you without heat !!
Bedford	3	0		Since I am on oxygen, I am thankful for PSNH calling ahead to advise me of impending storm problems	A dear neighbor who had a generator, had me over for the storm duration.	Outstanding job . Getting outside help certainly assisted many to get electricity sooner.	Because of my situation and age, I only hope they do get service to those of us who really need it a.s.a.p.	Years ago, branch limbs were cut more often in the summer months . Now they wait several years to do this. My neighbors know that I had predicted loss of power the first storm we would get this year since so may branches were on top of electric lines in Bedford. More trimming needs to be done and more often. Thank You I
Bedford	5	0	Not at all - only got a recording. Never once spoke to a representative	Signed up for text update which I never received	Branch broke and ripped wires from my house. Tree service came by and cleaned up branches on wires - left numerous big branches hanging 10 feet hire and still directly above the wires going to my house.	Expectation is that they will clear branches so that a recurrence does not happen	Man the phones with people.	
Bedford	0	95	No. What could they say except that they had no idea how long we might be out for?	It wasn`t until Wed. that I could get online and check PSNH`s website to get an idea of how much longer we`d have no power	After an incredibly cold Sunday night in our own beds, we escaped to my brother`s house in Rockport MA for 2 nights. The 5 pails of water I had filled for flushing before the storm (which we do in preparation for EVERY storm as we know we`ll lose power) were gone	We know we`ll lose power. We`ve lived here for 38 years and the number of times we`ve lost power has risen exponentially in the last few years.	Nothing after the storm. However, clearing limbs and trees from power lines on a regular basis would have improved matters immeasurably.	A million thanks to the men of Nova Scotia for coming to our rescue in the 95th hour!
Bedford	4	12	no. there was no estimate of	not at all. it all seemed an effort to	lost food. house had lights and	position equipment and crews in	they knew the storm was coming	it is time to require underground

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			time. there is a big difference between 48 hours (freezer remains frozen and 96 hours(food is lost.) had we had a good estimate at start different plans would have been made. in particular i would have run limited elec off my solar battery system with an inverter or from a car to keep freezer and fridge cold.	be vague. best info was obtained directly from one of the scout survey crews assesing the damage. in particular as the restoration time neared no info was available. it is particularly necessary for homeowners to be home when power is returned. to check safety and status of systems.	water and cell phone because we have a solar battery system.	advance. keep us informed hourly on status. provide maps on internet. show crew locations.	on thursday. they could have had equipment in place friday. instead we lost power sat eve and they didn` t order backup equipment until late monday. (per newspapers) . better information allowoing us to plan.	service to all homes. require solar battery backup for all residences (a little power (lights, cell , heatinfg system motor, well pump.) is a lot different then no power. the cost of this should come out of utility profit not ratepayers. if they intend to retain monopoly they should pay when this happpens. i was able to get a 5 day credit out of the phone company. psnh insisted that since they didnt provide power they owed us no credit. i believe any event of this type should require automatic credit of a pro rata portion of the monthly charge . the phone company did it aftier i contacted thhem and they talked to billing, cur=stomer service nd repair (to veriuify outage) . this should be required to be automatic. rather than cxase by case. electric should refund entire month if out for 24 hours.
Bedford	4	18	After the first twelve hours, estimates were given about time restoration. I can see how with the breadth of the storm, it would be difficult to make this estimate any earlier. The automated line at PSNH tends to be very good.	The information was appropriate and I was satisfied. I didn` t bother to call Fairpoint because I know they do the best they can, which is not very good from a company that has emerged from bankruptcy. I will take this opportunity to say that when Verizon sold its landlines to Fairpoint, I was one of the many people I knew who was shocked that the PUC allowed the deal to go through, given how leveraged Fairpoint needed to be in order to purchase the lines. The PUC is basically at fault for the poor service NH landline customers receive in this case - Fairpoint was not considered by many able to handle the job at the time of purchase and this has proved true.	I live in a single family dwelling in Bedford, with well and septic. Life got very cold and dark over the days without power - I used my woodstove and many candles (mostly tea lights and all safely in wide-based candle holders or hurricane lamps) as well as a few flashlights. For the first time in years, I was not as prepared as I could have been with water - I was involved in working on a project at home and didn` t set out buckets of water early enough and when the power suddenly went off, there went my water source. I always have at least five gallons of drinking water on hand. I was surprised when I tried using the phone on the second day of the outage and found it was dead, since it had been working during the first 24 hours or so. I was fortunate enough to be invited to stay with friends who had a generator after a few days, but	I expect the telephone (I have a landline) always to be serviceable and was completely surprised that this was not the case for over a day. I maintain a landline because like many places in Bedford, cell reception in the house is poor and the telephone is the way I can stay in touch. In 25 years of living here, I have never ever experienced loss of phone service during an extended storm.	In spite of the fact that I am not a dummy usually during storms, I think that the newspaper and radio stations should have broadcasted major alerts about preparing for the weather, and not just as part of the radio chat. Perhaps I missed them - I tend to read the paper but not listen to the radio. I don` t know what PSNH could have done better - as I look around town, I see all these developments that have been built during the past 30 years where the land was not widely cleared (which is what I like) and all those trees have grown and now have crowns that are huge and hang above everything. If an oak grows between 4-8 inches a year, you can do the math on that and see how all those road side and neighborhood little trees are now causing big problems. More cutting definitely needs to be done near power lines, but short of mowing	People in my town are cheap when it comes to public expenditures, as shown by their voting down the road bill two years ago. There is no question that trees need to be cut down along the roads and power lines, but the judgment of how much and where is problematic. I do fault Fairpoint for allowing phone service to be disrupted because with all the major outages previously, this has never ever happened to my landline. I don` t know who is in charge of clearing trees near roads - if the towns, then they bear responsibility and if the power company, then they bear responsibility for getting behind in this work. This storm, like the ice storm, was not something that normally happens. If we need to make different preparations because these storms will come with increased frequency due to global warming, then we need to

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					because I have multiple pets I spent three out of the four nights at home. The warm weather created a lot of roof run-off, so I was able to collect more than enough water for flushing purposes. After the power was restored on Thursday, things proceeded normally. I had removed a number of trees last year which helped a great deal, since I did not experience the damage some of my neighbors did. The road connecting to my development had broken trees lying on the lines and poles. I still have a number of broken branches on or near my property that are hanging by a thread, one of which came down yesterday. These are sizeable branches from 40 foot oaks, and I am sure that more will come down in the winter.		down a 40 foot swath alongside the roads, which I don't recommend at all, I don't think that anything would prevent damage from a freak storm such as this one.	do so. That means changing future plans based on climate concerns, but I do not fault PSNH for the difficulty in dealing with such an early and disastrous storm.
Bedford	0	30	N/A	N/A	PSNH did an awful lot of trimming on North Amherst Rd over the summer period which is where our neighborhood is fed from. We feel that outages were unavoidable for this storm and thought PSNH did a nice job to minimize the impacts and to also restore service as quickly as possible.	I don't have expectations to say that all power should be restored in 1, 2 or more days. It clearly depends on the damage of the infrastructure and I know that PSNH and all utilities have a vested interest in restoring the service as quickly as possible. Unlike cable or telephone, PSNH doesn't get revenues when service is down.	I thought the forecasts were very clear in saying that this event would cause widespread power outages. I hate to sound old here but we should all be accountable for ensuring we are prepared whether it be with a \$700 portable generator, flashlights, board games, ice with coolers to keep your refrigerated items in tact, etc.	None. Thank you for the opportunity.
Bedford	4	17	no- I got a recording- told them of my outage and the recording stated it would log the problem.	Didnt receive any.	Both ends of my street regained power within 3 days. The large section in the middle (29 houses) remained without power. No lines/ trees were down- It didnt make sense that we were still without power. (the 29 homes have underground utilities). I stopped a PSNH worker (from North Carolina) about two blocks away and asked if he knew when we would get power back- he stated he had no idea- he jsus went where they sent him. He was with 20 other Utility trucks/ workers standing around in a parking lot on	1) be aware of where the power outages are. 2) post some kind of a map somewhere so people can be assured that PSNH know who is without power. I live right outside Manchester in Bedford and it appeared that PSNH was not aware of our power outage until we notified them- 29 houses.	Give somekind of a detailed map showing where the power uotages are so people know that they are aware. Also a general time frame (realistic) of when they can expect power back. Storms happen- it takes time to repair the damage- but they should be able to provide more information. The info should be posted online (for those that get Internet back- people always seem to get cable back before power) ALso the Town Hall should have a real time posting of who is with out power. I dont know why the towns/ emergency management is not more involved/ knowledgable.	

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					Donald Street in Bedford- they appeared to be there for quite a while (2 hours plus). The next day I told a neighbor of mine about my discussion. He went down and found a supervisor - the Supervisor stated that they were not aware that we were without power. He checked the main fuse area and replaced a fuse/ trip breaker and resolved the problem.			
Bedford	7	6						comcast left us w/o service for another 1 1/2 days after telling us that we had service.
Bedford	4	0	No - the answering machine provided no information on when service would be restored. It noted updates would be available if one texted PSNH - but that does nothing for those who do not text.	Not at all satisfied	Very unhappy	We lose power all too often (even on sunny days). We lost power again on 11/11 for almost 24 hours. It only rained that day.	A rebate for time lost. Posted (much) more information on its website on what was happening to restore power and to provide estimates on when power would be restored by community/area. The PSNH website, for days, had information on power outages due to Hurricane Irene while we were without power due to the snowstorm.	We would like an investigation why we lose power so often. Neighbors to our left (on McIntosh and Oriole) lose power much less frequently. It is hard to understand why our home (and neighbors to the right) sit in the dark while others on our street have lights shining.
Bedford	3	15	Not really. After we were able to get to an area with a connection , the rep kept pushing up the connection time.	There was no info. I realize that PSNH had a huge job but they should have some scheduled announcements on the radio to let us know what is going on. Comcast offered no info. They kept telling us that 99% of the lines were up and we had to wait our turn - the last 1%.	Both my husband and son lost 4 days of work due to no internet connection. After the Feb 2010 storm , with no power for 5 days, losing all of our food, pets, income, and travelling to hotels we got smart and now have a generator. It provided the necessities.	I would expect scheduled information a few times a day. A radio station should be chosen so people could get info. In central Mass during the 2008 storm. WTAG was the station of choice, you could call to get info from many sources. Maybe a central spot like the town hall or library could be a central source of info.	I wish we could know how the system works., i.e. how we are connected and what has to happen to get us back on line, Certainly, after the power comes back on and needs to be shut off again, some warning should be given.	I live around the corner(Gates Rd) from an area where many trees were uprooted . This area needs a good cleaning because it will happen again.
Bedford	4	12	Looked at web site for PSNH. Gave good updated information. Was convenient since I had no land line phone and didn't want to use up the cell battery on hold at PSNH to talk to someone.	Happy with the web updates.	I have 2 wood stoves and kept the house at 70 degrees. Have a gas cooking range. Collected 8 five gallon pails of water for toilets. Bought bottled water for drinking. took showers at the Executive health club. If needed would melt snow for water. Put refrigerator food in garage and checked temp with laser thermometer. food never went above 40 degrees. Would leave garage door open at night to let cold air in and then close it during the day to keep it in.	To get power back as soon as possible to essential services and then to me. To get traffic lights working on major roads.	They provided me with the information I needed.	This was a storm that was not just confined to NH, but to many states with millions losing power. we could not call on neighboring states to help PSNH as they could not spare the personel. It took travel time of a couple of days for crews to drive cross country to help PSNH. They couldn't call for help until they saw the extent of the outage. Would have been an expensive waste of time and money to call crews in from CO and then find out they weren't needed and

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					Bought 50 pound blocks of dry ice for the 12 cubic foot freezer and some scraps for the refrigerator freezer. Kept them both at -10. Replaced every 48 hours. Lost no food.			then send them home. I saw trucks all over the area, working day and night. After 4 days when our power came on, I talked to one of the PSNH crews. Very friendly, very professional, very helpful. They deserve a lot of credit for doing a dangerous job under difficult cricumsances, working at night and working tired.
Bedford	2	0	n/a	Very	Switched to my generator the first morning of the outage	Just to do the best they can which is just what they did!	Nothing	PSNH did a fantastic job! 300,000 outages and all restored within a week?? What more could you ask for??The people who have lost power several times in the last few years that have the ability to purchase a generator and have not, are a strain on the municipal services (Fire, Public Works Dept.`s). When you live in areas that are prone to outages why not take care of yourself? Those of us that do, end up paying for them! Good job PSNH!
Bedford	0	89	Not for PSNH. Couldn't leave an address like in the past and a recording said that the wait to talk to a customer service rep was approx. 45 minutes. Have a track phone and not many minutes to waste. Didn't call Comcast until after power had been restored and then lost phone again. They were helpful and said crews were working on the problem. Service restored a couple of hours later.	Extremely unhappy and disgusted with PSNH, the town of Bedford and the media. I was finally able to find a radio station with some news a couple of days into the outage. They said PSNH had been on and gave an update but of course they didn't elaborate. Also, I was appalled at the fact that PSNH finally released the town by town restoration estimates and the Union Leader didn't even bother to address that either the next morning. Gave the PSNH website. How ridiculous is that when you don't have power or internet to access the website?	We have a small generator that we can use for the oil burner, pump and refrigerator but not all at the same time. (Possibly as a result of using the generator during the wind storm of 2010, our year old refrigerator's computer mother board was destroyed and was a huge expense to replace it so now we make sure the refrigerator runs separately from the pump and burner.) It's wonderful to have the generator but a lot of work and incessant noise, plus the cost of gas to power it. It was also very frustrating driving around Bedford for days without even seeing any efforts made in my area to restore power or having any information as to when we could expect it back.	I expect utilities to at least anticipate problems and plan accordingly. I also expect decent efforts of trimming back branches so that we don't have the outage disasters that we keep having in this state. This storm was predicted to be very bad, many days in advance. I know that weather reporting is not an exact science and is wrong sometimes, but I think everyone is very weary of the knowledge that everytime we have a bad storm now, that power will be out for days. I also expect better communication in the community, taking into mind that not everyone has a cellphone with internet capabilities. Reception in my area is spotty in the best of times and can't be depended on.	I understand that above ground wires are always subject to weather problems. I also know that this storm was a wide spread event in the northeast and crews were stretched thin. I was probably one of the luckier ones with losing power for only 3 1/2 days but I was still extremely inconvenienced and stressed out. I would like to see these utilities invest in underground wires. I would be more than happy to pay 25% more in my monthly bill for them to at least start the process. At the very least, all new developments in this state should have to have underground wiring. No more above ground wires should be put in place.	We are all so wired up these days that it is difficult to be without power. It's not so bad for a couple of days if you have a backup generator, but so many of our residents don't have that luxury. The worst part of losing power in the northeast is that it generally happens in the winter when it is very cold. People suffer and the utilities don't really care. They still make their profit and us consumers pay for the storm restoration costs in higher utility bills. It gets old....wish I could go off the grid. Thankyou for letting me vent on this website. I hope that something good comes out of it.
Bedford	4	0	Not particularly.	The information flow was frustrating. Nobody ever had any useful information to give us.	"Oh, xyz number of days until everyone has power." OK, in my neighborhood there are typically 5 ways out. With this storm, we only	They should be able to tell us, by area, how long it will be until services are restored.	Let us know WHEN we would get power back. No guesstimates.	Hydro Quebec should get special awards for always coming to our rescue.

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					had 2 ways out, thanks to downed trees and poles blocking the road. It took far too long for help to arrive. Thank God for the people from Hydro Quebec coming down and once again saving the inept, ill-prepared psnh. We also lost a tremendous amount of food due to the power outage.			
Bedford	4	100		Very unsatisfied.	Inconvenient and upset.	It is not how they respond during the storm it is what they do to prevent before the storm. In my opinion they cut a branch within 6 feet of a line but leave the branch that is 12 feet above the line which is just as likely to cause a power outage.	Nothing during. After? Be proactive instead of putting band aides on the problem.	Bury the lines. Thank you.
Bedford	4	0	NO!! Not enough information provided. When we had access to check the website there was no information about the snowtober storm, but there was information about the 2008 ice storm.	What information?	No power, no phone, no answers.	We loose power ofetn. Perhaps not for days on end but sometimes a few hours (even on beautiful sunny summer days.) We lost power on November 11th for almost 24 hours. Again inadequate information provided.	Give credit in our bill for time lost. My husband is the ONLY employee of his online company. When we loose power we have loss on income. With inadequate/ no information given by PSNH he can't even provide his clients with a reasonable date as to when they can expect their contracted product. They appear to be efficient with reading meters and collecting money but insuffienct with attending to their customers needs. PSNH could have had more accurate and up to date information available on recorded phone message and update their web page in a timely fashion to provide information on the current snowstorm rather than the 2008 storm.	We would like an investigation as to why the northwestern portion of Bedford looses power so often and what will be done to fix the problem. Our immediate neighbor to the right of us is on a different grid and they rarely loose power. On the rare occassion that they do loose power it is usually less than 24 hours as was the case during the snowtober snow storm. We would love to be able to switch to their grid/circuit.
Bedford	5	0	Yes. But they could not tell me any more than posted on website.	Moderately. I was looking for more information. How many trucks in town. Expection of service in my neighborhood.	We we out from Saturday night to Thursday at 5PM. On Wednesday afternoon there were utility trucks on our street. On Thursday evening we still had no power. I stopped to talk with a crew down the street in a parking lot. The foreman said he	I expect we would be up with power in 24 hours.	Better preparation. There are tree branches very close to lines even now. Faster response. Power within 24 hours.	It was extremely hard to pay last months bill after all the money we lost due to the prolonged power outage.

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					had information that our street was turned on Wednesday afternoon. both ends of our street had power, but the 28 houses in the middle of our street had no power. I am concerned that all the crews thought we had power 24 hours earlier. The foreman looked into it and we had power within 30 minutes. Very frustrated with 5 days of no power. We lost over \$500 in food and 3 days of work. Not to mention the stress and frustration.			
Bedford	6	0	Not really, the recording only told me what I already knew.	The information was a little vague, no commitment on when power would be restored.	We own a generator, and are on a well and septic system, so we had the bare essentials, including heat. Our property was pretty messed up with limbs and trees down, one limb falling on the lines to the house.	It seems that we are without power for extended periods, a couple of times a year. I would think there are steps that could be taken to prevent so many outages.	It would be nice if you had some kind of GPS set up that would pin point the problems quickly.	Why do we lose power so often, for days on end ? It just seems in 2011 we should be able to restore power a little faster and more efficiently. It must have cost a fortune to have all these repair crews come in from Canada and other states, will this cost mean a utility cost increase for us?
Bedford	4	0	When we will get our service back is always a guessing game.	Fair. Their most up to date infor was from twitter. People without a twitter account are out of luck to get accurate up to date info.	Just like the 2 others tress came down we lost power for a number of days. With all the tree trimming PSNH claims to do there is no reason why this has happened 3 years in a row. They blame mother nature. Oh well they need to get used to mother nature cause that will always be the case. They can't keep blaming some other entitiy.	Multiple days without power yet again is unacceptable. Prehiring crews from CT who got it worse than us iwas a bad decision.	Take the ***** trees down. Trimming branched to very old trees that have no root structure just makes them lopsided and more susceptible to coming down. TAKE THEM TOTALLY DOWN. Don't wait for them to fall during a storm.	I work at home. PSNH never takes into consideration people who also earn their living at their residence. Although I am in Bedford, I do not live in a neighborhood therefore am the last to get power restored. I lose money when I don't have power. This state has so many down limbs and branches. Why can't the state/the town or the utility clean it up. As a result of October`s storm there is a ton of debris but no one is taking the responsibility to clean it up. It is unsold land. PSNH assumes that we all have generators so don't worry about us. We should not have to supplement our utility. Like Massachusetts we should be compensated for our losses. Like each day out, we get a day of free elctric. Maybe that will motivate them to be more proactive.....
Bedford	5	0	No, only received a generic taped message. something to the effect of "Doing the best	not at all.....no information	For 5 days we had no electricity, phone, computer, TV or water. I can't tell you how upsetting and	In south east Bedford we are the last to have power restored in Bedford, as in the last large power	I think the restoration in a town should be more equitable and proceed on a rotation basis.....last	Is this survey really relative and meaningful or just your effort at going through the motions to

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			we can.”		anxiety ridden this situation is.	failure, too. I would like to know the reason for this....all residents should have a fair shake. We pay our PSNH bills promptly as well as others in Bedford.	restored in a previous storm.....first restored in a new storm.We had absolutely zero information.We resorted to stopping PSNH trucks on the roads.	soothe very troubled customers?I would like to hear from you and please not a form letter.
Bedford	0	104	N/Aused automated service	Very satisfied. The new PSNH web page showing town by town outages was informative and showed how progress was being made.	Was fully prepared for storm, including generator preventive maintenance. Expected lengthy power outage. Whole house, propane fueled generator ran flawlessly for 104 straight hours. Private well so no water interruption given generator. Lost cable/phone/internet (Comcast) for only a few hours so was able to stay informed, which made a big difference. Cellular service (Verizon) also worked without interruption.	Clearly their are limits to manpower and repair equipment availability vs. revenue. I have no problem with utility performance in this area. As a high-tech business owner I am able to say that from my perspective the utilities always go above and beyond, particularly the lineworkers. Keeping people informed is the one area where they could do more. They have already improved tremendously with the 2008, 2010 and now 2011 storms to learn from.	The only thing they could have done better would be to put together an internet database whereby people could get an ETA to power restoration by individual address. With the number of smartphones available now many people would be able to access this. However we all have to understand this is a double-edged sword: if the ETA is not met then people will just complain about that!	My utility costs are already high enough. Please don't pursue legislation or regulation to make the utilities any more prepared than they already are. If people want or need higher levels of resilience in their electric power service they should pay for their own generators instead of effectively making ratepayers pay for them.
Bedford	5	0	Yes, as far as information goes, but it did not help our particular situation.	The only thing we were waiting to hear was how soon power would be restored, and radio reports were more helpful there.	I have a 90-year-old mother living with me and we had to spend most of the five days in a house that gradually got down to 40 degrees. I couldn't drive out to bring her someplace warm because there were downed wires across the entrance to our driveway. I even notified the fire department. They came, looked, and said they couldn't move them. I thought surely someone could have just come and cut the wires so that we weren't trapped in that cold house.	I realize these storms are a tremendous burden to the power companies and I appreciate the work that has to be done. During the previous two storms, we were able to drive out easily, which made all the difference in the world, as we couldn't do so this time.	See my answer to #8.	
Bedford	4	0	I got a recording.	We were not able to get the information on our own, but rather had to rely on friends and relatives who had power and could access the PSNH website. However, that was useful only when we had phone service to speak with them. Information over the radio was not aired often enough for those of us without power, and then it was suggested we go to the website.	Our power was lost about 8:15 PM Saturday, October 29. By morning when we saw that power was still out, we started our generator mainly to have safe food, hot water and heat. We shut it off for the overnight hours, and also for a couple hours during the day so as not to listen to the loud noise of its motor. An elderly (97 y.o.) parent who lost power in Mass. was staying with us until her own power was restored, and was returned home on Tuesday. Our own power was restored on Wednesday about 7 PM.	We understand that overall damages must be assessed before any repairs can be made, and that priorities must be set for restoration of power. However, it's just difficult as customers to be patient when the process takes days to remedy the situation. We all want to be the first to get power back and get back to normal. I wonder if there was any way to call out-of-state or Canadian power companies to our aid any sooner.	I am not aware of an emergency radio channel that could be used just for that purpose, but it could give out useful information by towns that are affected (say in alphabetical order) like where to go for gasoline, shelter, water, etc. Also, to know the closest areas that did NOT lose power would have prevented aimless driving around.	What I found particularly peculiar was that along with our loss of land-line phone service, we lost use of our cell-phone service (with a different company) at the same time. We had to drive several miles to find an area where the cell-phone was usable.

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Bedford	5	0	Reported on-line at PSNH's website	Not very much. It makes no sense to only have info available on TV and the internet if there is no power. Utilities should be required to have an information channel on the radio which is the easiest form of mass media to access in a power outage.	We had limited damage in our neighborhood. Even though Stowell Rd had significant tree damage that was cleared up by Sunday evening. I could not see any line damage in our greater neighborhood but did not see a utility truck/crew until Thursday of that week.	I would expect the utilities to do a better job of assessing the damage and how much effort it is to restore power to the subsections of the grid. It appeared that PSNH was working their way east to west in Bedford with little regard of the amount of work that needed to be performed to restore power in specific neighborhoods. The afternoon my power was restored, I saw about a dozen utility trucks parked on Stowell Rd that evening waiting for what?	Have an appropriate media outlet to inform customers without power and give customers a better idea about where power will be restored first. I also think it should be possible to give a good estimate by the end of day 2 or possibly earlier, especially in easily accessible locations, so customers can decide if they would like to wait at home, seek alternate accommodation, how to deal with the contents of their refrigerators and freezers, and to determine if alternate sources of power will be necessary to prevent damage to their homes.	Granted, this weather event was different from the last major power outage storm event. Nevertheless, it certainly appears that the damage to the grid is caused by the same issues. Power lines are not cleared well enough as soon as you get off the main highways. Also, the PSNH comment that they try to restore power first in areas where the highest number of customers is affected certainly rang hollow in light that the Manchester/Derry/Nashua area was one of the last to be restored.
Bedford	5	0	Not at all. Each time I called, I was given a (seemingly) scripted non-answer. My dissatisfaction is NOT with the customer service people, though. I think that your service model is really flawed..your company is nothing but RE-active in responding to New England weather, when you should be more PRO-active in planning for the inevitable. This storm was no surprise, and waiting for days and days to dispatch adequate workers to start repair work is intolerable. Customers deserve better, and PSNH was a miserable failure in this past storm, and this is happening much more than it should. Obviously,	Not at all satisfied. Even after three days without service, I still got the same, generic response from PSNH. "We are working on it, I am unable to tell you what they are doing for repairs, we are unable to communicate with line workers, you could be out of power for several days" Customers are paying for the service, and PSNH needs to have a plan in place so that power outages are NOT so frequent, and when they do occur, customers aren't without power for days on end.	It was a disaster, it affected my son's school performance, too. He goes to a private school and they didn't cancel school, so my son was not able to use his laptop or see his books with adequate lighting, it really put a hardship on our family. Yes, we had a generator, and that was expensive to maintain, and letting this lack of electricity drag on for days is unforgivable.	I would expect PSNH to hire adequate employees so that they can handle New England weather. I would equip the Line Workers with cell phones so that they can communicate with CSRs with real time info, so that they, in turn, can update the customers with real, useful information on what's happening in their neighborhood (because being told that 10,000 or whatever does not help me). Also, I didn't see any trucks within a ten mile radius in my town, and yet I saw groups of five or six or seven trucks all parked at area restaurants, shooting the breeze as though I was paying for their dinner. Wait, I WAS paying for their dinner, indirectly.	Have repair crews come onto the scene alot quicker than they do. Don't depend on Canadian workers to help you in a storm, because common sense tells you that they have their OWN weather problems!	Epic failure, people deserve better, hire more people, don't take as much profit, cross train your employees so they can help out where needed..this should NOT be happening with the frequency that it IS happening. Unacceptable.
Bedford	5	0	Was an automated system. Acknowledged power outage.	Facebook updates were useful and appreciated.	Had a backup generator, so outage didn't frustrate me as much as others.	I expect them to restore power as fast as can be anticipated. I live at a dead end street (electrically speaking - power does not go over the bridge at the end of my street) and as such recognize the fact that utilities must undertake actions that will provide the most benefit first. With that, I accept that I am	I believe more pro-active tree removal would benefit NH, however this storm was mostly due to wet snow on (otherwise healthy) oak trees that had yet to shed their leaves. Some branches and trees came from high above the power lines and probably could not have been anticipated. Still, more tree	

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						not necessarily the top priority of the utility.	clearing is probably necessary, but since one tree can wipe out a lot of power, it is probably hard to accurately determine the risk factor of every tree in the vicinity of every power line. That being said, it would still likely provide some benefit to expand tree removal. It can't be cost effective to have Hydro Quebec and others coming down here for a week. A lot of trees could be cleared for those costs. An easily accessible hotline or website could be created in which citizens (who view themselves as stakeholders) could report trees they feel as being suspect (I know of one down the street for there house). I don't know if property owners can be forced to allow trees to be removed, but legislation could be enacted in which a property owner that doesn't permit the removal of a tree (if asked by a public utility) on their property shall be liable for any damages caused by it.	
Bedford	4	22	no - used automated system, got no estimate to restore power and did not get a callback when power was restored	No useful information was received. No estimates were available. PSNH did have an on-line tally of how many customers were without power by town, but without knowing outage #s per town or # of crews per town, that information is useless,	Without power or plumbing, we took a hotel room in Manchester on a day-by-day basis until power was restored. As my workplace did not have power on Monday, I had to work remotely via wireless - less effectively than if I had been in my office.	I expect there to be a process of fixing outages, starting with the most critical ones; I also expect a schedule of expected fixes to be generated and publicized, at least on a "next 24 hour basis", to aid in planning family activities.	I think we should be able to bill PSNH to recover at least part of the costs incurred because of the storm - in our case, hotel lodgings, for others it would be generator costs. At the least, affected PSNH customers should get a lack of service payment , per customer per day to cover food costs (both spoiled food and the extra cost of eating out every meal).	I think PSNH was negligent in pro-actively clearing trees and branches away from power lines. After outages in Dec 08 and Aug 11, the areas where trees need to be trimmed are obvious - in my neighborhood, limbs are growing thru and directly above power lines, yet I have seen no sign of tree trimming or branch removal in years, either in my neighborhood or on the major roads I regularly travel.
Bedford	4.5	0		WE USED THE ONLINE INFO- we had family with power check for us and it was fine	WE had no power for 4 1/2 days, our generator had its own electrical problems so we were totally without any electricity for lights, heat and water (we have well water) for 3 1/2 days. We have four kids, we used a lot of candels, and blankets, we have a gas stove so we would melt snow to flush the	FOR THEM TO DO THE BEST THEY CAN TO RESTORE POWER	I dont think they could have done anything else	We thought they did the best they could, would we have liked our power on sooner and not lose all our food- yes but they had so many areas and states out of power that we were happy it came back on- and we will just look for a better generator

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					toilets. One of our kids is a type 1 diabetic so we put the insulin in the snow. we did lose all the food in both of our refridgerators.			
Bedford	2	0	Yes.	PSNH was constantly in the media providing information. I do not recall ever hearing anything from Comcast.	It snowed. Power and telephone went out. Crews fixed it. Electricity came back before telephone did. Trying to be as objective as I can, I feel that restoration of services was quick and efficient.	I expect that a utility would devote the resources necessary to restore services as quickly as reasonably possible, taking into account the needs for safety, the vagaries of the damage caused by a major storm, and the geographic scope of the storm. I would likewise expect the regulatory to quickly and efficiently provide for the recovery of costs that utilities expend to meet these expectations.	PSNH - storm communications were above-average. Comcast - no information provided whatsoever; hence, anything would be an improvement.	
Bedford 03110	2	0	Yes, PSNH's telephone line was always updated, 2-3 times per day.	PSNH also had multiple updates on Facebook and Twitter -they utilized social media quite well to keep people informed, and their outage map/ETA on resumption of service proved to be accurate.	Very, very cold by the second night without power; an experience I never want to repeat in this lifetime. We do not own a generator, nor is our home wired for a generator.	None different than what PSNH did - we really are very grateful for how quickly the power returned, with so many customers and outages to deal with. The Quebec company helped PSNH too, greatly.		It would be nice if prior to and/or after a storm like this, there would be more public service information on how to purchase a generator and/or tips on getting your house wired for one ... AND/OR legislating that all future homes built in NH be wired for a generator from the start!
Bedford NH	4	0	not applicable.	not applicable.	I have a generator. Additional costs to provide generator power was over \$150 in gas and related supplies.	I expect the utility to take less than a day to restore power outages.	The utility should be much better prepared BEFORE any destructive weather event. They have neen through this exercise many times and must be much better pro-active than re-active.	Utilities know ahead of time where key points are in their network and they should be pre-stocked with replacement hardware near the problem sites. The hardware should be easily replacable by trained town volunteers -like minute-men in our early army. Should be as easy as changing a light bulb and easily accessable to make the fix. Trees should be heavily cut back to reduce falling limbs. A wireless solution would be ideal for customers and result in 100% uptime in any weather event.
Bedford nh 03110	3	0	not specific enough		loss of refrigerator and food			Since psnh was purchased by new owners long time employees that worked the system said that new owners were cutting back on regular maintanance and that would cause problems with the service in future, this should be investigated.
Bedford, NH	0	113	PSNH...automated	Information, primarily via cell	Power out at 10 p.m. Saturday.	The "survive for 72 hours on your	Communicate...communicate...com	There has to be a better way....In

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			responses...not helpful; Comcast...not local however, they were aware of the local issue and provided status.	phone, was a blast and not helpful to us directly. You can almost tell the amount of customers remaining without power on each day as it appears to be formulaic (ex. 25% fewer than day 1, 25% fewer than day 2, etc.) This home estimate has been pretty accurate for two storms now. Info not trustworthy.	Fired up generator immediately after and ran continuously through the outage. Estimate \$200+ spent on fuel. Sump pump is an absolute as water rises fast and imperils the furnace so constant power is necessary during these outages.	own" guidance is bogus. (1) The utilities do not appear capable of addressing needs in a 72 hour period (last three major outages). (2) Honest and complete information available via website (cell phones) or phone (human response as voice recordings aren't timely). (3) Once you've called in (via cell if a Comcast phone) the info is available for call backs. Use the reverse info opportunity to provide info to those who have alerted the utility. (4) If I know the storm is coming and is bad 2-3 days ahead and I prime my snowblower and generator why can't a utility figure out that it will be bad and have assistance on the way...not request assistance 48 hours after the storm?	communicate using all means available. Don't place questionable information out as skepticism builds with each announcement. Getting public figures (like the Gov.) to "vouch" for the utility hurts the Gov. (figure) as they are seen as "buying in to" the bogus information.	my opinion the State OEM really needs work...too much money...to little help to residents of state. There has to be a better way to do damage assessment for the utilities; there would seem to be redundant efforts with public works checking lines, fire checking lines and then hours later utilities checking lines. And get rid of the ridiculous 72 hours survive alone...how about 24 hours? There are a lot (and the number is getting greater) senior citizens who aren't going to make it 72 hours or the apparent 120 plus hours that it appears to take! Have plans with other utilities to help and implement BEFORE the storm arrives...better to pay to send them back then to suffer 4 days waiting for them to get here. Thanks for the opportunity to vent.
Bedford, NH	6	144	NO Help it is all automated.....! You need the PUC and electric companies on the radio in the news paper with the issues since TV and Radio is a no/go. This was a enormous public emergency without any direction from the electric companies or the towns. All of our wires were taken down by trees. Every 2 years I have called or contacted to please cut them down all you do is 4-5 feet of trimming. Our road all had electricity sooner than us since our house had all the wires down and the transformer had to be replaced..... Crews looked at it on day 2 and left we had wires on the ground...	Cable abd telephone service was great we got to speak with a person and in 24 hrs they had a new line up and repaired since all of our wires were taken down by trees	It was a long 6 days without power.....Cooking, heat, no contact with the outside world except for the newspaper which you all failed to utilize for the general public or radio.	Have real people on the phone for any contact for emergency, TV broadcast with town by town updates, newspaper updates all you do is generalizations by the state 300,00 without power what about Bedford NH or any other town and the problems	Trim the trees and limbs cut back the lines do your maintenance. The Canadian line crewss siad that in the newspaper that this is your problem no tree cutting or limbing.	If you fix everyone on the street why didn't you finished with the 2 houses left without power when you where there repairing the damages. I point the finger at the state also. We have a emergency management system which I feel wasn't utilized for information to the general public. Each town has a fire department and emergency management send this info out rather than leave us in the dark. I bet many radio stations in NH would of broadcasted the issues if asked.
Bedford, NH	4	0	There was no representative to speak with only a recorded anwering system. The	What information?? The only information I received was through the media. I needed to find a	I listened to the weather forecast and days in advance of this storm, the exact outcome was predicted. I	I expect the utility company to take similar advance measures in preparation. They, as well as I,	PSNH needs to also listen to the weather forecast and based on that information must call in a sufficient	I appreciate the opportunity to provide this feedback and hope it is used to make necessary changes.

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			recorded message about which numbers to press to navigate the system changed with each call I made (4 calls). The system kept defaulting to my home phone number and would not let me report other outage locations from my home phone. The phone system without a real-live person to help, was difficult to navigate and needs a serious review.	location with electricity to access a computer to access the PSNH web site in order to get information. Even then, the information was to "be prepared for an extended power outage".not exactly helpful. It was on Tuesday afternoon that there were estimated restoration times posted on the PSNH web site...again if one could get somewhere that had electricity to access that information.	took appropriate measures to secure the necessary food, water and supplies to help get through this. But when electric power is lost, I have NO back up power source and lost heat, cooking, running water, toilet, shower, refrigeration, freezer, TV and computer.	knew the weather and power outage forecast. In the same way I prepared by stockpiling what I most needed, PSNH should have brought in the extra manpower needed the day before the storm. Then these men would be on site, equipped and ready to tackle the outage. Instead, PSNH waited days before calling in extra help. At that point resources were stretched thin and PSNH was making excuses about not being able to get help or describing to consumers how help was on the way but still driving long distances and days away from help. Meanwhile consumers were suffering hardship, extra costs and loss of work and income.	repair force in advance to tackle the job. Taking a "wait and see" approach not only doesn't work, but it rightfully angers consumers and not only do they suffer hardship but incur real financial loss.	
Bedford, NH	4	0	Yes.	Very satisfied.	Without power for 4 days. Phone and internet service was out for 6 days. No water (we have a well) or heat. We survived. While not pleasant, it wasn't the end of the world, as some complainers have characterized it.	I expect that service will be restored in a reasonable time, while maintaining safety of the employees and taking into account the cost of restoration. Cost must be taken into account in restoring power. Some complainers would like utilities to disregard the cost and restore as soon as possible regardless of the economic consequences. This is an irresponsible and selfish position.		Those complainers who would like to have their "pound of flesh" taken from PSNH are completely irrational and have no clue of the amount of effort involved in restoring power. If you read any of the public comments, the lack of knowledge is alarming. It demonstrates that these people are living in a dream world and want the world to revolve around them. There is nothing that anyone could do for these crybabies, since even a four hour loss of power would be "too long" for their liking. We experienced an extremely rare event: heavy, wet snow in October whiel leaves were still on the trees. Large oak trees breaking and falling on wires. No one could have predicted the devastation that occurred. I have two words for those complainers: MAN UP! PSNH should be congratulated for a job well done, not pilloried for its efforts.

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Bedford. NH	4	0		Tellin me I might be out for a week never gave me a warm fuzzy feeling.	Power was out for 4 days. Had generator, but was still a huge inconvenience.	In the past (more than five years ago), when the power went out, it was usually restored in a matter of hours, but now its a matter of days.	I believe had they paid more attention to tree trimming, it may have minimized the outage more. There also may be a lack of staffing at the local level. They seem to always have to resort to out of state help on each outage, which automatically means that the outage will be a matter of days.	
Belmont	0	15	With PSNH all we got as a recording, I can understand this, the calls must have been overwhelming. Early in the morning there was little information but I can understand this also because I am sure they where still trying to assess initial damage. By 0830 there was a recording with more information on the recording.	With PSNH I am very satisfied with their responce. I reported the outage via an automated service and called a couple times during the day just to hear the recording for any updates. The power was back on that afternoon/evening and I recieved a call from a very pleasant person at PSNH to ensure our power was infact on and everything was ok. Very fast responce from PSNH, they did a great job with th service staff they had. Couldent have asked for more. This is NH, if you cant go without power for a couple days get a generator or move to a warmer climate. This has been some very heavy wet snow, they did great. Very satisfied	Woke up to no power in the morning, called PSNH and reported the incident. By mid morning when we knew power could be out for up to a week we went out and got a generator. We have birds in our house and needed the pellet stove to run to keep it warm in here. 2 hours after we purchased it, power back on. Now I have a generator and wont be cold anymore during storms.	My expectations are exactly what they did. Worked as fast as they could remembering to keep safe, got tree companies in ahead of them to clear the way and got the power back on. Again, this is NH if you cant live without power for a while get a generator or move. PSNH did a great job.	Nothing, absolutly nothing. Great job by all of them.	
Brentwood	0	0			we did not lose power at all this time....last time it was for three days...all an all i think PSNH does a great job, in a tuff situation... my issue is...seems like its happening alot more than ever...is this the most cost effective for the consumer...power bills just keep going up and up...			
Brookline	3	1	I was only able to get an automated response for the initial outage. While this is understandable due to the scope of the storm damage, I was disapointed that we did not receive a follow-up call after either report. To clarify, our power went	Very dissatisfied. Someone from PSNH told town officials in Brookline that our power would not be back on until Friday, due to major damage. Most of the town was restored by Wednesday night. Was the Friday estimate really that far off, or was it an attempt to make the effort by PSNH look	We lost power at about 8 pm on Saturday night. My 80 year old mother lives with me, and there was no way to take her to another location at that time. We woke up to the house being 55 degrees in the morning. It took me more than an hour Sunday morning to clear the driveway of 10" of heavy wet	I expect the utility to be prepared, to use accurate weather forecasting, and to treat its responsibility to provide service as a serious matter. I expect them to understand that an outage over 24 hours is an extreme hardship and a danger to the public. It is 2011 for crying out loud.	They needed tget the power back on sooner. No excuses. It might be a good idea for the PUC and PSNH to recognize that posting updates on the web during a power outage doesn't help very many people. Even with power, there are many, many people in this state who don't use the web for that kind of	The Public Utilities Commision, the Governor, and the state legislature need to come up with a new plan. If our weather pattern has changed, temporarily or permanently, there needs to be a response. Is the length of these outages due to worse weather, or to reduced crews and/or stretching out

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			<p>out at about 8 pm on the night of the storm and I reported it at that time getting the automated response. Power came back on about 6 pm Tuesday evening, but went out again about an hour later. I called to report the second outage, and got a living person that time. Power was restored an hour later.</p> <p>As previously stated, neither time did I get a follow-up call when power was restored.</p>	good?	<p>snow, so that she could be transported to another family member`s home for safety. Our home is wired for a generator to power essentials like the furnace and water pump, but we couldn`t afford a generator. My brother owns a generator, but he lives in Merrimack, and they were without power as well. Sharing the generator meant that we had to move it from Merrimack to Brookline and back. It also meant periods with no heat, lights or water, and choosing whether to subject my mother to the travel or the cold house. On Monday, we went looking for a generator, but the waits were hours or days long. I could not subject my mother to waiting at home alone, or waiting in line at a cold mega-store.</p> <p>It was also hard to convince my mother to go to a shelter, as she felt she could "tough it out" On Tuesday, she relented and I took her to the Brookline Firehouse for hot meals. We were eating dinner there when the power went back on.</p> <p>Despite having a generator part-time, I didn`t feel comfortable keeping all the food in my refrigerator and freezer. We lost over \$100 in food, spent about \$50 in gas, and finally shelled out \$800 for a generator for the next outage. Nearly a thousand dollars in expenses. Yet I`m still expected to pay delivery charges to PSNH??!!!!</p>	<p>I expect them to spend more time making accurate assessments of the repair time, and less time making themselves look good. My only source of news during the outage was WZID, and the PSNH spokesman made general platitudes about doing their best, and how big the storm outages were, and how hard their crews were working, but he was never questioned as to why we were hit so hard and how unprepared PSNH was.</p> <p>I expect PSNH to find another answer to improving the reliability of the infrastructure other than "building underground is too e"pensive" What is the cost of the outages when you include lost food, lost work, and the stress and worry?</p> <p>Two representatives from PSNH met with the Brookline Board of Selectmen Monday night, November 28th. During the discussion, it was revealed that one of the poles replaced in Brookline was from 1947, and that at least one time during the outage, a PSNH crew refused to touch a pole until a removal crew from Fairpoint removed brush from near a damaged pole. The reps from PSNH had to several times say " I don`t know if that`s our responsibility" regarding the response in Brookline, because most of the pole are owned by Fairpoint.</p> <p>I expect that poles need to be replaced more often that every 64 years.</p> <p>I expect that there won`t be turf wars during an emergency.</p> <p>I expect that after 4 storms in 3 years, PSNH would have a better plan than waiting for crews to arrive from Iowa and Nova Scotia.</p> <p>I expect more understanding of the</p>	<p>information. As I stated before, reports on WZID were not helpful.</p>	<p>maintenance schedules? These tough questions need to be asked-repeatedly. The governor needs to keep up the heat. The state legislature needs to consider fines for extended outages. I find PSNH`s response unacceptable. There is no excuse. 4 storms in 3 years have caused catastrophic outages. Are the right questions being asked? What are the levels of crews compared to the no-name storm of 1991 or the blizzard of 1978? Did PSNH have good weather forecasting? WBZ in Bostone took exception to Mass utilities blaming the forecast, and showed videos of their forecasts to rebut the assumption that the storm wasn`t predicted. What would be the purpose of this misinformation? To assess the situation or to change the focus off PSNH?</p> <p>Many people defending PSNH said that we should be prepared for outages in New England. I dispute this line of reasoning most vigorously. It is 2011, and our society expects more. We are way too dependent on electricity for health and safety to have this kind of result. How would having a generator help my 80 year old mother if she didn`t live with me? This disruption was very upsetting to my mother, and it was days until she was back to sleeping and eating normally. Thankfully, she is in good health, so there doesn`t seem to be any permanent effect.</p> <p>If PSNH is charging me a delivery fee, what is my remedy when they fail so miserably to deliver?</p>

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						hardship this causes. I don't care to hear how other people had it much worse. That's not a very good argument about the quality of delivery.		
Brookline	3	0		Satisfied. I researched online the expected length of the outage.	We were out of power for a few days with use of limited power via generator.	I expected to be out of power for a longer duration given the amount of damage in our particular area.		PSNH's response was excellent in response to the storm. With the amount of outages in the general area, PSNH workers worked diligently to restore power to their neighborhoods.
Brookline	5	0	No. There was no information provided when we initially called in our outage.	We only heard we'd get power back when the company came to assess the road damage when they reached our road. There was no other communication.	We had our generator running once we lost power until we gained power back.	We expected to be out due to our rural location in a new development, but there seemed to be extensive damage in populous areas where prevention should have been key.	There was enough notice that power would be out, and the utility company should have been prepared.	"Assessing damage" took too long by PSNH. The information they gave to news outlets seemed to be veiled and not very informative. Although we were "lucky" and got our power back within five days, others with the same service in other towns were out for too long. There were reports from my wife's students (Hudson teacher) that power lines were down in streets on Friday. That seems like a significant danger.
Brookline	5	0	Information recieved, came from the radio.	very!	We were able to keep the well and heat running with a generator.	Expectations were met, the amount of damage from the storm was great and I was satisfied and even a little surprise that the power was back on, when it was, I figured a couple more days.	Nothing I can think of.	People I spoke with were generally happy have with the restoral time. A few others I believe were somewhat unrealistic, due to the damage from the storm. I also think that our town of Brookline and the State did a great job! Thank You
Brookline	5	0	N/A. Recording only.	I'm satisfied. Would rather the company put efforts into restoring electricity rather than utilizing too many resources to provide updates.	We were without power for just shy of 5 days. It is an inconvenience, however we were prepared and have a generator adequate to maintain the necessary household functions, such as heat and refrigerators. The most frustrating part was the first day in which we had difficulty finding fuel as most stations were without power.	In a fairly wide-spread natural occurence such as this, I would expect the power company to have enough materials on-hand to get power restored to the majority of customers within a few days. I also feel regular preventative maintenance of the electrical lines would be within reason, keeping major trees/limbs cut back to avoid costly repairs later.	I would like the utility company and local government officials to shut-down businesses that are without power (necessities such as hospitals excluded). There were a handful of businesses open that did not have working security systems or outside lines of communication open, which provides dangerous situations to employees and other citizens.	I do not find fault with the power company that it took almost 5 days to restore power to us. I am frustrated with others for blaming the power company, as it is evident customers were not prepared for this storm. We had fair warning to be prepared after the ice storm of 2008 and the wind storm in the year following. Hats-off to the crews that got everyone back on-line! The storm was a doozie, seeing as there is still carnage lining the roadways today!
Candia	2	48	NO. they were useless and rude. the first one wanted to be sure that I knew I might be charged for having them	Completely unsatisfied. No information was available on when we could expect power back.	We lost power when there was 2 inches of snow. 6pm saturday night. UNACCEPTABLE. We got it back Monday afternoon.	pretty simple. have enough crews on hand AHEAD OF TIME to get power back on. also, must have a place where we can see nice	PSNH could have had a better way of distributing accurate information. Also, get rid of the condescending bitches that answer	PSNH/Northeast Utilities SUCKS. They need to spend the money on burying lines wherever possible as well as have a very aggressive

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			come out if it were my issue. then she told me that they already had several hundred others without power.		I've been after PSNH forever to do their trimming. I've written letters and called with no positive results. they expect the storms to do the clearing for them. BURY THE LINES!!!!!! TRIM THE BRANCHES!!!!!! MAINTAIN THE INFRASTRUCTURE.	accurate estimates of restoration. NH Electric Coop has an excellent one on their web site. The biggest impact can be had by taking care of the grid BEFORE the storm. PUC is equally at fault here for not forcing the utilities to protect their grids.	the phones. I don't want attitude, I need answers. I am now spending \$2000 to buy a generator and wire my house for it because I've now been without power for a total of 14 days in the last 3 years. I'd really like PSNH to participate in paying for it. Utilities need to make maps and restoration times available on the web as well as on news stations. When I don't have power, I also don't have TV. I can't see the news till I go to work. Radio would help too.	trimming program. The worst 3 outages have been in the last 3 years. The weather has not changed, its the lack of preparation on their part that causes the problems. Until that changes we will continue to have these so called disasters. I am thoroughly disgusted with the utilities and the fact that they are allowed to take our money without providing the service we are owed.
Candia	4	0	No, it was automated therefore we didn't get to actually speak to anyone. After the initial call to PSNH, we were unable to obtain any useful information from them when we tried calling them.	We were not satisfied at all because we didn't receive any information at all from PSNH. We were not told in any sense of proximation when to expect our power to be restored. When we dialed the customer service phone number, we could not get through at all after our initial report to them informing them that our power went out.	We were extremely frustrated to not have any electricity for 4 days. We couldn't use any running water. We heated water from an outside stream in order to wash dishes. This water also served as "flush" water for our toilets. We couldn't bath ourselves. Fortunately we were able to keep ourselves warm with our woodstove. It also allows us to cook a little bit too. Everything from our refrigerator needed to be discarded as we couldn't keep it cold enough, even outside. Night after night, we were left in the dark.	I expect to have information regarding at least an approximation of when our power would be restored. I also believe that the power companies should immediately call in as many extra electric companies to come and assist them with not only assessing the extent of the damage but to assist them in getting customers back on line. In this day and age we do not expect to be without power for days on end. I think that more tree cutting needs to be done on a regular basis to help prevent as much damage as is possible.	They should have given us an approximate time frame for when our power would be restored. Part of our town did get restored and the other part hadn't even seen a power truck drive by for a couple of more days! Seems to me if they are going to come into a town that the whole town should be serviced at that time. They need to supply updated messages constantly on their customer service line as well and not leave the same message on for days.	I don't think that everyone in the state of NH should have to go out and invest in a generator but with all of the longterm outages that we have experienced in the last 5 years, our family is certainly considering one. It shouldn't have to come to this.
Candia	4	0	Yes	Satisfied.	4 days no power.	Expectations were met.	There was plenty of info available.	Psnh trouble report #286959 should be investigated. This was a manhole equipment failure that happened during the restoration effort. This happened on the 19h1 circuit. The entire cost of the repair was charged to the storm. This was not a storm related failure. Why should the NH ratepayers pay for a major repair that was not storm related? This should really be looked at.
Candia	4	0	Yes from PSNH. Comcast uses an automated system so I would say no.	Electric great, phone not so much, I use my cell phone, especially in emergencies.	We live in NH so we purchased a generator. When the power goes out, especially when we know a storm is coming, the generator goes on. We don't use the generator for short outages, just	I expect them to do what they do best and they did it...electric, not phone.	Comcast could remove their upfront message stating the reason I had no phone or internet service was because of the electrical outage. That was a cheap shot but expected shot from Comcast. I call	I was happy to see the trees being trimmed in my neighborhood this summer. From what I understand, most people on my road don't want the trees trimmed but they also don't complain when the

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					multiple days. There isn't much we can do when weather causes such damage.		once when I have an outage. I am not a serial caller. They know I'm out, they'll get me back on asap.	power is out for extended periods. All I can say is that if you live in NH, you need a generator. That is a simple fact of life but so many people move here from other places, they expect electricity. They forget it is a luxury...not a basic human right.
Chester	4.5	0	Most of the time, yes. At the beginning of the outage there wasn't much to be said as far as estimated times go but I understandt that it was mainly because of the huge number of homes without power. After the evaluations were done, the customer service people were very helpful and I could tell they were trying their absolute best to give as much information as possible.	I was very satisfied. I assume that the people working in customer service were under loads of pressure and had to deal with many, many unhappy and distraught customers. When I called, I was as nice as virtually possible and tried my best to cheer up whomever I was lucky enough to speak with. It seemed as if they worked to the best of their ability and I was very satisfied. I am a proud customer of PSNH. I will continue to be a proud customer and just hope that in the future, there will continue to be preventative maintenece done to the power lines and a lot of tree trimming so that in the future, the power outages don't affect as many people and also don't last as long.	I bought a house in Chester, NH on October 28, 2011. We had the keys for approximately 24 hours when our power went out. Luckily, we had already moved most of our things into the new house including blankets. We are lucky enough to have a wood stove insert in our fireplace at our new home so that came VERY handy during the power outage. We lost power sometime during Saturday night and Sunday morning and didn't receive power again until 3:20am on Thursday 11/3/11. My boyfriend and I were able to shower at work, which is where we were for most of the days during the outage. When at home, we did our best to manage our way around our new house trying to avoid boxes and falling down the stairs (haha). Honestly, it was an interesting experience. Yes, it was an inconvenience, but this is New England and power outages happen. When that power came on at 3:20am, we were so excited. I took a hot shower and happily got ready for work. I definitely don't wish anymore power outages for this winter but if there is one, I know we will manage while PSNH does their best to restore our power.	I just hope that PSNH does their very best to restore power to everyone.	It would've been great to get estimated times of restoration a little bit quicker but it is what it is and they had a huge number of customers to evaluate which takes a decent amount of time.	
Colebrook	0	0						anyone who questions public service , has never worked in emergency situations. they work in terrible weather when everone else is in the safty of their own home. even state highway workers are in their safe little trucks. I think you

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Deerfield	4	0			I LOST POWER THE NIGHT OF THE STORM. I LIVE IN NH AND I DON'T FAULT THE POWER COMPANY FOR ACTS OF GOD. I THINK THAT SERVICE WAS RESTORED IN A TIMELY MANNER AND I AM HAPPY WITH THE SERVICES RENDERED.	I EXPECT THAT AREAS WITH LARGER POPULATIONS TO BE RESTORED FIRST.	I THINK THAT THE UTILITIES DID ALL THAT COULD BE DONE UNDER THE CIRCUMSTANCES.	should be ashamed of yourself for investigating them. where were you during the bad weather? I HAVE NO COMPLAINTS ABOUT THE SERVICES PROVIDED
Deerfield	2	42	Yes. Very empathetic that I have a totally handicapped (medically fragile) adult daughter and husband who uses a c-pap machine.	I am very satisfied.	We are farmers in addition to the above mentioned issues in #6. Electricity is important, but not the end of the world. I am a native of New Hampshire and used to power outages. I don't look kindly on witch hunts which is what I think this is.	Exactly what I experienced. You appear to have forgotten that Hurricane Irene and the Halloween storm are "acts of God" Mother Nature ticked off. And your wasting my tax dollar and looking for a scape goat in the utility companies. Have you ever stopped to think that these last two weather events were a regional event with total destruction in western Massachusetts and Connecticut as well as New Hampshire. The bottom line: all the advanced planning in the world won't prevent people from being without power during catastrophic events. States to our west were dealing with their own weather events of catastrophic nature.	If I need to know something, I get in my car loaded down with coffee and donuts and look for people who look like they know what they are talking about. The last step to restoring electricity is manual labor. The linemen who spend 16-20 hours a day in those buckets need to work safely and one home at a time. Next time the lights go out all you politicians should volunteer to spend a day in one of those buckets.	Until the politicians (you included) are prepared to acknowledge that we live in a state where everything is not a definite black and white, that living on "Scenic Roads" will take longer to restore because utility companies are prevented from trimming in the spring, summer and fall; and that living in New England means probably power outages, sometimes extended, will be a fact of life. You are wasting my tax dollars and will ultimately drive up the cost of my electricity. I am tired and really ticked off at how much to pander to the cry babies who have migrated from the states and cities where they can no longer afford to live
Deerfield	3	76	yes, they were just becoming aware of the outage in Deerfield	Very satisfied, we had a good idea how long we would be without power	We lost power Saturday @ 8:00pm shortly after the storm intensified. Our generator was started and transfer switch thrown so we were without lights for a very short time. The day time temps were very moderate so having no power while my wife and I worked was not an issue. Power was returned as we slept Tuesday night.	Our expectations really depend upon the extent of the damage that occurs. Some storms are localized events, others affect multiple states and we adjust our expectations based upon info.	Information concerning facilities that remain open either with power from the grid or generators would be valuable. I.E. gas stations, grocery stores, hardware stores	We feel that Public Service Co. does an admirable job of managing their resources to return power as soon as feasible. The men and women who work round the clock in adverse conditions to affect that return should be recognized and thanked.
Deerfield	4	0	no	not very	my furnace and water well require electricity; hence no water and no heat during outage. Fortunately I have a cell phone so I could communicate. Had to spend one night in a motel costing some \$150.	I expect maximum effort to restore power quickly, but I would prefer that the utility concentrate on prevention rather than repair of outages.	Probably nothing. The effort is on the wrong thing. Prevent, not repair outages.	Power lines should be buried. This is an excellent time to do it; copious labor is available and interest rates are low. The economy needs the stimulus it would provide. There are four important reasons to bury the lines: 1. Prevention of outages. A buried line is far less likely to be disturbed

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								by a storm or accident. Preventing outages will save money and lives, and improve the living standards of citizens. It will almost totally eliminate the need for expensive and dangerous generators which use precious fuel and pollute the atmosphere. 2. Security: Buried lines are far less vulnerable to sabotage and pilferage. It would be child`s play for terrorists with little or no expertise to bring our state to its knees by simply driving a truck into strategic power poles 3. Beauty: New Hampshire is potentially a very beautiful place but most views have ugly poles and wires in them. Let`s get rid of them so that our country is as beautiful as Europe where the lines are buried and the term `power outage` is so rare that when you ask about them they say "huh?". And finally, in the long run, it will be cheaper. No trees will have to be trimmed every fall to prevent interfering with power lines. No crews from all across the country will have to be commandeered and paid overtime rates to repair outages after every storm. No businesses will experience expensive shutdowns. No people will die because of health support equipment going off line. No one will be electrocuted by downed live electric wires.
Deerfield	3	0	Absolutely not. No indication whatsoever of time to repair. Twitter communication is helpful to some extent, but with no real information shared, defeats the purpose.	Not at all. Did not receive any information.	Power failed for an extended period of time. I have a generator, so emergency utilities could be used (water; well, heat ; oil).	In this day and age it shouldn`t happen at all. It`s 2012 and we have a third world power grid. Today with some wind, a ton of people are without power again. This is just completely unacceptable.	More information on restoration efforts, real time as PSNH finds out. Listening to the scanner on PSNH frequencies, there was a lot more information available, just not shared.	
Deerfield nh	2	0	I have never called in to the Public Service call center and received any usefull informationgeneric answers are all that are	extremely dissatisfied	we lose our power in Deerfield often.....in most cases when a severe storm takes place it takes at least a couple of days before we even see line trucks in town trying	I would expect crews to be dispatched immediately....to often with public service there is a delay while they wait for help from sub-contractors or organize their	They need to provide detailed accurate information as to restoral times to news outlets rather than simply telling people work is in progresss during this storm it took	Being a Deerfield resident I am annoyed with the number and duration of power outages in my community and the lack of good information during outages and

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			available ...most of the time the line is busy		to restore service	crews to dispatched the next morning .they prefer to have their crews work during day and evening hours rather than 24/7	days before WMURTV could let people know when they could expect their power restored	also the poor restoral dutations
Derry	0	23			We have cell phones, satellite TV, a generator, and a wood stove. It was inconvenient but not difficult. We have gone through this before and well know that we need a backup plan. My guess is that most of the people who suffered the worst in October still won't have a backup plan when the next big storm hits.	We were surprised when the power came back on as quickly as it did. In previous bad outages we were without power for 8 to 10 days. THIS time we got lucky, other areas of the town were out for a week. Next time we may not be so fortunate. Our expectation is that PSNH will make every possible effort to restore power to our home first, but isn't that what everyone expects?	News items and public service announcements on Channel 9 about progress in restoring power are not an effective way of communicating to people who don't have electricity. Possibly using their meter readers to hand deliver updates would help, but in some areas they would probably need a police escort.	We were lucky, it isn't always so. People were angry but it is largely their own fault for not being prepared. I don't know what else PSNH could have done considering the amount of damage the storm caused and over such a vast area. Remember that in some towns roads were blocked for days and line crews could not get through. This I blame on the Towns and the State for not getting the roads cleared faster. BTW, I do not work for PSNH, never have, and neither does anyone I know.
Derry	6	0	No, lacks specific detail	Not satisfied, PSNH web site server could not handle traffic	No visable damage to lines in and around my neighborhood, power was restored on the 4th day fo 3 hours and then out again for 2 more additional days	Expect to receive specific time when power will be restored. Expect a sufficient amount of line crews are staffed to meet customer needs	Need to be proactive, this questions points to a rective reply. Determine root cause of the system failures, are the electrical components inadequate, not reliable, maintain area`s around the lines, look to go underground with the service, etc	
Derry	6	0	Not at all! for the first three days, we could not get any information at all. After that, they kept giving false days and times for restoration.	Not satisfied! They didn't seem concerned or interested. Their only comment was that we should be happy to have it back.	We were at home when the power went out. We stayed the night and had to leave the next day when the temperature in the house went down to 45 degrees. We don't have a wood stove or other source of heat. We stayed with various friends but it was a difficult experience because we needed to do simple things like laundry and eat.	I expect the utility to have a good idea of when power will be restored. I expect they will bring in whatever it takes to get power restored in the shortest period of time. I don't think PSNH did that.	I think they needed to go to the media to let the public know when power would be restored and exactly what resources they are employing. They need to provide more information over the phone instead of telling us to go to their website. How do you do that without power?	I grew up in Buffalo, NY and we never had power outages like this. I think more attention needs to be paid to limbs over the lines and dead trees need to be taken down instead of waiting for a storm to take them down. The utility must bring as many available trucks as they can into the area and stop being so concerned with their budget. They also need to recognize that the public is their consumer and needs to be treated with respect.
Derry	2	20	There was no way to talk to a rep - the automated system took the address.	As with the previous 3 outages, we got no detailed information just vague statements. PSNH did not even bother to send someone to the shelters to speak to the people there, the Londonderry Fire Chief did a great job of helping us get info from the Derry Fire Chief. The	We ended up at the Londonderry shelter for the third time since Dec. 2008. We have no source of heat at home and there are 2 elderly people with medical conditions that live with me. Without the shelter we would have had to spend money we didn't have on food, etc.	I expect them to use the most updated technology and to keep us aware of when we can expect power. Obviously they do not want to give this detailed info as they might be wrong, as they were with the ice storm of 2008. The linemen of course are wonderful but I don't	Send a rep to the shelters. Get out info on the town radio and internet. Talk to the Londenderry Fire Chief. I know PSNH did a lot of tree trimming which is great but the lack of communication on their part continues. They always act so defensive - act of God stuff. Talking	I will say that personally we seem to have gotten the better end of the stick this time around. Every other power outage it seems that we are the last people to leave the shelter. We got our power back much quicker than some of our neighbors but I don't know why

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					governor stopped by twice, but PSNH didn't send anyone.		think that management cares except for cost to themselves.	to the people who are affected would go a long way to smooth over the tough situation.	because it seems to be a secret as to where problems are and why it takes so long to fix them. East Derry has experienced a lot of outages – I've never seen so many in the several places that I have lived as right here.
Derry	4	0	Not at all. The initial call to PSNH said they would not be providing estimates until Tuesday at 5. The option to speak to a person was often not available. Our cross street and neighbors north of our street had power restored 2 days before we did, yet an estimate as to when we would receive power could not be given. We had requested a phone call (I provided a cell number) to let us know when power would be restored. Power was restored Wednesday evening. We found out when we drove out for dinner that night. The promised phone call was not received until Thursday mid-afternoon. People who called us were told either "circuits are busy" or "there is no phone service to that area."	Very dissatisfied. When we finally got an estimation of restoration from PSNH we were told possibly Friday by 5. We made plans accordingly. The power was restored on Wednesday evening. I guess they felt good about restoring before the estimated time but I would prefer an accurate estimation, especially as the estimation was given on Wednesday.	We had some small branches down, however, driving around we saw no downed lines as we did after the ice storm. The weather was mild and we were able to use our generator (once we found a gas station with power to pump gas) and our wood stove for cooking and heating. Fairpoint did come and change our phone connection so we were able to use our phone once phone service was restored (it had been hard wired into our circuit breaker box. They changed the connection so we could plug our FIOS system into an outlet powered by the generator). Fairpoint was extremely helpful in getting this issue resolved and sent a serviceman within one day.	I would expect power to be restored in most populated or urgent areas, such as to hospitals and emergency services, first. I would then expect power to be restored to surrounding areas. I would also expect, once in a while, for the utility companies to look at who is consistently last to be restored and move them up once in a while. We live on a large circuit both in terms of number of houses and physical area, yet because there are no businesses and many properties with low assessed values, we are usually one of the last circuits restored. The next circuit over has a school in the neighborhood and they are consistently restored several days before we are.	Provide accurate information. With no phone, cable, radio (no reception in our area), or internet we were totally cut off from all information. When we did get through, it would have been nice to get a reliable answer. It would have been nice to get a phone call, as promised, when service was restored.	Following Tropical Storm Irene a tree fell on a neighbor's lines, severing the lines from the meter and the meter from the house. The live wire was on the ground, running through a stream. The force of the tree severed our neutral wire and we received all of their backfeed, causing several small fires in our home. We had 2 visits from the Derry Fire Department. The tree fell on Sunday. Despite repeated calls from us and from the fire department, the live wire remained live and on the ground until the early morning hours of Wednesday. A repair crew came early Thursday to restring our neutral wire and we were able to have our electrician come in to make repairs. How can a live wire be allowed to sit on the ground for over 2 days, especially if it is lying in a stream? We were informed by PSNH that the fire department had called and requested that the line be killed. This request was also ignored. Our area was not hard hit during this storm, thankfully. Why did it take so long to make a necessary repair?	
Derry	3	4	Not really. No one returned my calls to PSNH about expected service return time/day.	Not really. No one returned my calls to PSNH about expected service return time/day.	Lost power & cable for 3 days, two days TOO MANY!	Lost power & cable for 3 days, two days TOO MANY!	Lost power & cable for 3 days, two days TOO MANY! No notification of return of power, or expectation of same.	Comcast cable was also "OUT", and I did NOT get a pricing adjustment for lack of service!	
Derry	5	0	Very polite CSR, but had no real information to provide. Was able to only report the standard PSNH info for Derry of 95% to be restored by Thursday, Nov. 3rd and 99%	Not satisfied. Again no real information was provided by the polite customer service representative.	Left in the dark with no heat, water or electricity. Would have to seek other shelter if outage occurred when outside temperature was below freezing. Am I expected to spend a very substantial sum of	Be prepared with emergency plans including contracts to bring in sufficient outside crews and contractors to restore all power within no longer than 48 hours max.	Use all media (paid radio and perhaps newspaper ads) to relay outage restoration estimates. Do not just depend on the media to pass along reports. Not everyone has access to the internet during a	In New Hampshire, are the utility residents nothing but second class citizens in a third world state dealing with a fourth rate utility? If tree and limbs falling on lines are the main problem, it's not like the	

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			by Friday, Nov. 4th		money, which I don't have, to purchase a standby backup electric generator for my home?		power outage.	utilities haven't had many decades to deal with the problem.
Derry	5	130	Couldn't even reach a live person through PSNH for days, just recorded messages. There wasn't even an option to talk to a live person the first few days.	The communication from PSNH was slightly better than the 2008 ice storm. Most information was obtained via their Twitter and Facebook accounts but I still feel there is a ton of room for improvement. They seemed to be doing a lot of patting themselves on the backs on their social media accounts than answering questions posed to them. I don't think there was much to pat themselves on the back about to be honest.	No power for 130 hours, there was no damage to any of the individual service lines to the home. In fact, there was not much damage at all in the neighborhood except for a branch on a line down the road. I work with lots of people who live in various cities/towns in southern and central NH yet each and every time my area is one of the last to get restored.	I expect power to be restored in a much more timely fashion. In the 7 years I have lived in NH, we have lost power for more than 3 days at least 4-5 times. It seems crazy that it takes that long to restore power all the time. It is unacceptable. I am also concerned that a lot of times southern NH is hit the hardest and you will hear PSNH say this, yet they start the bulk of restorations up in the Lakes region and leave "the hardest hit areas" as the last to be addressed. I also believe they need to upgrade their system so they don't solely rely on people reporting outages, it seems bizarre that they don't know where the outages are unless the home and business owners notify them. Seems like an archaic system.	They sent out notices about 2 years ago that they would be trimming trees but have never come to do so. That is a major issue as far as I am concerned that they need to address.	
Derry	4	12	Did not speak with PSNH rep it was all automated, did speak with Comcast rep and they were helpful	Like them using social networking to provide constant updates great tool to communicate.	I know have a Generator, so was able to remain in my home and run the heat, so this experience was not as stressful as the '08 ice storm and '10 wind storm.	Knowing these storms are more the norm now than flukes based on losing power from 3 major storms since 12/2008. I purchased a generator and can control my own situation during lengthy restoration process.		I know these were major storms. However it is a trend now and to lose power even for a 1/2 days is getting very cumbersome. I still think something needs to be done to protect the Infrastructures better to reduce major outages. Maybe putting lines underground in areas that are constant trouble spots and clearing of more trees in these same areas would help reduce the amount of outages.
Derry	4	0	Yes, they were very understanding and I do realize that they also were without power	PSNH was upfront with information and we were told the truth not some made up story. We were told that it would be late Tuesday or Wednesday before power would be restored due to heavy damage on the feeder through Raymond.	We used our gas grill for cooking and the wood stove for warmth. All in all it was not terrible.	Precisely what happened, don't give false hope for restoration, tell the truth.	Short of doing more tree trimming there is not much else that could have been done	The only complaint that I have is that there is still a tree branch hanging over the wires in front of 64 Warner Hill Road in Derry. I had called several times about this and it is still there as of last night.
Derry	1	0	No, it was an automated message saying that their representatives were too busy to take my call. It asked for my phone number and then hung up. No one ever	PSNH had many updates on facebook, which I can access from my cell phone. For those people without that ability, they would have received no information.	My condo has electric heat and appliances. We were forced to stay with a friend who had a woodstove.	My expectation is more preemptive than reactive. Snow storms are a fact of life in New England, and the utilities should be moving towards a more sustainable power grid. There is no reason why the number	As above, there should be a massive effort to begin burying the power lines. I understand it is a massive undertaking that will take decades, but if we don't start, it will never happen. My friend is here in	

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			returned my call.			1 project should not be burying the power lines.	America on a work visa from the Netherlands, and she was confounded by the fact that a wealthy nation like us didn't have what her country has had for years.	
Derry	1	6	n/a	Satisfied with what I was hearing on the news.	We live in Derry on a private well. We lost our power on Saturday evening around 9 pm. Our power was restored on Monday morning around 4 am. We purchased a generator after the 2/2010 storm with widespread outages because we have 5 children and losing all of our food was a pricey proposition for us. We had an electrician come and wire us so that we would have water, heat , a few lights and our refrigerator and freezer plugged in. We were pretty well all set throughout this outage because of our generator.	I expect PSNH to do the best that they can do to get power back up and running. I know alot of people get very upset and feel the utility companies are not working fast enough, I disagree. I think that they do the best that they can, I am quite sure that they want the power back up and running as much as anybody, their families are effected by outages too. We live in New England, we have extraordinary weather events, especially in the last three years, we as consumers need to be ready for these events. In the ice storm of 2008 my family was out for 5 days, we lost several hundred dollars worth of food, we were all sick...it was not fun or easy, so I do understand how some families suffer and am not trying minimize what some families have gone through, I do however feel that they are doing the best they can.	n/a	
Derry	3	67	So-So	No	I am on the emergency restoration list with PSNH, since I am disabled and on Oxygen Therepy. I called PSNH within a few hours of the outage, and called them again on the THIRD day. I feel that anyone on this emergency list should not be required to call - they need to update their equipment!!	Keep everyone informed. Have more crews ready, everyone knew about this storm before it got here.	PSNH should make restituion for any food lost as a result of power outages. They should also pay for the gasoline required to run generators if an outage lasts more than 24 hours.	
Derry	5	0	Yes.	Satisfied.	Hardship with extended outageS - plural because it happens with EVERY weather event. No power, and no water due to private well requiring electricity. adds expense to run generator (gas) and purchase water.	For a major outage event, I think PSNH does well with restoration. HOWEVER, our neighborhood continuously loses power when it rains, when there is any wind gusts, a small dusting of snow. There is obviously an issue with our lines. Any outage becomes an extended outage.	Major outage restoration was acceptable. Communicated ETA's for restoration were accurate. It is the continuous extended outages that are an issue in our neighborhood. Some sort of reparation should be in order for those that are without power for longer than 10% of the service hours for each month -	There should be some sort of higher authority to which to report ongoing power outages - not just major events. Our street was without power for 5.5 days after the hurricane in September. Lost again on October 26th for 4 hrs (it rained), lost again for Snowtober for 5.0 days, lost again on November 10th (it rained) for 3 hrs

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							Continuously costing homeowners additional expense on top of an already HIGH electric bill is ridiculous.	- and now the power has been out for 4 hours so far because of wind. In the past 3 months, my home has been without service from PSNH for 259 hrs and counting... Literally 10% of the time we do not have electricity!
Derry	6	0	Yes. It helped us realize we`re a last priority on the psnh grid.	So disappointed in psnh. One week is too long to be without power especially since they didn`t trim properly and their response time was very slow. Comcast had their service up and running the next day!	We rent and live in a trailer. It`s so cold in there during the day when the landlord shut off the generator. I was beyond frustrated with yet another power outage from psnh. We`ve lost power on six occasions since the 2008 ice storm.	I expect the utility company to check the weather and prepare accordingly. Instead they`re tactic is purely defensive. I adlai expect the utility company to keep its customers informed and not pass the clean up cost to our bills.	Information right away would have been great. Instead it took them 4 days! Have trucks ready before and during the storm in anticipation. Trim like they`re supposed to. I have pictures of trimmed trees they said they`d done.	
Derry	5	0	We never were able to talk to them, just had to leave a message	From the stand point of communication, PSNH did a good job of letting people know they had no power. However it took about 3 days before they could give an ETA on when power would be restored. That was frustrating and needs to be better	Power went out on the night of the 29th. We lost heat and hot water. We froze all night. The next day still no power. We shoveled our driveway in the hope that power would be restored soon. It was not. We had to find a hotel due to not have any heat or hot water. The next day still no power, still no ETA on when it would be restored. Could not afford another night in a hotel so traveled to Mass to spend the night with family. Still no ETA on when power would be restored. Spent a few more nights with family. 5 days later we had power. This made getting to work difficult for both me and my wife, though we were able to do it. The lack of any ETA from PSNH was awful. It seemed to me that they were not prepared at all for this storm.	With weather predicting technology as it is today I expect crews to be ready to go at a moments notice. It seems every bad outage we have had over the past few years PSNH has had to contract help from other states due to them not having enough crew in NH to help. It took about 3 days for crews from other states to show up and help PSNH. PSNH needs to anticipate the need of more crew and have them in the state and ready to go. We had days of warning for this storm, more then enough time to bring a few trucks to NH if needed. (People will complain about the cost to PSNH, however the cost to the state and the consumers during a power outage like this is a lot more then what PSNH would have. Also, with the price we pay for power PSNH needs to do a better job of making sure they have reserved funds for this). If getting out of state help is to expensive, then lets look locally. 1000`s of peole in NH are without jobs right now and are more then qualified and willing to step in when needed. PSNH should hire local contractors who can be put on standby if a big storm is predicted. If these people are needed, then it will be money well spent. If they	They need to get faster at giving out ETA`s and have more crew on the ready.	This was the 3rd time in 3 years we have been without power for 5+ days. All 3 times have been with PSNH. Something needs to be done. Though PSNH does a great job using social media to get information out, that information is usually not helpful or the ETA`s (which people really need) are too late to get out. As stated before, every major storm PSNH has had to get help from crews outside of New Hampshire. If PSNH is not willing to hire local contractors that can be called and put on standby when big storms are predicted, then they need to contact the out of state workers sooner. It took 3 days for them to get to NH during this last big storm. We live in New England. We get bad storms every single year. PSNH always tells the consumers they need to be prepared. But I beleive without a doubt, that PSNH themselves have proven to not be prepared to provide their customers with the help they need during major outages time and time again.

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						are not, then they are only paid for the time of being of standby. Seems like a minimal investment and it helps create jobs in our own state instead of giving workers in other states the money.		
Derry	5	0	No. Very friendly but not helpful. They kept telling us they had an update and then no updates ever were provided. We were twice told that power had been restored when it hadn't.	What information? EXTREMELY UNSATISFIED.	Frustrating & tiring! Luckily we stayed with family but we lost a whole freezer & fridge of food. We were displaced for 5 days with 2 young children & still had to work. While storms happen we never had any response from PSNH. We were told things would be better after the 2008 ice storm but this was no better.	HONESTY. Actual estimation times. Or if you have no updates, be honest about it. Also we expect responsibility to look into how you could better improve your service and update your lines for next time. Instead we are told all the right things but nothing ever changes.	HONESTY. Actual answers at some point. After 5 days we never had any estimation. Same as above.	It is very frustrating that we are stuck with one company & that company never changes, improves or changes its service. In any other service industry that would be unacceptable. Yet we have no choice & they apparently have no incentive to change.
Derry	5	0	Not particularly. Very pleasant -when I could get through, but only seemed to be able to add to an electronic work ticket, but did not relay, or perhaps, didn't believe me, when advising that our entire Street had service except for about 9 houses on one pole, and that the issue was likely small, possibly a "bus fuse"&which pole it was on.		Power was restored to my street on Monday following storm at about 5:00 AM with the glaring exception that PSNH left without doing the 5 minute "bus fuse" fix on 1 pole - which we and about 8 other houses get power from. We were up & saw the PSNH truck go up our Street stopping at the Pole area (it was very dark), but they left without fixing the "bus fuse" so the whole St.'s power was NOT restored. My husband tried to run after them to tell them that we still didn't have power & they weren't quite done, but he couldn't catch them and/or they kept going. They never came back, despite repeated calls by us & our neighbors, UNTIL my next door neighbor, [REDACTED] happened to talk with a Comcast repairman on Thursday PM following the storm who was working at the end of Brier Lane. He said he "had a signal" on our Street; my neighbor advised that we still didn't have power & the Comcast repairmen was kind enough to look at the pole - see that it was the bus fuse and then He voluntarily went to the PSNH crew working very nearby & told them that the issue was that they	When the weather forecast goes from about 2-3 inches to about 8+ inches of very heavy, wet snow quickly by Thursday before the Storm & the forecasters are sure about it, then I expect that PSNH will line up their needed additional crews then - or at least start to do so - like Unitil evidently did for this last storm. PSNH, I think, waited until post -damage & Did not Commit the \$\$ Funds to line up addl crews back BEFORE the storm hit when they should have. I realize that this type of commitment requires committing dollars on PSNH's part, but the damage outcome already seemed very clear, and PSNH should have lined up the ancillary, reinforcement crews Before the storm.	They should have properly checked power on the whole street before they left the street when they powered it up on the Monday following the storm; they were Not careful when they checked to see if they had really restored power. They also could have had reinforcement crews en route & committed prior to the storm. They also could consider whether our Circuit - which is VERY huge & serves parts of E. Derry, Hampstead, Sandown & other places, could be & "broken up" into smaller circuits, so it maybe wouldn't be quite so vulnerable & put so many people out of power when it's damaged.	Additionally & Importantly, I do NOT think that add'l. "automation" or "programs allowing the rate payer to see exactly where the crews are or who's out of power, or other high tech additions"; are necessary or warranted at all [dash]- those would only cost money for the rate payer & put the \$\$ in the wrong spot. What was really needed was for PSNH to commit more quickly to more crews- preferably BEFORE, not after, the storm, and they need to keep updating their circuits and poles, etc.

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Dover	1.5	36	n/a	n/a	didn't fix a bus fuse when they powered up our St., & got them to come over. They took a look & fixed the bus fuse per my neighbor, [REDACTED] in about 5 minutes. without power but had a backup generator	i dont expect them to get it back at any time imans i definatly dont complain when it takes a while. i undersand that they are working as hard as they can to restore the power to its customers	nothing that they didnt do	
Dunbarton	5	0	No. Only recieved platitudes.	Not very.	We were without power for five days even though there was no visible sign of damage on our circuit.	1. Perform a triage to identify areas that can quickly be restored, and focus on those early on. 2. Provide accurate and timely information to customers.	I am concerned that PSNH may not have performed an inital review to allow them to triage the work that needed to be done. We were without power for five days event though there were no signs of damage all along the line for our circuit. When the line crews finally arrived, power was restored quickly. If there was no damage to the line, why weren't we restored earlier?	
Dunbarton	4	0	I did not speak with a person but did notify PSNH about the outage. Knowing the magnitude of the storm and the area impacted, I did not expect any additional information would be provided at that time.	The information received was adequate at the time of reporting the outage. Subsequent information received via media and internet was also adequate.	Having experienced past ice storms, wind storms and other long term outages has taught my family and I to be prepared for possible long term outages. I, personally, was not prepared with sufficient gas for the generator and caused myself some grief.	Provide updates, be prepared best they can be and work in an expeditious but safe manner to restore power. All of these items I feel was performed.	I feel they did the best they could.	When are people going to take responsibility for themselves?
Durham	5	0	Yes	PSNH phone center was helpful as it provided me with a basic knowlege that my outage was known and that things were being done to remedy my situation.	Typical of most - typical of a house w/o power. We have a portable back up generator which we used to keep the furnace working as well as some basic lighting. Insufficient to power our well so we did have to resort to a bucket bregade to maintain the toilet situation. While this situation was uncomfortable, Given the weather situation - leaves on trees - wet snow - this event was understandable.	My expectation is reasonable communications with customers - Their text service - text a number and add the word `outage` to see how many customers were w/o power was a very good option. It did provide me with a way to look - on my time - to see progress. It was appreciated.	PSNH has always done a good job of communicating. I do not think that there is a need to increase operators on duty to answer calls. Information concerning specific single family dwellings would be hard to come by - interrupting line crews to get that information - and basically serves as a way for customers to yell and complain.	I don't know how I learned about the text number + outage option. Maybe it would be good to promote that with customers - so they - we know of that way to learn what is happening. I praise our town manager for his proactive efforts to have a solid line of communication between PSNH and all of us here in Durham. Having that focus - where our town can desiminate (email list serve) information gathered from PSNH is extremely helpful. If the PUC ends up requiring anything from PSNH in terms of communications, I'd suggest using Durham as a model of how things should be done to

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								keep the public informed. Mother nature can be brutal. I`d personally prefer to suffer the occasional 5 day outage rather than have to pay the expense of having to cut and hack on our roads edges making wires less susceptible to tree limb-caused outages. Bottom line for me is that I am glad for the service that we recieve(d) and have no complaints given the situation.
Durham	4	0	Sometimes. When you could talk to someone. The reps are typically very pleasant, especially considering the fact that they are taking tons of calls from very angry customers.	The updates weren`t often enough on social media. Sometimes big chunks of hours passed with no updates, and then many updates in one hour. No consistency. Also those updates could have been more informative- like particular towns being worked on etc. Instead of very general comments. That would allow you to plan better for extended outages in your particular area.		Communicate, communicate, communicate. WITH HELPFUL information on timing, schedules etc. I understand it is an imperfect science, but by now, you should have software that can help estimate and schedule.	See above. But, I do appreciate that we can get updates on twitter, FB etc. Really helps when your key contact to the outside world is your smartphone.	I believe the crews and Customer service people are doing a good job. I believe management has some opportunities to improve on scheduling, estimating and communicating that information
Durham	5	0	Nope - PSNH had no ETRs for days on end.	Very dissatisfied with PSNH	Because everything in our apartment is electric we had no heat, water, or lights for 5 days.	I expect that an electric company would at least provide ETRs ASAP, rather than wait days on end while `assessing` the situation. I also expect my electric company would be able to maintain their lines better so that every time it snows a little or is windy, the whole state doesn`t lose power for days on end. If they can`t get to the bulk of trees that need to be trimmed, maybe they should give that job to someone else (as in, a tree trimming company) who would actually get the job done. Finally, I expect that in this day and age they would have better technology and response times rather than raising the price constantly in order to maintain outdated equipment.	PSNH could have been more prepared, communicated more effectively, and maintained their lines better.	I only use PSNH because I have no choice. Obviously a monopoly can do whatever they want, while completely disregarding their customers` needs. I can`t wait to move away so that I no longer have anything to do with PSNH ever again.
Durham NH	3	0	Called twice - The person was polite but had no information to share relative to the storm.	Not satisfied. The only information I received came from our Town Administrator via email on my phone. PSNH never has any information for homeowners. I wish I had access to a competitor	No heat, lights, water, toilets, refrigeration in outage As usual, costly food had to be thrown away.	To have utility crews in area sooner Why do we have to wait for crews from Canada, Tennessee, Kentucky?	Have more crews working Fewer crews taking breaks having coffee/donuts More info to radio stations	It`s bad enough to lose power in an all electric house so that nothing works. But to have to throw away hundreds of dollars of food since 08 and then have to pay for the inconvenience and costs is

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					because I am, quite frankly, sick and tired of PSNH. They raise rates and the quality of service has deteriorated dramatically. I was out 10 days in 08, 6 days for the next storm in `10(?), and now 3 days. PSNH is so ineffective that I now assume a lengthy outage will definitely occur as soon as there is a storm.	Incurred hotel expense. Cannot stay here in the cold at my age.	UNH and stores in Durham always seem to get their electricity back sooner than my neighborhood. Recently, PSNH paid Asplundh (probably) a lot of money to trim branches and cut down trees. If people don't give permission, PUC should change the law. In my area, there were branches broken all over all the power lines - and there are still branches that will interfere during the next storm.	Cut down trees that interfere with utility lines	extremely aggravating. PSNH has raised rates too often in recent years and it always seems to be after an outage. I pay a lot for electricity over the course of a year. I have lived here for 36 years. We didn't have these kind of outages years ago - it almost seems like a money maker for PSNH.
Durham, nh	2	0	No. I think the PSNH tape should be updated more often. When almost everyone's out, perhaps list towns NOT out so those people can call in if they're out. They can certainly update the message more than twice a day. Perhaps some radio station should have current info and we should be told which station	Didn't receive any information.	Our part of Durham has been out for a week in the past two years. That is inexcusable. Totally inexcusable. After the 2011 Halloween storm, however, we were out for two days, a considerable improvement. The linemen work appeared to be much more organized, and certainly having roadside limbs trimmed last Winter-Spring helped. We live in fear of being out since we cannot have a generator and there's a diabetic in the house. Flushing's no problem; we have lots of bottles filled with water. Food's no problem. PB&J works. Cold, though, is a problem. I think trees on public roads should be kept trimmed even without owner permission for the greater good.	See above answers	See #6. I realize no radio stations are local, but perhaps one station in each county could be responsible for hourly reports from all electricity providers	I am opposed to customers paying for increased personnel and for tree trimming and for whatever the PUC does in the way of fines or mandates. I also think Dunkin' Donuts should be turned on first. That's good PR and it gives people hope.	
East wakefield, nh	1	10			we were all comfortable in our house. we live in nh on a side road. we expect power to go out. we bought a generator earlier this yr to be prepared.	I think that the utility crews work as hard as they can to restore power. and that people need to stop complaining about losing power and remember that we are in new england. with so many without power you cant always get to the customer. so maybe people just need to buy a generator. I am on a one income house hold and we saved to buy one.		I think PSNH and helping crews do a great job at restoring power. I have had my times in the dark and cold but still understood that I am not the only one. we saved to buy a generator. thank you to all involved with these companies	
Epping	5	0	Not at all. As my 89 year old blind mother lives with me, I was ONLY looking for some	I didn't receive any information ! After electricity came back on, I did get a phone call asking if we had	The first day wasn't too bad, the house hadn't gotten too cold yet. After that, I was getting very	I would expect to see trucks out and people working...but here a month later, and I have YET to see	First, giving information for our exact area - NOT just all of NH - would have been more helpful.		

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			sort of time frame, that would help me decide if I should take her out of her environment or not and all they would say was "we don't know." If they could have at least say "it is going to be many days" it would have helped immensely.	our power back yet, from PSNH.	worried as my Mother was getting colder and colder. It literally took WEEKS for her to feel warm again after we got power back, meaning heat as well. We have an electric stair life so getting her out of the house would not have been easy but had PSNH said it will STILL be many days, I am sure that the fire dept. could have helped get her out so she could be where she could be warm.	ONE PSNH truck anywhere ! It was as if someone somewhere else, flipped a switch and turned off the power, then five days later, turned it back on ! Never during that time did I see anyone anywhere working on it.	Seeing PSNH trucks out working would have been nice or even PSNH vans going around and checking would have given hope too. I felt just totally abandoned by PSNH.	
Epsom	2	0	No, we just got a canned (computer voice) answer	Not at all satisfied.	Knowing this would yet happed (again) we are prepared, with generator, plenty of water and food on the pantry shelves. And portable radio.	Better communication.	More on the radio, internet and cable were down. It is frustrating to hear on the radio to go to www.etcetera for detailed information. Duh	I do not agree with you that PSNH can have a rate increase. Because: 1. first we need to conserve energy by getting all these special light bulbs etc. Then when we all do , PSNH complains that they don't have enough revenue, therefore need a raise. 2. PSNH needs to be more diligent in preventive maintenance to save cost, rather than pay for all the line repair men to come and bail them out (again). These people are coming as far away as Iowa??? So we, the customer, will have to pay for that cost as well, I take it?! Maybe at some point in the future they can learn from other countries, Scandinavia comes to mind; how do they provide and keep power during their frequent storms? Burying lines is an option. I'd like to see a comparison between the emergency help and costs, versus the cost of burying lines. One will be a yearly event, the other is a one time deal. Hmmm. Thank you for listening.
Farmington	2	0	The online map was interesting but did not give me a specific answer.	At least half a day behind in updates	Run generator, minimal hardship due to the fact we loose power after most substantial storms and have low expectation from PSNH.	Provide with more up to date information	Preventive maitenance on lines that have gone down over and over.	As stated before, the power line coming from Rochester up Ten Rod Road toward Farmington appear to go down during most storms. Would better preventive maintenance reduce the repetitive damages. Several location appears to have similar problem.
Farmington	0	12	You cannot speak with a	It's difficult to get information	My power was on up until the	More information, the ability to	If they know something like this is	

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			customer service representative during an outage. You get an automated response only.	when your phone is running through VoIP. No power means, no phone. During Irene it was 5 days of no phone, no power and no response that was even logical from PSNH. They kept saying for days that &"We are assessing the damages".	power in Rochester came on. I know this because my friend, who lives on 108 in Rochester got her power back while at my house warming up, and mine went out at the same time she got the call telling her, that hers was back on.	reach customer service. I was extremely frustrated because I was due to pay my bill. I couldn't get to a customer service representative, and it kept telling me to go online to pay my bill. How exactly was I supposed to do that when our town and surrounding towns have no power??	possible they need to call for backup BEFORE the storm.	
Fitzwilliam	0	0						<p>I think it's important to note that our house lost power for a grueling *13* days as a result of the Dec 2008 ice storm. However we did NOT lose power as a result of the 10/29/11 snowstorm. I looked at the PSNH outage map after 10/29/11 and noticed that the area hardest hit from Dec 2008 (Jaffrey power lines) did not appear to be hit very hard from the 10/29/11 storm, although areas around it were.</p> <p>Is this because the weak trees were all taken out 3 years ago and remaining trees were strong enough not to fall? Is it because of something that PSNH did when they (finally) restored our power after 13 days? Is it because of maintenance they have done since then? (They have come around several times to trim back trees.) I don't know the answer, but wonder if there are lessons to be learned in looking at the hardest hit area from Dec 2008, and how it fared 10/29/11.</p>
Francestown	1	15	Yes. Was told that power outage was extensive. Power returned before calling again. Power lost a second time later in the week. When called was told they were aware of the outage and it was fixed in a few hours (even though massive efforts were still underway	Very satisfied. Expected to be without power for days and were happy to get it back so quickly (twice). We were without power for 12 days during the ice storm of 2008. Even so, have a sense of reality of nature and about what it takes to restore and the heroic efforts taken.	We were without power from about 11 pm the night of the snow storm until the afternoon of the following day. Later in the week we lost power again, but it was restored in a few hours.	Expect that utility prepares for and works hard during outage and can call in out of state resources to restore power. Provides information on when power will be restored. As an aside.... since no power means no internet access for us, it would be nice if NHPR would provide broad outline of power status and restoration and better	We were lucky during this last storm. So nothing. I do think people should be prepared for storms and outages. Wonder about feasibility/wisdeom of putting some lines underground?	Thanks to all the line workers out there during bad weather working long hours!

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			elsewhere in the state)			weather forecast information (we have crank-powered radio). I found NHPR's constant repetition of number of homes without power and lack of any additional information inadequate.		
Fremont	3	0	Only ever got a recording-never actualy talked to a human.	Not satisfied.		I expect to see crew members out. Never saw anyone at any time. We saw no trees down, no wires down. It was very frustrating.	Not sure-Maybe explain why when the wind blows now we expect to have no power. And not for just a few hours but days.	
Gilford, NH 03249	0	2	Yes, no problem with the customer representative very polite explain what was being done to restore power.	very satisfied	The power went out I called PSNH within 2 hours the power came back on. It came back on quicker than I thought it would with all the people without power that day. I got my power pack inverter out put a light , TV, Scanner onwaited for the power to come back on. If it went longer I would have put my 5000 watt generator on and wait for the power to come back on. In 1998 Ice storm I was out for three days and run my generator off and on for three days to provide Heat, water, lights, cooking stove, and microwave, etc.	I expect the power to be back on within 7 to 10 days with this type of storm. There could be a worst storm with heavy ice or wet snow that storms for days than I expect the power to be out longer.	there was no more info or improvements that they could have provided me with.	There is no way you can see in the future to predict a bad storm. The only way is to listen to the weatherman and hope he is right with his prediction of the storm. The only way to keep from having trees from coming down on power lines is to cut the trees, not limbs back 100 feet from power lines all over the state to prevent trees from taking down power lines, but you can not stop Ice and heavy snow build up on lines from taking down lines. The way to pay for the tree removal is to have the property owner in front of the power lines to pay the cost to removing the trees back 100 feet. pass a law that says property owner must pay the power company to remove the trees back 100 feet. Some trees do grow to 100 feet tall. that is the only way to keep power on.
Goffstown	4	0	YES	SATISFIED BY WEBSITE UPDATES	WE STAYED WITH FAMILY IN ANOTHER TOWN THAT HAD POWER. OUR HOUSE GOT COLD WITHOUT HEAT. AROUND 37 degrees.	CONSTANT UPDATES. BETTET TIME FRAMES OF WHEN POWER WILL be RESTORED.		TREES NEED TO BE TRIMMED BETTER AROUND UTILITY LINES.
Goffstown	3	0	yes. They had limited informatioon available due to the severity of the storm but at all times (I think I called 3 times) the people I spoke with were polite, sympathetic and professional during which I`m sure was a difficult time to be in customer service.	same answer as in #6.	We were lucky in that we had water for the outage, including hot water. We lost power for 3 days but realistically this is NH in winter time, the storm was uncommon in severity, its time of year, and in the incident as a whole 3 days was reasonable.	I could ask for no more than was provided. Your service personnel were working all out and crews from other states and I believe from Canada as well came to help. I appreciate all that was done and thought it was an impressive effort to restore power.	I have no recommendations on that. It is unrealistic financially and practically to bury all lines and I understand PSNH already spends millions anually to clear trees from above/around lines.	My wife and I spoke together about this and feel that PSNH responded very well to a difficult situation. We live in New England and find it offensive that people are complaining about missing tv shows or other relatively minor inconveniences while crews are in trucks, in snow. frequently off road probably in a lift working on lines

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								that move huge amounts of electricity. With the temperatures where they were and the numerous shelters available at the time people with true emergencies were taken care of. We say thankyou to PSNH and other crews that helped, you are appreciated.
Goffstown	0	88			I have a small generator to power selected circuits suh as furnance and water pump. My dughter and her family, also Goffstown residents, stayed with us while their power was restored, which was a day after our power was restored.	I am totally satisfied with the performance of PSNH. During the outage I reported several trees and limbs which were about to fall and/or bring down wires and PSNH handled this expeditiously. Since I have a small generator perhaps my expectations are different from those who do not, but I believe many people are totally unreasonable in their expectations and indifferent to the amount of work required to restore lines and power.	I believe people want some sort of status of the restoration. Many now have smart phones and can get this information even when power is out. That aid, I would rather power companies pay for crews on the street rather than crews in customer service centers.	
Goffstown	4	0	I did not speak directly to Utility personnel. I monitored news reports and PSNH website. It was obvious that the storm damage was significant...as was predicted.	I am very satisfied. I believe that they did the best that they could under the circumstances.	I was fortunate to have an auxilliary power generator. We had heat, some lights and were essentially comfortable under the circumstances.	I expect them to prepare as best as they are able for approaching weather where outages are projected to occur and I expect them to restore power as quickly as possible.	I don't believe that they could have done much better. This is the third time in recent memory that the utility companies had to essentially rebuild their infrastructure after a major weather event.	Most citizens do not understand how fragile the power grid is. I believe that PSNH did as well as could reasonably have been expected under the circumstances.
Goffstown	3.3	72	yes, we were trying to decide if we should go to hotel or borrow son`s generator and stay here. If only to be few hours would have gone to hotel But it was told by rep to be couple of days Concerned about fridge & freezer borrowed son`s generator &stayed here Saved food &watched animals Have fireplace so stayed warm in living room, hanging sheets to keep heat in there.	wished it could have been better, but it was helpful	Lost power on saturday nite Have fireplace so hung sheets in living room to separate from dining room &kitchen That kept living room at least to 62 Had Coleman stove, set it up under carport so could heat water, soup, etc. After learning from PSNH rep power would be out few days, contacted son up in New Hampton, drove up to get his generator Plugged in full freezer & full refrigerator/freezer so saved all food. plugged in TV so was able to watch DVDs Kept warm, made coffee, heated food in microwave so were just fine	We don't know how they could have been prepared any sooner ahead because one doesn't know ahead what the damage is going to be. Were other utility companies avable as soon as possible? Could they have been called into the area sooner and put up in hotels so they could work as soon as branches started snapping lines? Was that the case anyways? I don't know but perhaps some brainstorming or think tank times to try to determine if that could happen. Weathermen seemed to predict and prepare us for the storm soon enough that plans could be enacted sooner. Of course, there are those times that forecasts fall apart...but for the most part, warnings are given well.	I know we are survivors....campers and all.....so we find a way to make do. We are also cheap Yankees and don't want to spend for hotels when we don't have to. But I guess I just wish PSNH cold move proactively to prevent so many days/hours of being without power. Food is so expensive these days that to lose any of it in power outages really hurts.	There should be some type of reimbursement to us as users of the PSNH for the days we were without power. It is not our fault that the power goes out, yet we still pay for services that we don't have. Any suggestions on what could be done for users of the power company would be helpful.

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Goffstown	3	0			until power came back on Wednesday afternoon			<p>NH utility vegetation management regulations are inadequate to protect the power grid from storms that impact trees and limbs. Unless NH chooses a more aggressive approach expect more expensive restorations of this nature. I encourage the NHPUC to review NH vegetation management policies. Also, I suggest a comparison of policies in other heavily wooded states and Canadian provinces to serve as a benchmark.</p> <p>Further, during such emergencies it is imperative that leaders from government and other positions of authority inspire cooperation and teamwork from all. Poor talk, from government leaders only serve to insight an already frustrated public - some who take out their angst on restoration workers. I am personally outraged at the treatment of utility employees by some including certain leaders. Utility employees are accosted in the field and over the phone. Also, certain restoration work centers require police protection – this is outrageous. I encourage NH leaders to consider their actions during such events.</p> <p>Respectfully submitted [REDACTED]</p>
Goffstown	3	81	Yes, although the customer service rep was overly optimistic. But then she couldn't see the pole and wires down just up the street from my house.	PSNH - very. They did a great job communicating the issues and expected recovery times. Fairpoint - okay, they obviously aren't used to dealing with this large an outage. They were very quick to get a new pole installed.	Lost power around 8PM on 10/29. Also lost cable (Comcast) and phone. Verizon Wireless was up and running the entire time so we still had phone and Internet access via our cell phones. We own a generator, had purchased gas the day before the storm, also have a gas grill with a side burner, and thus were warm and comfortable during this period. Our neighbors did have to stay with us for three	We expect honest and continuing communication regarding the situation, with efforts to bring power in particular back on as quickly as possible.	Short of installing underground wires or clear cutting all the trees within range of power lines, I don't think there is much more that could be done with an event like this.	We were also without power for three days during the wind storm - we never lost power during the ice storm. I think PSNH has improved their communication and response times with each of these storms, and I'm really not sure what else they can do.

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Goffstown	4	0	No It was a recorded message telling us we would be out several days longer!	See above	days as they don't have a generator. This is the 3rd outage lasting longer than 4 days each ,since 2006. We were no different than others without back- up power. Each time we have lost food, were unable to cook,and suffered the discomforts living without water, lights and heat.	I do not expect to be out of power every time we have a major storm. I`m from Maine..what do they do? this almost never happens there.	They could be better prepared to do what IS their job. There should have been advance requests for help from elsewhere as some providers did do.	I hope the CEO doesn't injure himself patting himself on the back for the great job they did. I have also read comments made by him regarding passing along the fees incurred to the customers.They are already among the highest rates in the country, and they have forced us and many others to purchase and install expensive generators in order to literally "weather the storm".Please consider replacing him with someone more competent. I do realize and appreciate the work that the line crews do but there should have been plans in place for help from other areas.
Goffstown	2	0	NO there was a tape recording as there were so many without power. No live representative.	0 percent	Seems like it was another "usual" event after a big storm. Hours of no power and no answers from utilities.	When I lived in MA, we hardly ever had power outages and if we did have one, power was restored within a couple hours. I expect PSNH could restore power alot more efficiently if they had more crews and the trees were trimmed more often. Waiting 4 years to have tree limbs trimmed is not working out.	They could break down information from the crew trucks as it comes in, and report what findings they have and an actual time line of when power would be restored with a live person - again, more employees needed. They need to anticipate when power will be out for many, and prepare better for it.	We lose power on an average of 5 to 6 times a year - stormy weather or not. This is not acceptable. I have reported this situation and have talked to a supervisor, engineer and management too. Nothing has been done and no sufficient answers given as to why we lose our power so often.
Gofsstown	1	12		I never called but the information I found online at Facebook and Twitter was fantastic. Everything was up to date and realistic.	I live in a condo complex, off the main stretch in Goffstown. Grocery stores, etc. were also affected. I could see the damage, and didn't expect power for several days. 1.5 days later, power was on. I was very greatful.	Be realistic. Tell us you're evaluating the situation and that ETRs aren't yet available. When ETRs are available they should be shared. I think as far as communications go, this storm was handled the best. The only suggestion I have is to maybe bring outside crews in before the storm so they're ready to get going once power starts going out. I get that it`s difficult to predict how the storm is going to turn out so you don't even know if you`ll NEED the extra crews but it`s something to think about.	I don't think any more info could be provided. I think the company was straight forward and fair.	I'd like to say thank you to customer service, the line crews, management, and straight on up the line. A BIG thank you to everyone at PSNH for doing a job well done in the most stressful of situations.
Hampstead	4	0	No, it`s sad when the best information updates come via twitter, which is hard to	Very Unsatisfied, Hampstead was ignored for days, then the police and fire station were restored and	without out power for 4 days. My area only got about 3 -4 inches of snow.	That the companies have enough resources to respond in a timely fashion and not have to wait days	More preventive maintenance. I haven't seen tree trimmers since the 2008 ice storm.	Time and time again Southern Rockingham county is very slow to see a response. Hampstead, Derry,

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			get to without power or internet service.	the power crews left. no info on estimates for a long time, no visible signs of effort for days until a crew from TN arrived and restored half the town in an afternoon		for crews to come from 500 + miles away.		Windham, Londonderry always are the last in the state to be restored, but have large populations, why is this?
Hampstead	5	0	Yes, they kept us updated	Satisfied; there wasn't any good news, but they gave us status reports.	Couldn't cook, no water, had to use our fireplace for any heat. Able to purchase ice and bottled water. Did lose food in the refrigerator.	They can't staff sufficiently for unexpected emergencies - we wouldn't stand for the cost. I am confident they plan as well as they can. They had crews from Tennessee working in our area - we were thankful and told them so a few times. Yes, it was inconvenient, yes, we were uncomfortable, yes, it's a pain in the neck; but, this is New England and "stuff" happens.	I honestly feel they did their best under lousy circumstances.	It's easy to "investigate and place blame", these people were working around the clock in difficult circumstances - let's cut them some slack. By the way, I don't work for any of the providers, so I'm not "gilding the lily".
Hampstead	1	23	None was received back. I used a form on their mobile website.	Informative, though updates posted via their site and social networks pages and tweets on Twitter were not at an often enough rate, in my opinion	I live in an apartment with my girlfriend. We had no active heat for the duration. However, ambient heat lowered at a small rate due to us living on an upper floor. We cooked via a camp stove that screws atop a small propane canister which worked out well. Emergency candles worked well to provide light. Items from the freezer were moved to the refrigerator after thawing; snow was compacted into the refrigerator crisper drawers to maintain a cool temperature for refrigerator items. As a result, there was no spoilage. We allowed the sun in during the daylight hours to allow the light to warm the small living space within the apartment and closed the curtains after the sun was no longer in direct line with the main picture window as to keep the heat in as best as possible. On the night service was restored, we had prepared for a third night and has just completed the preparations 15 minutes before it was restored.	To determine the cause of the issue and resolve it, both within a reasonable amount of time, roughly within 24 hours of the occurrence first being reported.	All I can think of is letting us know when a crew was working on our reported issue as we had no knowledge, nor given any information, when a crew(s) was present and working our issue. It would have been beneficial to know when our circuit was being worked as we could have planned the night of our power having been restored a lot better.	
Hampstead	5	0	Yes, I think they did the best they could with what was	The updates on facebook and twitter were helpful.	I live alone and I was without power for 5 days. I lost all the food	I did not expect to be without power for 5 days. we had	I'm not really sure. I believe things were completed as swiftly as they	

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			going. They were always extremely nice to me. One time I called, I broke down, I live alone and have never been through something like this. The woman I was talking to was super nice to me and did the best she could.		in my fridge and I had to replace everything. This was a rather bad financial set back for me. I do not have a lot of extra money right now having only moved here from New Mexico over a year ago. Losing all that food hurt me. I also have 2 cats and I was so worried about them the whole time the power was out. I still had to go to work, I'm a teacher and I ate and showered at my sister's house in MA. I ended up spending money on take out food and I used a lot of gas money going back and forth from my house to my sister's house. I checked on my cats everyday. I am thankful it was not so cold during that time because I am not sure how it would have all gone if it was colder. I brought them with me from New Mexico. Honestly, this experience was awful for me. I ended up taking Friday off from work because the stress of the financial situation as well as not being able to be okay in my own home took its toll on me. I know I was lucky in that I had family to help me but it all just seemed to take so long and was just hard.	powerlines down on the ground a few houses down from where I live and it scared me. I thought they would have been taken care of sooner than they were because of the danger they pose. I called as soon as I saw that they were there and that was on Sunday. They did not get picked up until, I believe Thursday.	possibly could given the circumstances. I am new to the area and only have what people around me were saying as a means to compare to prior outages.	
Hampstead	4	0	Most of the customer service representatives at PSNH are very rude and never have any information of any value. For the first two days, I only got the answer that they were evaluating the situation. I never called Comcast because without power, I really had no idea if the cable/phone was on.	PSNH never has anything but excuses about how bad the weather was. We live in NH and already know that the weather is going to be bad from time to time. It was several days before I received any information about when power would be restored and when we got the information, it was extremely vague.	I was 4 days without power, including heat, hot water, refrigerator, and stove. My house was down to 40 degrees and was unable to relocate to a shelter because of pets. We lost over \$200 in food and at some point there was a power surge that blew out a \$100 microwave.	The first thing that I expect is better infrastructure so that there are less power outages. I lost power again on 12/8 when there was just a rain storm with 20 mph winds. There is no reason that people should be without power because of 20 mph winds. If there is a storm that causes outages, there should be a reasonable plan and some preparation to restore power in a reasonable amount of time. The October 29, 2011 storm was forecast exactly correct close to a week ahead of time and crews from other areas did not start making their way to help until well after the storm was over. These crews	#1) Keep the power on. #2) Restore the power sooner if it does go out. #3) Provide immediate information on what is wrong and when it will be fixed. #4) Some type of monetary compensation for loss of service.	If there was some viable way for me to get off of PSNH's grid, I would. The cost of power is on a constant rise and the service is getting worse. I lived in New England for 38 out of my 40 years and never lost power as often or for as long as I have since I moved into a PSNH service area. There are multiple outages of 3-4 days every year and have been out for over 10 days several times over the past 6 years. Although I didn't have power and no information when it would be back on, I did receive a bill that had a due date clearly marked on it.

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						should have been here before the storm hit and started fixing power immediately after it was over. I understand that the weather is not always so predictable in NH but this time it was and PSNH chose to ignore the predictions. The information was also horrible until days later , after enough people complained.		
Hampstead nh	5	0	COULDN'T REACH A LIVE PERSON	VERY UNSATISFIED	JUST AS THE DEC STORM! A WAITING GAME. SAW NO TRUCKS, NO TREE CREWS NOTHING TILL DAY 5. YES, WE HAVE GENERATOR THAT WE PURCHASED AFTER BEING OUT 10 DAYS IN DEC. LOST FOOD IN MY FRIDGE AGAIN	AS A X VERIZON UTILITY WORKER LOOKING FOR A JOB, MY EXPECTATIONS IS FOR THEM TO COME UP WITH A PLAN FOR A STORM AHEAD OF THE STORM.ALL THEY DID AFTER DEC STORM WAS CUT TREES! THAT WAS THERE DISASTER PLAN? THIS IS NEW ENGLAND A STOW STORM IS NOT A DISASTER! WHAT WOULD HAPPEN IF THERE WAS A REAL DISASTER?	STOP MAKING THE SAME AREAS WAIT SO LONG! OR HOW ABOUT A CREDIT FOR TIME OUT? WHEN I CALLED TO ? SERVICE CREDIT THEY TOLD ME TO CALL MY HOMEOWNERS! WHAT?	WE NEED TO EITHER HAVE A CHOICE ON OUR ELECTRIC PROVIDER OR HOLD THEM ACCOUNTABLE FOR BAD SERVICE. COME UP WITH A REAL PLAN FOR SERVICE. HIRE MORE WORKERS! UPDATE THE FACILITIES etc. etc.
Hampstead NH	3	70		Watched posting on FB and thought they provided an idea of your progress as best you could provide.	Living in NH 69yrs we have a safe back up heat source lanterns, cooking source and canned and bottle food and drinks.	I expect them get power restored as soon as possible but I Also understand it will depend on how much damage there is to repair.	Getting the main lines and poles up first then I feel that the power needs to be restored to the public buildings then areas of elderly housing then hook up everything else.	You need to find a way to make people understand how electricity gets to there homes. Maybe then they wouldn't be so critical! Also I think if you could publish a chart showing how much equipment had to replace in these storms that people might get a better grasp of what goes on. The biggest problem is your biggest critics are the child of the 80s or as I call them The spoild generation who are use to getting their own way all the time. And for tree trimming I saw trimming all summer but that doesn't help when a prize 100` oak or maple in someones yard falls. So keep up the good work and get out the flack suits! Winter hasn't even started! Merry Christmas to you, the line crews, the poor people in customer service and all your families! And remember, Spring is right around the corner! :D
Hampstead, NH 03841	4	0	No I waited over 1 hour to speak with someone only to	I was not satisfied at all. I was told not to call the rest of the day as	I was cold and they didn't seem to care. It was hard to get thru to	They are not prepared even though the weather report was accurate	To communicate more effectively and be prepared and not wait till	I am thoroughly disgusted with PSNH. I called them several times

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			be told it could be several days. When I asked why they hadn't prepared for it as it was a definite, the CSR commented that what if we hadn't gotten the storm and we sent for other helpers. It would have been costly for them and then she said they would have to raise our rates. I have never seen outages like this before.. The communication is awful and I called several times to let her know we had lines down. They never came until the last night when we got power. The communication with the linemen and CSR's are awful.	there would be no changes. Trying to get to speak to someone is very difficult and there are never any updates at all.	speak to someone and sometimes you had to wait 20-30 minutes for someone to answer and then when they did, they had no updates. I feel PSNH is never prepared and the regulatories are insane. One year we waited over 3 days just for the telephone company to come and touch the pole so the electric company to get our electricity. Doesn't anyone care.	and we never saw anyone come out or even in our area. It seems like we are almost the last to get power when we lose it. Why don't they put the wiring under ground and we wouldn't have these problems. Every year all we see is an increase in our rates and we lose food that spoils from the outage and are helpless. Something has to be done. And the csr telling me that if they had called for additional lineman from other states and we didn't need them, then that cost would have been passed on to us. When did it become our proble.	the last second. The linemen need to update the CSR's so we know someone cares. I live near an elderly housing and these people are helpless. They might try to be more understanding and not tell me that since we had this storm the rates will be going up. Just what we want to hear.	to let them know lines were down and got no one to come out. Do we have the manpower if we have such a storm. Why aren't they out there inspecting the lines instead of just driving around to check our electric usage and bill us.
Harrisville	0	3	yes	With what PSNH had to deal with-I feel the service was fantastic	We were fine, and have an auto back-up generator	They did what they could do asap	A lot was posted on the web-But if you have no power you can not connect to the web, maybe more info to radio stations?	
Henniker	0	0	I thought the online map and status reports PSNH maintained were excellent	Very	I had to dig myself out to get my vehicles back on the road, but had no complaints about either electric or phone service	I expect them to do the best job they can getting service re-established, but I also recognize that mother hature will defeat the best plans on occasin. I am satisfied that PSNH does the best they can in storms and am impressed with the way they have responded better to recent events based on what they learned during the big Ice storms of recent years. I totally object to the idiotic suggestions that they be fined for not responding fast enough after a natural disaster.		Let's use these events to learn how to do better next time and all work together instead of assigning blame to utility companies for not restoring our services instantaneously. We will have storms in the future that cause widespread outages, and it will take a long time to repair the damage after some of them. That is mother natures fault more than the utility companies. However, the refusal of some folks to have their pretty trees cut back along power lines contributes to the problem.
Hillsboro,N.H.	0	0	n/a	n/a	n/a	They always do the best they can.	n/a	As a former PSNH LINE-FORMAN (32yrs) People just don't get it. And to have the PUC/politicians/people who don't have a clue, investigate what they think could have been done better. Well that just makes me chuckle.

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								<p>Don't second guess or try to please the people who put you in the positions your in. Get your butts out there during the storm, and see and feel what really goes on. You need to have people like myself come and tell you the real scoop, I'm sick and tired of listening to the Governor and the rest of you people talk about the storm when you really don't know the inside story. I could go on for 32yrs worth of putting the lights on. I actually workrd 13 Christmas in a row. I had three kids at home who didn't have a dad to share Christmas with. Thank you for your time.</p>
Hinsdale, NH	0	41	We just had that message (recording) in the beginning that they had a massive outage and nothing else.	Not satisfied	We were without power for 41 hours and we had a 89 year old person in the house.	I don't think they did enough to prevent outages...poor tree trimming led to a much worst condition than had to be. The problems swarmed PSNH and that was the reason for the delay.	I think tree trimming is grossly inadequate...not wide enough exclusion areas with branches and trees. I don't t like contract tree trimmer companies because this lead to dilution of accountability. It is the fiduciary responsibility of both PSNH and the contractor to limit tree trimming...to not report the true condition of the power line right of way tree conditions to limit cost and boost profits.	<p>We heard once a line was on the ground the priority is to isolate the line to protect life. I just am wondering if they go over overboard with this and have to shut off large numbers of people. What can't they better isolate the lines so less people will lose electricity. I have issues across the board with street lines not having electrical insulation surrounding the wires...where uninsulated lines are unsafe when downed.</p> <p>In our area we seemed to have a lot of tree limbs on the lines and trees leaning on the lines from the storm...but very little damage to the street distribution lines. Why did it take so long to fix it...I know PSNH was swarmed with complaints.</p> <p>We have had a lot of recent outages and all related to fallen trees, long dead trees and limbs....everyone is talking about how unreliable our electricity has become.</p> <p>I got other issues of higher voltage distribution lines being over run by</p>

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Hollis	5	0	Yes, but estimates on restoration time were vague. I understand the enormity of the storm which did make it difficult to access.	At the time not satisfied, but I was frustrated. Looking back it was acceptable.	I have a generator hooked up to a transfer station that runs water pump, water heater, stove (w/oven), a few lights and electric heaters. (use popane too) Most rooms were closed off and we lived intwo rooms for the 5 days. FAmily with 3 kids, ages 4 and under. We lost numerour trees, had our driveway was blocked by branches.Had trees down at the end of the driveway blocking the road. There was approx. a mile of electric wire down which started at our pole. there was also a pole down and numerous trees on the wires. Considering the damage we did good getting our power back when we did. My issue is that no accessments were performed. AFter 4 days, I called the electric company asking for an update. I told the woman, that she shouldn't bother sending electric guys until after she sent someone to get the trees of the lines and poles. Later that afternoon, the guys were there cutting the trees of the wires (cable, phone) and poles. The next morning, around 10 am, trucks started working on lines. It took 7 trucks from Maine to fix the issue in about 6 hours. I know the damage was extensive since I went and looked myself. I would have liked my power back sooner but there was a lot of work to do. People are losing sight that everywhere this extent of damage existed. My issue is more with the towns, cities, and state who were non-existant in cleaning debris so that one utility workers could restore power and two that roads were open to get to gas stations so we could run our generators. I`m tired of hearing from people that went without	Get my power back as soon as possible.	It would be nice to have more detailed information (when streets were expected to be worked on) and when additional help was going to be here on thir website. I had unlimited internet and very little talk time on cell phone. The web is where I needed information to be found readily.	limbs and new trees... The state and local governments should have contingency plans to deal with clearing roads. HAVe contracts with tree companies and construction companies (with bulldozers), so that they can quickly be sent out to clean up. After two days we had a huge bulldozer come and clear our roads. Our road is a main road for the area, why did it take two days. It would also be nice if you finally came around and cleaned up the debris on the sides of the roads. Not what people put at the edge, but what mother nature did.

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					heat because they were too lazy to use their woodstove or fireplace. You should be ashamed. Heck this is New England, acclimate or move.			
Hollis	6	0	no	not satisfied	no power and no idea as to when power could be restored. power was lost on saturday evening and restored on Friday morning	the utility company should be able to predict when power will be restored about 2 days after the initial outage. If we knew that power would not be restored for 6 days and that there was no chance that power could be restored earlier, then we would have taken different actions.	Based upon the damage to our circuit and the number of customers on our circuit....and the priority of repairs, they could have communicated that we would not get power restored for at least 5-6 days	
Hollis	4	0	Barely. It was about 60 hours after losing electricity that PSNH first began to give ETRs. That was too long.	Not very. Took them too long to determine a course of action. We knew for several days that the storm was going to cause power outages. Why weren't additional crews called in on Saturday, and there for Sun morning? Instead, outside crews didn't arrive until Mon and Tues. Nothing was done on Sun at all.	Without water, heat, electricity for four days. Small generator to help periodically. The real issue was the lack of pre-planning on the part of the electric department. Also, where are they now? Why aren't they out clearing trees now in preparation of the coming winter?	ETAs within 12-18 hours after the end of the storm.	They should be taking care of trees near lines throughout the years. I never see anyone trimming trees that are hanging on lines. Ratepayers should receive a discount for every day without electricity.	
Hollis NH	5	0	No	The idea that PSNH head Long says we should be more prepared is deflecting from his responsiblilty. This is the third time I and my family have gone days without power. I am ready PSNH is not. More important I fear that I will pay for non-preparedness. I don't how the Co-op only charges 20 bucks a month for service and PSNH gets away with charging more for service then actual usage and the amount increases with the amount of energy you use. When you have no power for days one would think that is what you are paying for every month..getting power restored in a timely fashion. And now I am sure we we will be picking up the tab again..outlandish at best.	No water.	Communication and timely response not parts of town having power within 24 hours and other parts of town 7 days later and everything inbetween. Less than a quarter mile from my home had power with 24 hours I had no power for 5 days. Speaks volumes.	Communicate	
Hollis, NH	5	0		Information from PSNH was great. They called to check that power was restored. Other utilities were not an issue.	We were out on the road Saturday night during the storm and struggled to get back to our house due to the extensive amount of limbs and trees down. I was	I live in a remote area and expect that my electrical service may be out for days which is why I installed a generator 12 years ago. I expect so see the center of emergency	I don't have any additional comments.	I am writing because I am really surprised to hear people commenting that PSNH did not do a stellar job of restoring power during our recent storm events of

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					astounded at how bad it was and expected the utilities to be out for a very long time.	services, municipal facilities, stores receiving the first priority.		<p>the last several years. When I consider the extent of power distribution around a very rural state and the extreme nature of this year`s snow storm and the ice storm of several years past I think we should all be commending PSNH on their organization and ability to restore our power so quickly.</p> <p>Seeing the amount of damage in my own neighborhood to the trees and the powerlines and then thinking about multiplying that across the state the amount of work that needs to be accomplished is staggering. The fact that this was coordinated and completed within one week is amazing. Can you imagine if this was run by the government? It would take years!!!</p> <p>Kudos to PSNH!!</p>
Hollis, NH 03049	6	144	Contacted PSNH though local police	Not Satisfied.....Because of infrastructure damage could be a week.	Very little damage and power was available 50 yards away. Only problem was a small branch touching a wire which popped the breaker at the end of the street. According to Duwell Electric a ten minute fix. After six days, and exactly as Dunwell Electric had predicted, it was a ten minute fix. A supervisor with any kind of logistics knowledge could have resolved numerous such problems within a couple of days.	Unfortunately, most utilities in NH are still working with early 1900`s technology. Any investments made by utilities have little if any improvement on their trasmission ability. All new developments should have underground service,	Each utility should have pre-negotiated contracts with emergency crews with some kind of standard such as a specific number of addition crews for specific number of people out of power. Unitil had 300 crews working three (3) days after the storm while PSNH had 100 of their own and 25 from Canada according to the Union Leader. 300 vs 125 means that the PSNH response was totally unacceptable. PSNH should have had preliminary contracts in place for such an emergency.	Utilities need to realize that this is the 21 century and technology has made major strides in vurtually every industry with the exception of the Utility Industry. Some transmission poles are 70 years old. Most that I have spoken with, cannot name one single advancement in electric treansmission lines. How about some steel or aluminum supports over critical area`s. With today`s technology, there must be something that they can invest in other than power plants.
Hooksett	3	0	No. Called many times. They could not give a time/date of power return. Recieved a confirmation - never recieved a call to update. No I can`t go to the computer(on line) when the power is out. PSNH needs to beef up their tele skills when an outage occurs-	Extremely dissatisfied. Called many times. They could not give a time/date of power return. Recieved a confirmation - never recieved a call to update. No I can`t go to the computer(on line) when the power is out. PSNH needs to beef up their tele skills when an outage occurs-make the towns	Cold, tired of no info. People at risk without estimates of power return.	Do your job- PSNH management. Staff up early get to known trouble spots. Clear lines of overhang in fall/spring/summer. Get a responsive/responsible phone staff and supply them with estimates of power return by town/zone - hourly.	See above.	PSNH management- lousy resource usage and uncaring/unresponsive to a hostage customer base.

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			make the towns Emergency Management folks the POC`s- give them estimates of power return-updated hourly. Also when you know a big storm is coming get resources in place early. PSNH must get the tree trimmers out and clear lines in advance - that has not been adequate.	Emergency Management folks the POC`s-give them estimates of power return-updated hourly. Also when you know a big storm is coming get resources in place early. PSNH must get the tree trimmers out and clear lines in advance - that has not been adequate.				
Hooksett	5	0	Yes.	Satisfied	When we lost power, we disconnected from the main line, and applied our standby generator power. We did this until power was restored approximately 4 days later.	This was a freak snow storm, with heavy snow applied to trees that had yet to lose their leaves. We believe the power company did a decent job at restoring power considering the conditions.	It is time to invest in America burying all utility lines to prevent this type of problem in the future. That would be a great investment in back to work dollars, not bailing out banks!	The political candidate that promotes burying utility lines, will be very popular....
Hooksett	0	0	yes it was at first then they just went on auto pilot and just gave the same answer when it was not the issue .	not at all	did not loose power but lost all of comcast services and they did not have a clue because they were overwhelmed	i expect them to have correct information and be able to get it to the public in a timely manner	kepp us better informed by keeping there call center in us or canada	i feel you live in nh you should be prepared for anything . i also feel that electricity is a luxury and no one says you need to have it .
Hooksett	4.5	0	It was just a recording indicating an outage and that they were working on the problem	I wasn't satisfied. I kind of felt that I was just left out to fend for myself	I have a generator but there was no sign or indication of anything being done for the duration. There wa no way to contact Police or Fire as Cell towers were down as well. Keeping the generator fueled proved to be challanging as gas stations were not accepting credit cards	1. I would expect to be kept updated as to the status of the situation 2. I would expect that PSNH would figure out a way to prevent long term outages from occurring by maintaining lines and trimming trees as needed and by redirecting where power can come from. 3. Police patrols in the area in case of an emergency	Communicate via a live person with actual current information. Ask if there would be any needs durring the outage. (IE Police, Fire anyone to contact, How to get help if needed)	
Hooksett	0	38	no	not very	We have a gas stove so we had heat. Power came back on after 38 hours together with TV. However, internet and phone service took took another 3 days to be restored.	do the best they can with the largest number of customers	it was impossible to talk with a real perwson during the week...never could get past automated responses.	I just can't unerstand why internet and phone service took longer to be restored than the TV, all of them being provided by Comcast.
Hooksett	1	25			Lost power for about 25/26 hours. Lost phone service I believe for 2 days, but had internet. Had small generator to keep 2 refrigerators plugged in for periods at a time. No losses to the home/property. Am grateful.	How can communication be improved as to updates/happenings with outages? If I have no power, then I have no tv, no internet and no land line. I have a regular cell phone, no internet on it.....so realisticly, what can be done?	Would like to know more of what is going on and more for updates, but not sure how the information could be broadcast in a power outage and especially in severe storms.	
Hooksett	0	20	N/A	N/A	Generally inconvenienced with some minor loss of refridgerated food.	Following established and accepted protocols to to restore service to large segments or divisions before individual homes and businesses and to the obviously more needy	With electric and telephone service out it is difficult to see how information could have been provided.	A more comprehensive tree trimming and/or tree removal program should be implimented. There are too many instances of power lines running through areas

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						(ill, elderly, etc.) if known or determinable.		where there are trees. Powere lines and trees are not a good combination and if the power lines occupy a particular line of travel the trees should be completely removed in as many instances as possible. While this may result in an esthetical dimunition of our world it should set the stage for the transmission of more reliable electric power and telephone/cable/Internet service. Outages seem to be more frequent in recent times and are more troubling in a world so dependent on electricity, telephone, cable TV and the Internet. Why not eliminate the trees from the transmission system!?!
Hooksett	3	0	No information, automated system	No information No contact	Lived a frontier life style. Neighbor offered to let us hook up to their generator on day 3.	I would at least expect to see a truck. Would have expected the easiest customers to be brought back on line first. South Hooksett had very few limbs down and I think we would have been pretty easy to bring back on line.	Uh [drop off a generator?	I think the MBA's / bean counters are ruling the company. There has been no line maintenance in this area for years, even though we were sent out notices early in the summer about tree trimming. Profit before service seems to be the motto. Funny stance for a company with SERVICE in their name. Need I remind that it was only an approx. month previous we were without SERVICE for 5 days during the little hurricane. I won't tell the people of Vermont anything about "little".
Hooksett	4	0	NO. What customer service representatives? All I got was recordings telling me to expect EXTENDED delays. All I wanted was to TALK to someone	not at all	The tree limb was down on the wire across the street from us. It was a simple fix but since you could not tell anyone in person where it was (and we are a forgotten streeet that PSNH always forgets) we were put on the back burner. My husband even found a linesman 2 day into our outage and showed him where the line was down, this person inturn said he woud speak to his supervisor but obviously to no avail	My expectations are that PSNH work systematically and fix the lines one after the other and not jump around ie: the next street in the neighborhood got it back in 3 days and the movie theater got it back in1 day. AND I expect that PSNH update their info so they know where the lines are.	Instead of a blank"we are experiencing multiple outages and please be patient" it would be nice if they could tell us in what towns/neighborhoods/ streets they are working on. And once again....they need to have a PERSON on the line. It would even be nice if they would set up a command station that someone could go to to inform them of the lines down	I do not expect special treatment but I do believe that when the movie theater has power and the next street has power that we should have gotten it also. I know for a fact that PSNH does not have an up to date map of things because this past summer there was someone driving around the neighborhood and when my husband asked him if they knew VBindale Road continured down the hill he was clueless. As I mentioned before...we are the forgotten street because they don't know where we are except

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								when it comes to reading our meters. There are only 17 homes on this street but PSNH ignores us. And most of the residents are seniors who should not have to go to hotels to stay warm. PSNH normally does a good job.
Hooksett	3	72	Yes. The rep was very helpful.	Very	We live in the south end of Hooksett next to I-93 Exit 9N and we see Manchester out our back windows. Our electricity went out at 1800 on Saturday and came back on at 1600 on Tuesday. The intersection at Route 3, Alice Ave & I-93 is a extremely busy one and is controlled by traffic signals. Without these signals, there is a potential for a major accident at this interesection. Under the circumstances, these signals should not have been off for almost 72 hours.	To do the best job they can and to call in outside help as soon as possible.	Maybe more public service announcements in the media to notify your utility company of outages.	
Hooksett	2	0	I contacted PSNH online	Very satisfied with PSNH. Outages were widespread and substantial.	Lost power late night Saturday and it was restored late in the day Monday.	I expect them to do their best based on the unique circumstances. Any reasonable person knows these things take time.	The more information online (outage website) or via the media, the better.	n/a
Hopkinton	0	9	It was a recording and yes helpful	I was satisfied as it was only a short outage of power for me.	Life is good!	I expect that the company should have a working plan in place to restore power as soon as possible and that no one should be several days without.	They could have updated their telephone recording more frequently.	Thank you for caring.
Hudson	6.5	156	No. We reported a broken pole with a transformer hanging upside with something dripping from it for 3 days in a row before it was addressed. Neighbors also reported the same issue. The location of the pole/transformer was a bus stop too and school was back in session on 11/3 and 11/4 prior to this being fixed. Unreal.	Not very. We were without power longer from this storm than from the ice storm. What was learned from the ice storm? We learned that PSNH didn't learn how to restore any quicker...	We were without electricity from 5:20 p.m. on Saturday, October 29th until 8:00 p.m on Friday, November 4th. In addition, we lost power for 6 hours again on Saturday, November 5th. On Sunday, November 6th at 3:00 p.m., we lost power again. Our children were trick-or-treating around snowbanks and PSNH trucks repairing the lines again!	How about considering putting those at the end of the little higher up next time? We have to pay on time, we should be provided an on-time service. Our rating for PSNH is an F.	It was interesting hearing that so much was learned from the ice storm only to find out that not enough was learned. We were without power for 5 days from the ice storm and 6 1/2 days from this one. What was learned??	We feel PSNH should be held accountable to return electricity in a timely manner. They should be penalized and we should be provided a credit. How about a late, late, 6 day late fee? It's all about accountability, right?

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Hudson	5	0	Not really. They basically agreed our power or telephone/internet was out and gave no estimates.	Not much information, but I think this was to be expected.	5 whole days without power meant no water. We`re on a well. It also meant that since my work requires the Internet I had to find various Internet cafes to work in until power was restored.	I expect them to be prepared and have resources in place prior to the storm. I don`t believe PSNH did that.	I think it was on Monday that I read that PSNH set up a command center in Walmart`s parking lot to coordinate repairs in several surrounding towns. The storm was on Saturday. It had been adequately forecast as a storm that was going to cause widespread power outages, and yet PSNH seems to have done little in advance of the storm and took far too long to get command structure in place and resources moved to where they were needed. I feel they waited to see if they could avoid spending the money.	
Hudson	6	0.1	They did a good job of keeping us informed as to how long it would be.	The information was accurate, but not what I wanted to hear.	We lost power for just over 6 days, and water for about a day and a half. We had to dodge downed power lines and trees on several streets around us. After the Ice storm years ago, we bought a generator so as long as we have running water, we are "okay". But we weren`t able to do laundry or work from home as my fiance as a home business. I also could have worked from home during the cleanup if the power was on.	I would never expect to lose power for more than one day.	They could have got the power on sooner. That is about it for us.	I would like to see the utility companies come around and cut back all of the trees around the power lines. I know they have done this in the past, but it really needs to be done again, and with much more depth to the cuts. I`d rather lose a bunch of branches from the road than risk losing power again. PSNH can`t afford to hire a lot of people and stock up on supplies "just incase" and they can`t charge us way more "just incase" So, i say cut the trees way back.
Hudson	6	0	I found the PSNH website to be helpful to see `projected` times that power would be restored. Even though the status didn`t seem to be updated very often. Not fast enough anyways. I reported my outage via their website as well.	Other than going on the website and looking for the information myself and hearing updates on the radio, I couldn`t do much else.	I lost power the evening of 10/29. I started using my generator on the 30th to try and keep the house warm. I put over \$300 worth of gas in the generator over a six day period. It pretty much ran 24/7. I was able to run one ceramic quartz heater, one refrigerator, my TV and satellite, and a light. The heater was loosing the battle very quickly. My house hovered at 58-60 degrees. Better than freezing, but thank goodness we had mild weather so it could hover at that. I lost alot of frozen contents. I have two regular size refrigerators. I put as much as I could in one and lost the rest in the other.	I feel like we are going backwards here with this technology. I have never in my life been without power for six days. Even in the 2008 ice storm, I was without it for four days. It isn`t working. Some other infrastructure needs to be implemented. Trees grow, getter closer to wires, or over them. Trees fall in storms. People need to take some responsibility for keeping their yards and trees maintained. I do. I had one tree taken down this summer just because it was leaning towards the wires and if it ever fell, it would fall on the wires. I don`t have the answer, but it seems like it is time for another way to provide	They could have sent a letter. Ha! By the time I received it, I would still have been without power. Ok, radio updates and website updates are about all I can think of. I fortunately have a smart phone, so I was able to go online, but many people can`t. Seriously, PSNH should send letters to their customers to encourage them to maintain and prune the trees around the wire lines. Limbs get heavy, they bend... If trees were maintained better, we would be in much better shape during	

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						the electricity. What we have is NOT very reliable.	these storms.	
Hudson	4	17	No.	completely not satisfied with electric utility	Every day I went to a friends house to shower, lugged water back for flushing the toilets. we didn't have power for 4 days 17 hrs, spent \$2000 USD during this time to get alternate source to run sump pump in order to remove water in sump and everyone in family felt sick due to cold weather. I want my utility company to provide compensation for the amount I spent.	Precautionary measures and routine maintenance would have saved this outage. By removing tree branches hanging on top of power lines and telephone lines in ledge road between Rte 3A to my sub-division in barbara lane. There were power lines lying down in street for 4 days.	Utility could have updated their recovery plan ahead saying that it will take such a long time, so we could have stayed somewhere else and wouldn't have fall sick.	
Hudson	0	148	only talked to a recording and the times I did talk to a representative they were very rude and said I would get it back when I get it back. That is not the response someone is expecting when they are cold in there home or spending a lot of money for a hotel to have heat and hot water. On day 6, I got a live human that was not rude and was very nice and she told me that power would be restored by 8 pm Thursday and midnight at the latest.	no, when you call the recording would just say the service was out with no restoration information. The recording said damage assessment was still being conducted. By Tuesday afternoon it finally said damage assessment was finished and the ETR was 11:59 pm Thursday. It took them forever to even give ETR's so it made it hard when to know when to leave the hotel in fear that we would lose the room.	after 24 hours without power we went to the only hotel in the area which had opened rooms. We lost all of our food in the fridge and freezer. We spent well over 500 dollars on food alone at the hotel as we could not keep anything in the room as there was no fridge. It was a very big loss for a family of 4 with limited income. This was not a cheap week for our family. It took a lot of money out of our savings that needed to go toward other items. We had to spend a ton of money (well over \$750). Maybe PSNH should reimburse us for the expenses!	well I would drive by our house and not see any sign of power company trucks in Hudson. I traveled several roads between Nashua and Hudson. Not until day 5 did I ever see a PSNH truck or contractor truck in Hudson on 3A, 111, or Wason.	they should have been better prepared and had the contract crews from OH, IL, etc ready to come into the state. many of the TV meteorologist in Boston/Manchester said power outages are highly likely. I am not sure who PSNH uses for weather forecasting but they need local meteorologist to do the forecasting.	I understand that this was a storm of unusual precedence for the Northeast. PSNH and others should have been better prepared for the storm as by Thursday most meteorologist were on board a heavy snowstorm. As a meteorologist myself, I saw the models leaning toward a massive Northeast snowstorm on Monday. Now, I must admit that at first I was not sure it would happen but I knew it was a very good chance. The damage was massive and I can understand it took long to respond but not seeing any PSNH trucks for 4 days is a tad frustrating.
Hudson	6	0	NOT!!!	DISGUSTED!!!!!!NOT SATISFIED!!!!!!	I did not see a truck for 6 days, huge trees and powerlines down in the middle of the road and nobody came for 6 days.	More staff, work faster.		
Hudson	3	17	Yes	I followed PSNH on Twitter and was happy with the updates and estimates.	We lost power at 9 PM on Saturday October 29th (during a Halloween party!). The lights flickered a bit before they went out, so my husband and I went outside to get the generator ready just in case. When the power went out we flipped the switch and had water, power, and internet. Overall the effect on our day-to-day lives was minimal. Gas for the generator was very expensive but we got by.	I expect the power company to do their best to get power back on and to keep the people informed as best they can.	I honestly have no complaints. We were kept informed and during our 3.5 days without power we saw lots of trucks and PSNH workers moving about.	Thank you so much for the hard work. I know many people blamed PSNH for the outage but I saw the damage first hand - my street had several trees down and damaged lines. I do believe PSNH worked hard and did their best to get everyone through the mess.
Hudson	6	0	Not at all, was not able to get	Not satisfied at all. They were well	During the storm, no electricity.	I would expect to receive some	They could start by expanding their	I have lived in Nashua/Hudson my

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			any type of timeframe as to when power would be out. Was told during one call that the IT server or whatever was down. Very frustrating to hear that the crews were out working in my area but that was the standard response everytime.	prepared, supposedly, but I would like to know how they were well prepared since being without power for 6 days is not, in my opinion, being well prepared.	We have a generator so WE were well prepared. After the the snowstorm, there are still so many trees that PSNH could trim back so that this doesn` t happen again.	type of timeframe that is better realistic than hopefully have 99% of the town back by midnight 6 days away.	tree trimming zone. It`s not rocket science to know that if a 60 foot pine tree is near wires, that chances are it`s going to come down. Take the tree down - don`t just trim the branches.	whole life and it baffles me that within the past few years, the electricity has gone out as often as it has. There has to be a better way for PSNH to manage the power grid. I am also concerned that we will eventually end up paying for PSNH`s errors in this whole process.
Hudson	5	0	No. They just took the call.	PSNH has been forthcoming with information. None of the information really explains why it took them 5 days to restore power in my area. I have not heard anything from Comcast.	After suffering from a previous icestorm outage I ended up installing a propane powered 8KW generator. I was able to use my well and keep my family warm. Before the generator we relied on a wood stove to heat the house. The lack of water made the outage almost unbearable.	After experiencing numerous mult-day outages I understand that safety of the utility crew is a priority and that during the peak of the storm the crews may be standing by ready to fix problems. Once the storm end I expect to be informed about the extent of the damage and an estimate of the length of the outage.	Not sure what PSNH could have done better. The situation for them probably didn`t allow them to provide ETAs for specific neighbourhoods. Comcast on the other hand could have at least provided some information.	The utility companies need to be more proactive identifying potential problems (like low hanging branches) that affect distribution. Telephone providers like Comcast treat their telephone service as a low priority service like TV cable. If they are allowed to call themselves a telephone company then they need to realize that telephone service is a high priority service.
Hudson	2	8	i asked to have the power cut to a shop they told me they could not but they would make it safe?			do there job before the outage		one year ago i found a tag on my door asking for permission to cut trees infront of the house. I gave them permission to take them all! I was told that we do not do that. now I have damage to a building from a branch that hit a power line and pulled the siding the meter and mast off. ho do I charge for the damage? they refused to do the work that they asked to do before the damage and now they have the gall to charge us for the damage that they could have cut in half or less by doing there job. They have not done it in years. now it will take years to get it done. we as home owners get insurance to deal with damage why can`t they . after charging us for it they will post a profit. people can not afford to keep digging into there pockets to pay for mistakes large companys make hold them responsible, maybe if you hurt there wallet this time they will do the job we pay them to do!
Hudson	6	0	No i want to know exactly	I am very angry with PSNH . We	Lost all the food in my fridge twice	I expect my utility to learn from	i want to know the exact day my	I have lived in hudson for 7 years. I

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			when i can expect to get power back next time!!	Lost power during the hurricane for 5 days also. Everyone around me gets power back first. My cousin who lives a half mile over the border in mass gets his back 2 or 3 days sooner than i do everytime.	already this year because of outages. Cant flush toilets for days <5 people live here ewww>I have pets that almost froze to death. Costs me hundreds everytime the power goes out and for some reason i never notice the savings on my power bill.	previous outages and come up with new or better ways to stop future outages. Bury the lines trim the trees etc...	house in my town will get power back. I think you should have a better emergancy plan. Why did i see all the trucks parked at walmart Sams club and market basket at night? Hire more people so the trucks are going all night!! Maybe train some electricians to be on call for emergencies? maybe offer a generator loan program for people who are going to be without power for more than a few days	live on Dracut road its not a little backroad. why am i always one of the last ones to get power. We have had so many power outages of 5 days or more that i lost count. I pay alot for my electric,I heat my house with it and run my water with it.I pay the same rate as someone who lives in nashua.. Why do we always have to be last. it costs my family extra money everyday i dont have power. Money that we dont have!!
Hudson	6	0	I was unable to get a person on the phone on Thursday (when my neighborhood lost power, in advance of the main storm). The automated system did not work well, refusing to allow you to confirm you were reporting an outage (not recognizing the word "Yes" via the autmated line) unless you first said "agent" then backtracked to the prior menu. Very unprofessional. After losing power again several times Friday the losing it for the long haul early Saturday, I simply gave up. A company should not be allowed to use automated voice recognition until it has proven that it`s selected system actually works properly, and PSNH`s system manifestly does not.	The information on the web did a fair job of showing how many outages remained, but otherwise I was completely dissatisfied. From first loss on Thursday to final restoration, there was never an "estimated repair time"nor were the town estimates ever refined to more local estimates. The over-reliance on twitter was also a negative. PSNH has a website, they should use it, and not services like Twitter or Facebook as their primary vehicle for providing information. I shouldn`t have to play "20 websites" trying to find out if my house is getting power back today, this week or this year.	My house lost power on the 27th, during the much smaller snow fall not the main storm on the 29th, and did not recover power by the next morning when I was due to fly out on a business trip. As a result, I had to try to keep tabs on my home from 3000 miles away as the main storm unfolded. I had given my neighbor a key before I left so his family could cook in my house (I have a gas stove) and in returned he kept an eye on my pipes to make sure nothing froze. I was also lucky that I had not gone grocery shopping the previous week in anticipation of my business trip, so my losses are probably far less than most households. Better yet, a co-worker in Massachusetts had agreed to watch my cat when I was away; her home (despite being on a lake and otherwise surrounded by trees) did not lose power. In all, I was very lucky, no thanks to PSNH.	First, I expect the utility to make reasonable preparations before the storm. Make sure your outage reporting system works properly, make sure you have staff on hand to handle the higher volume of calls, etc. During the storm, I expect the utility to begin damage assessment as soon as it is safe to do so. Obviously, no one expects them to take needless risks, but again make sure they have the staff available to begin widespread assessments as soon as possible rather than wait until the storm is in progress to begin calling people in. In the aftermath, I expect access to information on when I can expect power back; not to the second, but an order of magnitude (a few hours, a day, a few days, a week, several weeks). I expect the utility to prioritize service restoration and to communicate what that priority is (ie - while I don`t think the priority should be dictated by legislation, I do think they should have to stand up and state what those priorities are clearly and openly). Finally, post storm, utilities should expect to have their performance reviewed. If they did well, they`ll have nothing to hide, if they did poorly they should be held accountable legally and financially.	My previous power company maintained an interactive map on their website showing, down to the street level, who had power and who did not. They also would display (to within a few blocks accuracy) where their crews were working and estimated times for repair. I have no doubt that they invested significantly to maintain that tool, but I have to say that I consider that to be as close to ideal as possible in terms of information post-storm. I don`t personally require any additional assistance from my utility, but I want accurate information.	The October 29 storm was NOT an unanticipated event. Earlier that week, a snow storm hit Colorado with similar effect, an event that was widely publicized. Days before the storm hit, meteorologists correctly predicted its path and effects. The Thursday before the storm, during a much smaller, lighter snowfall, hundreds of PSNH customers (me included) suffered a power outage. PSNH had almost a week`s warning of exactly what was about to happen, enough time to take some emergency precautions. It wouldn`t be possible, in a week, to trim back every tree or protect every house, but PSNH could, and SHOULD, have taken aggressive steps to protect main lines and critical distribution points and they singularly failed to do so. Ever since the 2008 ice storm, PSNH`s system has been brittle at best, with my neighborhood losing no fewer than 5 transformers this year alone. I feel strongly that PSNH has insufficient incentive to prevent power outages because they face no financial penalties for failing to do so. Each month, all PSNH customers pay a delivery / distribution charge to cover the cost of maintaining our power grid, each month PSNH collects that money. Yet every time there is a

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								<p>significant weather event, PSNH cries about how they couldn't do anything against such a 'freak or unexpected event ' and we should all just suck up the costs of yet another extended outage. PSNH should not be allowed to continue to collect these fees until they prove that they are investing them in the grid (NOT in company profits) and show what steps they are taking to reduce prolonged outages in the future. Not to put too fine a point on it, but this is New Hampshire. Winter comes every year. Storms come every year. These are not one off events, these are not freaks of nature, it's just weather. PSNH should not be allowed to fob off the cost of not preparing on customers, who already must shoulder costs from the outage (food spoiled, pipes frozen, lost days at work, etc). There is a cost to the NH economy from having such a brittle power grid. Small businesses and startups are generally run out of the home. In the 21st century, internet access is a requirement for most such companies. The increased frequency and severity of weather-related outages makes NH less attractive to young people and to young companies for that reason. No matter how skilled the New Hampshire workforce, you can't run a modern company on a third world power system. I know that my employer has been evaluating sites to relocate ~500 people from our current (leased) building in MA. I, along with many coworkers who live in NH, have been fighting for over a year to persuade our employer to move to NH and had nearly succeeded (3 of 4 finalists were in southern NH). The Monday after the storm, the company</p>

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								announced that the NH sites were no longer under consideration; the office will be relocating within MA. I suspect that isn't the only business NH lost that week.
Hudson	5	0			Horrible! I have a 15 yr. old diabetic cat and was worrying about losing him to a freezing cold apartment. I lost all my food in freezer and refridgerator. It cost me a lot of money eating out. I would call the handling of this by P.S.N.H. as disgraceful! Five days without power where I live is ridiculous.	NONE. You proved you cant be counted on or trusted!		
Hudson	11	0	NO	NOT SATISFIED AT ALL	My children and I where without heat, hot water, gas, electricity services for 11 days. As a result, we needed to stay in a hotel, which cost me approx. \$3,000	A return phone call at minimum would have been acceptable- I was never aknowledged.	Alternatives	I have no choices in my utility companies- and am at the whim of there discretion at all times.
Hudson	6	0	No, There was little information given	Not satisfied at all. This storm was 6 days last time in 08 was 5 days. The info given about restoration times given were very generic and had the same info for most of the state.	No electricity, water, or heat for 6 days. Lost \$300 in food.	To keep customers reasonably updated based on locations. Not state generically 1 time of the whole state. PSNH touted that they do a good job of keeping trees cut back and yet I have photos of trees overgrown into power lines on my street. They haven't been trimmed for years.	PSNH would periodically call my cellphone (even in the middle of the night) and ask to verify that power had been restored to my area when it hadn't even been touched. Why were they waking me up in the middle of the night when they didn't even have crews in the area?	If I couldf buy into another electric company I would drop PSNH in a heart beat. I pay high electric rates for mediocre service. PSNH lasks commitment to NH and simply views it as a profit maker. They dont work very hard at maintaining their system so the outages will be minimal. They dont work well at keeping the customers reasonably informed either. this storm I could grade them no higher than a D minus and I`m totally disgusted with the way it was handled. I`m sick of losing power for close to a week at a time and always being the last to be restored ...
Hudson, NH	4	0	Online info was helpful. (DSL with generator power)	I would have liked more detail as to the level, type, and location of the major damage areas.	We rarely lose power at this location, usually no more than a couple of hours, so I knew this was big. I have a generator, and always have a supply of fresh fuel available. I did a quick rewiring job to connect the furnace, and ran the refrigerator, freezer, and microwave with heavy extensions. I	I think PSNH did a good job considering the level of damage from the storm. No one expected to have a storm like this, so I don't think it's fair to expect the utilities to be prepared for something that has never happened before. Having extra crews sitting around waiting for a major disaster is un	Personally, I would have liked to know more details about the problems and steps needed to restore the power in my area. We were only given the date of the estimated repair. Sometimes it is less stressful by having updated details, than having no information at all; that way, people won't feel	People need to be prepared for storms in NH. The utilities can't be expected to keep all of the wires up unless the State of NH is clear cut of trees. Maybe generator connections and transfer switches should be added to the building codes in NH. Gas stations should also be required to have generator

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					also was able to run some lights, the TV , and internet. I keep trees and branches away from my wires, so they weren't affected, although I had tree damage that I had never seen in my lifetime.	realistic and unaffordable. The "Mutual Aid" system seems to work well.	abandoned/forgotten. I didn't find any local coverage on the radio, but I did get storm info from a Boston station. Maybe there should be more interaction with local radio during these storms.	power for the fuel pumps. Note: I have no involvement with any utility other than as a customer.
Hudson, NH	7	0	They did not offer any information on there phone system.	I did not receive any information other then the automated voice. It just kept saying they were aware of the outage. I also entered my phone number so they would contact me when power was restored and I still have not received that phone call.	First of all this was the 3rd year in a row that I have lost power for at least 7 days. But this storm was the last straw for me. I lost my power at 6:30 on Saturday Oct. 29th. I stuck it out and stayed in the home until Monday the 31st. The house was now just to cold to stay in so once again I packed my bags and had to move down to Saugus Mass. to stay with my brother. I missed 3 days of work & also 3 days of pay. I'm a single mom and really cannot afford to do that, But I have my health and son to worry about. While I was in Saugus I finally gave in and purchased a \$800.00 generator on line and had it shipped to my place of employment. It arrived 1 week ago. Now I'm saving up to have an electrician wire it up properly which will cost me another \$500.00. Between gas to travel, food lost, loss of pay, and now the generator the October storm cost me about \$2000.00 and yet another awful week without power. Then on Sunday Nov. 5th I lost power again for a few hours due to winds, and PSNH hadn't completely secured the damaged lines. Actually they never finished fixing the problem until the week of Nov 21st. Almost 1 month.	Better communication on the Phone and Radio. When you have no power, you have no internet or TV. Also no one should have to go 7 days without power. That is crazy to me.	Why aren't the tree's maintained along the power lines all year long? Where I live, the tree's are all over the lines. I loose power even in rain storms. I'm the first one to loose power and the last one to get it back every time. The tree's need to be cut back and kept that way year long.	
Laconia	0	4		Completely satisfied	Used some flashlights and went back to bed	What can I say they did a great job state wide.		Most of the fault with much of the power outages are due to tree huggers that don't want trees trimmed and "Scenic roads";
Lee	2.5	0	N/A	N/A		Do there best to fix the problems in a timely manner. Be prepared with personnel and materials. Do this in a cost effective manner.	Not much more than they did. It's time that people took on some responsibility for themselves. We live in New England. The weather	Leave these companies alone. They do a great job under rotten conditions. If you need to point fingers to enhance your jobs, go

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							forecasters have told us the weather will have wilder swings.Spend your time preparing rather than whining.	after the folks who resist efforts to clear rights of way. I`m sure the politicians are after you make the locals happy but really. Putting out a questionnaire like this is an invitation to everyone with an axe to grind to jump on the bandwagon. It gives a distorted view. Unfortunately, contented folks will probably not take the time to fill this out. And then you will have your self fulfilled prophecy. You can then mount your white steed and berate the evil utilities.
Lee	1.5	0	NO	the recording only alerts the consumer that they are aware;	we have learned that outages in NH occur frequently and as of late for seemingly longer periods. We invested in a generator during the ice storm of 2008 and do not hesitate to use it. With it, we are able to run our entire home	that interrupted service would be restored as quickly as possible. It remains a mystery to me that the electric co continues to hang and replace wire - there needs to be more tree trimming, movement to underground utilities, esp in common outage locations	work preventatively to address the likely outage causes; provide more accurate info for when power is to be restored	
Litchfield	4	0	No. For the first two days, there were no estimates on how long power would be out, just that we should be prepared for "up to a week."	Not satisfied - it took PSNH far too long to put out the projection timeline for restoration of power. While the tool was helpful when it was activated, it was not posted until Tuesday afternoon, 3 days after we lost power.	Difficult - My husband and I are working parents of three children, ages 5, 3 and 9 months. Although we have a fireplace and gas rangetop, we could not keep the house warm enough for our children, especially during the day when we needed to go to work. We ended up having to leave our house on Monday afternoon because it was too cold. We stayed with my parents in Hampton, which was inconvenient for daycare/commuting purposes. It was frustrating that it took PSNH so long to put out a projection for restoration of power in our town - it left us unable to plan how much stuff to pack, how much food to leave for our pets, etc...	I understand that outages happen. Unfortunately, they seem to be happening more and more frequently. PSNH seemed much better prepared for Hurricane Irene than it did for this storm. I expect PSNH to provide estimates of restoration in a quicker fashion - although I understand they need to assess the damage, it should not take 3 days to do so.	Provided more accurate and detailed information about the reason for the outages in particular towns, provided quicker estimates on restoration times (by Sunday evening or Monday morning), etc... While they can always fine-tune their estimates, perhaps doing it by region or multi-town estimates rather than holding off to release the information until it was town-by-town would have allowed them to communicate faster. They also needed to provide more updates on the areas they are working on. Finally, I think they should provide more frequent update bullitins on their websites - the tweets were fine, but they mostly consisted of the author saying that they couldn` t give a specific update, they were still assessing the damage, etc... Nothing specific.	I truly appreciate the job the linesman did, forfeiting time with their families and children on Halloween to fix the power lines. However, PSNH as a whole needs to become more proactive instead of reactive. PSNH has had several large-scale power outages in the past 3 years and in my opinion, should have had a better/quicker response to this situation. Its lag time in communicating information and restoration projections was unacceptable.
Litchfield	0	0						We have but 3 questions about the Halloween Snow Storm (PSNH Folly):

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								<p>1. PSNH knew the storm was coming: Why weren't the extra line crews called in and pre-positioned in NH?</p> <p>2. If PSNH has a Disaster Plan for recovery: Where is it?</p> <p>3. Last question: Everyone in NH knows trees, high winds, heavy wet snow, poles and wires do not work well together. What is PSNH doing about it?</p> <p>Here are 3 things PSNH and the State of NH need to do: 1. Remove trees from wires; 2. Install new poles and wires to replace old; 3. Put the wires underground where possible.</p> <p>As for who should foot the bill PSNH; we pay PSNH for a service PSNH fails to provide.....</p>
Litchfield	6	0	No All they said was that they were working on getting power back.	No real answer to anything. All they said "We are working on restoring the service"	We purchased a backup generator after the 2008 Ice strom. We had limited power (heat, stove, and some lights).	After the 2008 Ice Strom you would think PSNH would have a "Super Recovery Plan" in place. As of this strom I don't think PSNH has any plan in place, except how to make more money. We pay high prices for electric along with surcharge for cleanup after a strom.	1. Prepare, make sure wires are free of tree branches. 2. Have a plan in place for recovery (they knew this strom was coming why didn't they have the crews in the area before the strom hit). It was 5 days after the strom before we saw one single power line truck in our area.	What does it take to prepare ahead of time? 1. Remove trees and branches. 2. How about putting wires under ground were they can. 3. Replacing old wires and poles as needed.
Litchfield	4	0	yes. the rep I spoke with was knowlegable and helpful. it didn't change the fact that there was an extended outage but it did give me a sence that psnh was responding as best as they could.	other than my initial contact, there was no information available	at about 6:30pm oct 29 the power flickered several times and then went out completly. after a short period without power, my son helped bring out the generator and we executed our power outage plan. for 4 days our generator provided us with the electricity necessary to safely remain in our home. the biggest problems we faced were brought on by the internet outage and the lack of information available. local radio was useless and we had to build an antenna to receive tv. the regulated	suitable pre-event planning and resource managment followed by rapid deployment of crews	there could have been better coordination and use of local radio stations to get information out. with internet and cable tv out radio was the only immediatly available medium and it proved to be worthless. too much or the communication plan seems to be geared toward internet and tv.	its time to regulate internet providers like Comcast and Fairpoint and require the kind of network reliability that has been imposed upon the wireline telephone network. internet is the 21st century telephone and so much more.

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					utilities, in my opinion did well in handling a difficult set of circumstances. Comcast failed and needs to be held accountable for leaving the public without access to information. Litchfield opened an emergency shelter and posted information about it to their website. without internet that information was unavailable to the public.			
Litchfield	5	0	Never spoke to a PSNH representative.	Very unsatisfied. PSNH's facebook and Twitter feeds were loaded with people either indicating that there power was off or complaining about PSNH. PSNH's updates on power restoration are to granular, they showed that my town would be 95% restored in 3 days, but they did not have a way to show that the center part of town (where the school is) would be up a day before the rest of the town.	My electricty went off at approx 9:30 PM on 10/29/2011. In the morning I found significant damage to the circuit that feeds my neighborhood (yes, I know where my circuit comes from, I look up at the wires). There was no effort made to remove the trees until Wensday. I saw the first crews working on my circuit on Thursday. The power came back on at 7:30 PM Thursday.	I want updates every couple of hours, not once per day. I want better resolution on the maps that show where power is off. I want a real time indication of where crews are working. In this day and age I don't believe the central office doesn't know where the crews are.	See question 9.	PSNH is not completely at fault. The trees have not been cut back from the lines in the 13 years I have lived at my current address. One of the linesmen told me that if one person on the tree cutting route does not return his permission card or resuses the tree cutters, the whole route is not cut. If this is correct, PSNH and/or the law needs change. Had a reasonable right-of-way been cut back from the lines, the damage would have a fraction of what it was. This is the third of these events in as many years. There is no excuse for not doing the badly needed maintence on the right-of-ways. We can not assume that it "won't happen again" just because it happened this year (or last year, or the year before).
Litchfield	5	0	not helpful, however it had just occured and probably too early to give me information	n/a	I am on oxygen therapy and had to go to my daughter's as they had a portable generator	I expect the response to be quick There should be enough employees available immediately to have power restored within 24 hours in most locations.	They could have been better prepared to move faster and to have out-of-town help available much sooner than they did. Whenever there is an outage their response is totally inadequate.	I think they should have much more aggressive tree trimming and they should have out of state crews in place immediately when a large storm is predicted. With our long range weather forecasts it is not often we are kept unaware of the storm or its magnitude in plenty of time to be prepared with sufficient equipment and manpower. It was noted that PSNH stated that most of the downed trees were out of the tree trimming area. They should have been working since the last big storm to have their tree

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Litchfield	5	0	No. It was a recording, not one person there to answer questions.	PSNH was terrible. Could not get any information. We heard them on WEVO say to call a certain number to get information and it was a recording. Also they were telling people to go on line for information. How do you go in line without electricity?	We were able to keep warm with our woodstove. Also we had a gas grill outdoors to cook on.	I would expect PSNH to have crews ready. THEY DID NOT. PSNH employees were told not to come in to work on the Sunday following the storm because PSNH did not want to pay overtime!	Do SOME work in the lines during the summer months to cut back trees. Have LIVE people there to answer questions. Hire more crews, and pay crews to work even if it's overtime. People lost food, money. and lost work time because PSNH cares more about their stockholders than their customers	trimming areas expanded.. Their response is mediocre at best The crews from Illinois that got our power back on were terrific, but if PSNH had any one working for them now it should have been crews from PSNH that restored our power. Unless the State of NH does something about this now, PSNH will let this happen again and again. This is the United States, not a Third World Country, and power should be much, much, more reliable!
Litchfield	4	0	Yes, but I believe in being prepared. We have a properly installed generator and had it prepared, gassed up, and ready to go. That being said, when I called PSNH the following morning (to be sure they knew) I think that I was the first person to have called on my street. They had had no other calls, yet.	I know that the information utilities have at the beginning of an outage call is sparse. It takes a few days to assess the damages and scope of what needs to be done in a major storm. I don't expect my utility to be able to tell me much of anything until they have had a chance to assess the situation. It could be just my outage on the circuit...or it could be the entire circuit that is out. Better information is available later.	We were fine. We have a generator that can take care of most of the important things.....water from the well, furnace working, hot water, etc. Though we had no hard wired phone, or television, we did have cell phones and were able to keep them charged. We cooked our meals with the use of an electric skillet and the outdoor gas grill. It took a little creativity and more time, but we were just fine. I opened my home to anyone in the neighborhood who needed a hot meal and a hot shower.	I expect them to take my call quickly and to be working at getting the power back on. I know it may take some time to do so, depending on the situation. Utilities don't always have the most detailed up-to-date information entered immediately into their systems once it is known. It may take awhile for the person in the field who finds the cause of the outage to call the Area Work Center or come in from the field with the information for the Operations Team to assess, prioritize, and send the appropriate team out make the repairs. These initial "repairs" might be to secure the area because live wires are down. Or, a Tree Crew may need to be sent out first. Or, the real problem may have started with a Transmission Line and this needs to be repaired before the Distribution Lines on that circuit can be fixed. Or, a pole may be cracked and it will need to be replaced before the Line Crew can set new wires. This kind of information often changes as more and more details are discovered about what is causing the outage. This kind of detail is not available to the Customer Service Representative who is trying to	Nothing more was needed for my family, personally. We were fine and knew it would take awhile for the power to come back on. PSNH is a fine company, well organized with dedicated employees who work non-stop until the job is done. From the perspective of someone who might not be as prepared as we were, or who have circumstances that might require going to a shelter or moving to a hotel for awhile, I would want to know how long I could expect the outage to last. And, I would want to be told once my power was restored, especially if I were staying elsewhere. However, utilities do not currently have the ability to know this information.	All storm related outages are different, depending upon the damages that occur. For the public to expect uninterrupted electric power is unrealistic. For people to be so unprepared for these kinds of emergencies is irresponsible. To set wires underground in New Hampshire is a stupid waste of money, in my opinion. The ground is mostly made of granite and other hard stone, and is frozen for much of the year. Not only would it cost billions (if not trillions) of dollars to accomplish, it would create another set of problems. If the frozen ground prevents work on the underground wires during the cold months, then that work must be done later, when the ground thaws. Meanwhile, an ugly, temporary pole(s) has to be set to provide overhead wire service to the house(s) who have the outage(s). The public would still not be happy. I think it is also not helpful for politicians and regulatory agencies to try to appease the public by laying blame on utilities for things that are beyond their control. Who could have known that Mother Nature would send a major snowfall in October, before the

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						<p>help the customer. Yet, it is just this kind of information that people who call the Customer Service Number are looking for. It helps them to assess how long this outage might last.</p>		<p>leaves had fallen, and which would be wet and heavy, taking down the branches of hardwood trees. Even if PSNH had 9000 Line Crews and 9000 Tree Crews at the ready on Day 1 of the October 29th Storm, it would have made no difference in the amount of time it still would have taken to assess, prioritize and deploy them to restore power to everyone. It is only towards the end of a restoration that things can speed up because all the problems are finally known.</p> <p>If PSNH is to spend additional monies to improve their ability to respond to storms, I think it would be well-spent on "smart meters" that could immediately tell PSNH whenever and wherever an outage occurs, without waiting for the individual customer to call. This information would also allow utilities to assess how widespread the problem is faster than they currently do. Also, the current laws regarding tree-trimming are too rigid for utilities to get the job done efficiently. They need to be changed. This would utilize the monies spent for this purpose more effectively.</p> <p>I believe PSNH and the other NH utilities did the best they could in very difficult circumstances. I, for one, appreciate the work that they do every day to ensure a safe and reliable electrical system.</p>
Litchfield	4	0	good	good	we had been prepared we live in new england note no generator used campng skills	I feel no utility could of done better think about it with take number outages caused by the strom there is no public or privitr company able to handle any better	inmy opinuin they where up front	I would hope the PUC would use there heads and simple the time of the storm was the real problem that no one could of pervented many peoplewould be without power I will say the most complaining that I have heard is tha they could not get internet srevice. this was not a bad strom

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Litchfield NH	22	0	No not at all, had to keep calling to put in work order	Not at all satisfied and Comcast to this date, has still not reinstalled wires to the house. Still on the ground across driveway.	Could not live at the house at all until 11/23/11 because heat needed to be fix when power came back on	Very poor when you get run around about when power will be back on in few weeks.	Have more people to check all lines after a storm	May be people that are in charge at power company should not have power at their homes until all customers have been restored and see how fast they move.
Litchfield, NH	6	0	No, I was never able to speak to a representative. Although, I tried daily. If not multiple times a day. I reptred the power outage on the automated line each day. It was not until Wednesday that I received a confirmation number after I reported the outage. This leads me to believe my previous outage reports were not processed.	I believe that "assessing"the situation should not take days, but hours. Daily I was told by the recording that the company was still assessing the situation. It wasn't until Tuesday or Wednesday that they provided days and times that power would be restored. By that point over half of the ares were restored. I believe information was withheld.	My family and I lost power on Saturday night. Power was not restored until late Thursday evening. We lost a considerable amount of perishable goods. My family and I were unable to relocate durring this time. We remained at our house without power or heat. It was an extremely difficult situation for my young children and I.	I expect that my only choice for power, would be prepared for storms and storm damage. Being located in NH, snow should not be a hardship. Tree removal should occur year long. Limbs that interfer with lines should be removed before storms occur. I expect that the PSNH has adequate staffing to field calls and repair lines. I feel they sacrifice service to save money. When storms do occur they are unable to handle the situation.	PSNH should have let customers know on Sunday that power would not be restored for 6 or 7 days. Taking 3 days to "assess" the situation is unacceptable.	I hope that after this investigation, there will be an internal investigation into PUC and their oversight of PSNH. PSNH is allowed to keep minimal staffing throughout the year which puts us all at risk. As a NH resident I rely on PUC to oversee our only choice for electrical service. I would like to think they are enforcing reasonable staffing recomendations.
Londonderry	6	0	No. We lost power at 8pm on Saturday. At 8pm on Sunday we still did not have a timeline of restoration efforts. I combed the town for line trucks and there was not ONE. According to the Town, assessment didn't take place until Monday with crews arriving Tuesday. Again, we lost power on Saturday.	I am completely disastisfied with PSNH. Let me be clear: I am not at all holding the boots on the ground accountable for this lack of preparedness and slow response. PSNH management ought to be held accountable. To live 40 minutes outside of Boston and have no power for 6 days in 2011 is absolutely pathetic.	I have two small children, ages 3 and 16 months. Our house runs on force hot water oil heat. We have lived here for 9 years. In the 2008 ice storm, we lost power for 3 days. In the 2009 wind storm, we lost power for 2 days. In the snowstorm we lost power for 6 days. This translates into not heat, no running water, no refrigerator. We had to leave our house when it reached 45 degrees to stay with relatives who were restored by Granite State Electric Co-op within 12 hours.	The system is reactive instead of proactive. I live on a main road in Londonderry. There needs to be serious tree work done to prevent situations like these. I have noted none since the 2008 ice storm. Ironically, I work in the Monadnock Region of the state and tons of tree work has been done since 2008. Let me remind you that the economic engine of this state is the Southeastern tier, including Londonderry.	Damage assessment should be completed within 12 hours. Get it done. And then crews should be dispatched to all effected areas within 12 hours after that. Crews should be on hand and in route during the storm and outside work that can be done safely should be done until the storm ends.	I grew up in New Hampshire. When I was a kid, we lost power for 2 days one time. PSNH categorizes the 2008 ice storm, 2009 wind storm, and 2011 October storm as "historic" weather events. If this type of weather is going to continue, then PSNH needs to come up with another game plan. Not everyone can afford a generator. Not everyone can afford a wood stove. Many people in this economy are barely getting by. PSNH needs a proactive response

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					Interesting, isn't it?			that seeks to resolve wide spread power outages before they happen and then have a boots on the ground response in every area within 24 hours. To go without power for 6 days in 2011 is both unreasonable and unacceptable. Period.
Londonderry	6	0	Not at all	Very, very poor	Luckily I have an 8000 gasoline generator. Finding gasoline in the 2 days following the storm was difficult. Power was restored on the second night for a total of 20 minutes....then it went off again for 4 days	I hoped for quicker service restoration but knowing PSNH I didn't expect much. We were the last area to have power restored. The next street over from mine had power on the second day.	Would have been nice to talk to a human.	
Londonderry	4	0	Not really. They simply recorded the outage but could provide no data as to when power would be restored, what priority level we were, the number of outages on the line. All communicate is basically one way. Even the PSNH website was down in the mornings when we tried to get information. We have had worse outaages with the ice storm and other storms in the past I see little improvement in their preparedness and responsiveness to these outages. There are trees all around the surrounding towns where branches are growing between the power lines. Such situations are only asking for a power outage. Our entire neighborhood has underground power lines but for 90% of the neighborhood the feeder is above ground and we lose power. The house next to ours again is underground and on the Mammoth road circuit (police, fire line) and never	See above	see above	full and accurate information is needed after 2-3 days. The assessment seems to be ongoing and inconclusive. The restoreation plan, priority, expected restorage period within 24 hours, 48 hours needs to be provided - e.g. 90% chance within 48 hours, 40% withing 24 hours.	see above be proactive - move line underground, connect underground areas to priority circuits, improve tree trimming.\ also coordination with local police and fire is poor. The communcation plan overall is poor. People can deal with the issue if they are given better information. The level of communication, where to go for information, and coordination is poor overall. The information provided is usually very generic - xxx number of people without power, working hard, we have xxx line crews, we hope to get power restored within a week. This is not useful information. It needs to be specific to the user. When you go to the doctor and he tells you that you have cancer but we have lots of people working on cancer here and our success rate is 70%. That does not help - what is the individual's diagnosis not the entire group. If the truth was you have 6 mos to live, then you would react differntly and make different decisions.	I see little chance and little desire to change by PSNH given the past outages. There should be a penalty directly linked to those impact like a increasing penalry \$5 per user day 1, \$20 day 2, \$40 day 3, etc. This should go to the user not the state.

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			<p>goes out. One would think that the best way to prevent outages would be to have as many underground poer users connected to the priority 1 circuits and this poor design results in greater outages than necessary.</p> <p>The only improvement I saw from PSNH was they did not lie about restoration as they have in the past. This time they told us they have no idea when power would be restored. In the past, they told us it would be within 24 hours (5 days in a row). Neitehr is a good response but consistently telling us 24 hours is worse than no response as this causes us to make different decisions, e.g. move to a hotel, transfer food to a neighbor to avoid spoilage.</p> <p>The other point that I was disappointed in was Fairpoint. Our landline was out for most of 2 days and this never happens to us. OUR land lines are underground and really is a lifeline to others in case of emergency (fire, medical, etc.).</p>					
Londonderry	5	0	Not at all. Told me the trouble was with a tree down on power lines on Lane Road in Derry, NH. which is about 8 miles from our home.	Not at all satisfied. They seemed to be just reading from a script.	We live in a 8 unit condo building. No water due to being on a well. No toilet flushing due to being on septic pumps (leach field is higher in elevation than the septic tank) No refrigeration (had to throw out over \$300 of food)	Being able to respond immediately and start fixing problems instead of spending a day or 2 "assessing" the situation.	Give their customer service people more accurate information to relay to customers instead of just reading from a script which meant nothing to people who called.	Why can't they work on improving the infra-structure of their delivery system instead of just fixing it every time there is a storm.
Londonderry	5	0	NO. This was a scripted response.	not very. why have we had these extended outages only since the ice storm of 2008? I have lived here for 24 years and this has been the worst only in the last few years.	It's pretty bad when u have to scoop poop from your toilet because you do not have the abilty to flush your toilet and u don't want the toilet to clog when the	I will give u a day to get power back on... longer than that creates a hardship.....not being able to use bathroom, losing hundreds of dollars of food, being cold, having	We watched Channels 4, 5, 7, and 9 say for almost a week before that there "could be power outages"... so why weren't you prepared with extra manpower? Five days was	

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				Things were fine before this!	elect goes back on. I was cold. I had to go out to spend money to eat a warm meal! We lost all our food in the fridge. after 3 days, we went to my mother`s house in methuen, MA...she never lost power!	to leave and go to another state to stay warm and use bathroom and eat a warm meal.	too long to be without power! (2008...we were out for 9 days!)	
Londonderry	5	0	No. All they put on their phone was expect a lengthy period of being with out power.	Not satisfied at all. Little to no communication was available.	Luckily I have an automatic whole house generator. It has its positive and negatives. We do not lose anything in the house but I did lose a whole month of propane powering the generator. I would like to shut it down during the day but with no school the kids should have the power on while at home. 5 Days with out power cost me \$450! My propane tank went from 50% to 20%.	I expect clear communication. I dont expect a recording saying expect a lengthy outage.	Given time lines town by town or area by area. They know what they have for crews and where they are going to be working and at what times they could forward that onto their customers. They are not just telling their crews to go out blindly and start fixing. They have a plan they must know at the head quarters where they will be working. All they need to do is forward the info on. PSNH communication was horrible.	I travel over a 100 miles a day in southern NH (south of Concord) I rarely saw any PSNH trucks during the outage. If I saw any it was trucks from other states not our PSNH trucks and most of the time they were sitting at hotels, parking lots or resteraunts. The 1st true PSNH truck I saw was the day after our power was restored. In the ice storm I remember seeing trucks everywhere. I could not get 10 minutes without seeing a truck. This storm they were a mystery. The only info I recieved about glimpses of light and getting power back on was from www.londonderrynh.net . I thank them because it was our only PSNH updates I had. Personally I give PSNH a huge failing mark. I feel for the line man working 12 and 16 hours a day which they are getting well compensated for but as a whole PSNH did nothing above and beyond for their customers. Some or just a little communication would have gone a long way.
Londonderry	4	96	It was helpful to find out what grid we were on, how many people were on the grid, and how many issues were affecting our grid, but she couldn`t tell me anything about how much longer it would be.	We didn`t receive any information after the storm other than what we read in the paper.	We put in a 10 circuit generator with an automatic switch back in early 2007 because we lost power for 33 hours with no heat and water. I felt it would definitely happen again but not to the scale that it has. The generator is designed to run for 100 hours per year not several days per year. I count the December `08 storm, March `09, August `11, and October `11 as storms we lost power for several days.	They need to be more proactive in communicating where they are and what they are doing to restore power. To say they are bringing crews from Canada and other states isn`t enough. Radio, TV and internet status reports would keep the public more calm.	I drove by St. Jude`s Church and saw a crew standing around having coffee. I would ask that while people are suffering they at least show that they are working. We pay alot of money each year, like \$4,000, and we want more of a proactive approach to prevent such lengthy power outages. Cutting trees away from lines, burying the lines, something to show effort would help.	There is no doubt in my mind that PSNH has such a monopoly in the state that there`s no motivation for them to improve services. When a company already has all the business why should they strive to aspire? Promoting competition would really hold them accountable. I`ve talked to friends and family with other providers...National Grid and Unutil. Neither company loses service for as long as PSNH.

I`ve had it with these extensive

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Londonderry	4	15		I did not receive any information from anyone. In fact, there was not one PSNH truck that I saw in Londonderry to even stop and ask what was going on until Thursday morning.	We lost power Saturday night around 10 PM. We had purchased a generator Saturday but the home was not set up to use it until I called in a favor and had an electrician come Tuesday around noon. By 2 PM we had power again for almost the entire house. My wife was at Eliot Hospital from Monday through Thursday admitted through the ER. My 15 year old son is in a wheelchair and although we have an elevator in the home which would have allowed us to leave in an emergency, it would not have allowed him back in without much difficulty. That and the house being 46 degrees caused me to call the electrician on Tuesday and ask him to come which he did.	Provide better communication through newspaper and radio. Be better prepared as this storm was not a surprise and had been talked about for days. I live in a community with underground wires, I would like to see them start to do that for everyone. Trim trees to prevent this from happening on such a widescale. We have one of the most or the most expensive electricity in the country but we certainly have not received the best customer service over the past few years.	Better preparedness so that this won't occur again to so many people. Have a priority list for those with medical conditions or the elderly that have a much tougher time dealing with power outages. Better communication possibly by setting up a station in town so that people could go and ask questions face to face.	power losses. I grew up in NYC and only once or twice did we ever lose power. I lived through the big Northeast power outage in 1965 and although that struck the entire Northeast, it only lasted 13 1/2 hours. PSNH needs to do a better job in cutting trees that are likely to fall and cause loss of power. Begin to provide underground electrical lines like I have in my neighborhood block by block so that no matter how long it takes, at least at some point, it will be completed. I have no choice who I get my power from, if PSNH wants to provide power in NH, they must agree to provide this to prevent what seems to be happening more frequently from happening again. It was not until Thursday morning did I finally start to see PSNH trucks in town. Where were they all as they certainly were not in Londonderry.
Londonderry	6	143.5	I reported it online the monday morning at work. It said I only had to report it once. I reported it again wednesday.	Not satisfied, there was no reason why High Range Road was out for almost a week. Its one of the four main roads in town. I discovered that High Range is on a single circuit with 120+ other streets, which led to the LONG outage. My wife and I asked PSNH why this was the case, and they beat around the bush and could not give us a DIRECT answer. They know they're wrong, and screwed up, but they will not admit it to us, their customers.	Living like John Adams at home, and delighted to get to work to heat and electricity. It was like work was civilization, and home was a cave. I had to shower at work or the in-laws, we didn't have enough stored water to flush the toilets, so they sat around all week full. It was a fun time... NOT.	To be a reputable BUSINESS. I know they're out to make money, but you better provide a good customer experience if you want to run a successful business... and they did nothing of the sort. Believe me, I understand it was the "STORM OF THE CENTURY." But that don't cut it, when nearest street had power for 3 days before us!!?!?!?!?!?.	Better Preparation. I saw for two days before the storm the "OUTAGE" forecast. I thought it was crazy, but I accepted the possibility after the 2nd day of power outage forecasts. PSNH wasn't prepared for this storm or any disastrous storm. Their lack of preparation doesn't just end there, its been a problem with them for a LONG TIME!	I was totally fed up with PSNH back in October, and I still am. Unfortunately, nothing will be done about it, because the politicians don't care about their constituents. Luckily, my wife and I aren't elderly, we're a young married couple in our 20's, so we were better off than some.
Londonderry	5	0	No. Initially, could not reach PSNH by phone or email. Eventually, got through to a form by email. Never reached a person.	Dissatisfied. The only information I received was on PSNH website. Information was in several different places and links to further information were often broken.	Power out at 10p.m. No useful updates for 3 days. Did not see the first truck for 5 days. Power restored on 5th day.	I expect more timely information. I expect preparation instead of just reaction. I don't expect to lose power for days every time we have a storm. Irene was barely a tropical storm when it arrived and we were without power for 3 days in August, with practically no visible damage.	Pre-stage crews. Call for help from outside the state earlier. Until support crews from other states in MA as the storm arrived and they had 100% service restored by noon the third day. PSNH didn't report any outside help on-site until the 3rd day and most towns showed little to no improvement during those 3 days. It took several more days after the extra crews arrived	Not many years ago, generators were rare - maybe 1 house per block. Multi-day power outages were likewise rare. During this storm, I walked around the neighborhood and estimate 7 of 8 houses had generators. It was the rare house that did not. This is a back-handed \$1000+ surcharge on every PSNH customer. Also, reports of customers without

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							to restore power.	power are misleading. They are households. If you want to know the real number of people affected, you need to multiply by the number of residents in each household.
Londonderry	3	12	Unable to contact PSNH due to no phone service from Comcast due to power outage. Unable to contact fire dept. for assistance with basement flooding due to no phone service (power outage).	I never heard from Comcast (phone). Info on PSNH I got from website while at work. They met their target day for restoration.	My basement was flooding and no power to run the sump pump. I drove to nearest local fire dept. to request aid but no one was at the station. Finally I was able to use the phone at work to call fire dept. No heat at my house for the 3 days without power.	I expect electricity to be restored in 24 hours after storm ends and NEVER lose phone service regardless of power supply.	Restore power within 24 hours.	
Londonderry	5	13	Negative not at all...always vague mostly useless computer info	Not at all helpful and really it feels like they do everything possible to not truthfully answer questions	5 days and 13 hours...not acceptable 5 major outage in 4 years	Years ago PSNH actually spent alot on infrastructure tree trimming in a cycle but that doesn't happen anymore because they would rather give dividend checks to investors instead of taking care of the customers who pay the damn bill. CUT the trees back on major lines in towns and feeder lines and alot of this will be avoided...spend the money on it..trust me it will work.	see above..communities also need to get a better disaster response from state and local government ..we pay enough in taxes so that should be a priority.	We pay the highest rates in the country and don't get anywhere near the best service and that needs to start and the PUC is responsible for making that happen.
Londonderry	3	0	No, broad general phone message stating high amount of calls and they know the power is out	Very unsatisfied	Lost power on Saturday evening. Could not reach a live person at PSNH and after many attempts on their website was able to notify them of my power outage. The website was very slow to respond or not at all. It was very disheartening not to see any PSNH power trucks for the first 2 days	that they would restore power to areas that have a large number of people first. Our condo association as 195 families within 1/4 of a mile and for some reason we are always one of the last neighborhoods to be turned back on	Information was hard to get because internet was down and no telephone. The ad on the radio was fine but it could have been more detailed by town	Why after 3 major storms that have caused wide spread long term power outages is no one doing anything to cut back the trees that are near power lines, which seem to be a major source of the problem? It has been a month since the storm and I am still seeing many, many trees and branches that fell down and are still hanging by a thread over power lines?
Londonderry	5	0		Very dissatisfied with the lack of urgency displayed by PSNH. Their planning and response to the storm appeared to be grossly inadequate. Their first reaction was that it would take up to a week to address the situation which immediately set their bar low from the onset.	Having a generator limited the impact, although we had the added expense of filling propane tanks the longer the outage lasted.	Openness, honesty, and a commitment to do whatever is necessary to resolve issues in an expedient manner.	Better contingency planning, especially when severe weather is a potential. Several days passed before additional crews were called in. It was about three days before the first utility truck was seen in the area.	
Londonderry	5	0	No I wanted an idea of how long we would be without power and the person who	No at all I did nget any information	We had water and cell phone use and a generato so we had heat and hot water - the lack of information	I expect better information about the time the power will be back on -not just it could take up to a	The person answering the phone could have sounded more pleasant	I found it nery to get a call asking if our power was back on on Thurs. evening[dash]-don't you know who

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			answered was very short and blunt not polite...and did not have the inormation		drove us nuts	week!!!!		has power????
Londonderry	5	0	No, You were able to speak to a live person who simply told you they had no information, What is the point of that. In my opinion they aready know how long, not based on damage but on manpower. It was not like the ice storm that was based on lack on materials it was based on manpower...	I'm not satisfied and did not recieve any information, Not only from PSNH, but also my congress woman ,who I sent an email to. It seems to me PSNH just swept from the north to the south. So by the time they got to Nasuha 6 days had gone by.	I sat in my house at about 56 degrees for 5 days with no power. I have pets, I'm not going to leave them. luckily I have a wood stove so we didi not freeze to death.Others are not so lucky.	I expect them to have the manpower at there disposal with in 2 days to fix the power. And also to have a plan and give people honest answers. for Example I could have saved some of my food in the fridge and freezer but theres always that hope you will be back on before 2 days...	I think they should have 2 days max before they give us infomation. Not over and over 'no info.' There is nothing worse then having no power after the third day. When you see the psnh trucks driving around the town you live in...	After the ice storm ,when I heard there was a hearing looking into the poweroutages I guess I had higher hopes that things would be better. However it will always come down to money. After 3 days of poweroutages the companys should be fined by the state, If large amounts of people are still without power.
Londonderry	2	20	Yes, in that they were aware of the failure and no in regards to how long it would take to repair.	Once PSNH had time to evaluate the situation, then the information from their web-site became better and reasonably accurate.	I have underground utilities at my house and on our street, but the lines that feed it are above ground. On the 30th I could see that there were many trees and limbs across the wires in the surrounding area. It seemed that it would take the crews a good length of time to do the work in a safe manner. I did not see any PSNH line failures that were not precipitated by tree and limb failures due to the heavy snow and some wind. When I saw the extent of the damage I went to another house which had power and monitored the situation from there. The PSNH web-site gave some ideas of the extent of the power failures and one could watch the slow progress at the beginning and how it picked up some speed of recovery when crews had time to work and when outside help became available.	I expect them to do what they can in a safe manner with the resources that are available and call upon help from other resources to help as they can. I would not expect to pay in higher rates for lots of idle crews to be available on a year aroudn basis to insure service during extreme situations.	I would like for the utilities to try to provide some time estimates for restoration of service after they have a chance to evaluate the situation. This was true for some central Massachusetts and Connecticut utilities through their websites. These other companies did modify their times as work went along and progress was not always as fast as they thought.	I think that many of the failures in my area could be prevented by better tree cutting. If PSNH were allowed to cut trees that could fall on power lines, most of the problems would be eliminated. I think that private contractors could harvest the trees that are close enough or tall enough to fall on lines. Some of the wood could be sold for lumber and some sold for bio-mass fuel to produce electricity. It would take comprehensive legislation to create laws to include everybody. The prospect of burial of servies could be explored, but the cost would need to be born on a user basis. There are some lines that can not be easily buried due to terrain or type of line. Also, it would be difficult to get a group of customers to agree to a common plan: universal tree cutting or universal line burial. I like the idea of tree cutting because it leaves behind a utility system with poles and elevated wires that is easy to service and has been around for many years. The risks for future damage from tress is also easy for the utlity to judge because they just need to drive aroud and look at the trees and

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their lines.
 There is the prospect of line failure due to extreme conditions caused by wind and/or ice. I lived in areas affected by micro-bursts in 1996 and 2005. Utility poles and tress were both broken by the extreme winds. I saw pure pole failure where no trees were involved. Only burial would have saved the service in those situations. That is a problem that can not be easily addressed and one that is not frequent.
 One can only afford to prepare for some weather extremes. One just has to live with extreme cyclonic and and straight line winds that cause excessive damage. It would be a bit absurd to have the utilities protected, but have no houses left for consumption of electrical power.
 It will take time to resolve this issue of reliable utility service and having affordable rates.

Londonderry	3	0						
Londonderry	4	0	No	Very slow, poor and vague information put out by PSNH. Very poor public relations effort. I can handle bad news (i.e. it is going to take X days for us to restore your power), but no news or very vague news at all is unacceptable. Once things were rolling, however, due to the hard work of PSNH line employees and out-of-state crews, the updates provided on Twitter were helpful. It took a long time to get to that point, however. Too long.	My neighborhood has all of the utilities underground, so all of the issues were extenal to my street. If someone had simply given the public an honest schedule/estimate I think the backlash would have been reduced. I get that they have to fix the "big" problems first, that is the ones that restore power to the largest number of people. But a) the infrastructure is old; b) due to reduced headcounts and cost issues, the trees are not trimmed like they used to be. I`ve lived in Londonderry (in two locations) since 1985 and 20 years ago, we never lost power for more than a few hours in similar type storms. Given that most new housing developments have been putting utilities underground for some	My neighborhood has all of the utilities underground, so all of the issues were extenal to my street. If someone had simply given the public an honest schedule/estimate I think the backlash would have been reduced. I get that they have to fix the "big" problems first, that is the ones that restore power to the largest number of people. But a) the infrastructure is old; b) due to reduced headcounts and cost issues, the trees are not trimmed like they used to be. I`ve lived in Londonderry (in two locations) since 1985 and 20 years ago, we never lost power for more than a few hours in similar type storms. Given that most new housing developments have been putting utilities underground for some	My neighborhood has all of the utilities underground, so all of the issues were extenal to my street. If someone had simply given the public an honest schedule/estimate I think the backlash would have been reduced. I get that they have to fix the "big" problems first, that is the ones that restore power to the largest number of people. But a) the infrastructure is old; b) due to reduced headcounts and cost issues, the trees are not trimmed like they used to be. I`ve lived in Londonderry (in two locations) since 1985 and 20 years ago, we never lost power for more than a few hours in similar type storms. Given that most new housing developments have been putting utilities underground for some	My neighborhood has all of the utilities underground, so all of the issues were extenal to my street. If someone had simply given the public an honest schedule/estimate I think the backlash would have been reduced. I get that they have to fix the "big" problems first, that is the ones that restore power to the largest number of people. But a) the infrastructure is old; b) due to reduced headcounts and cost issues, the trees are not trimmed like they used to be. I`ve lived in Londonderry (in two locations) since 1985 and 20 years ago, we never lost power for more than a few hours in similar type storms. Given that most new housing developments have been putting utilities underground for some

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					time, the problem has to either be the aged infrastructure connecting all of the "modern" neighborhoods with underground power lines or the trees are not being trimmed? Both are easy problems to fix, if PSNH chooses to invest in their future customer goodwill. I didn't say it was cheap to fix, because due to the neglect, they are in a hole right now and have to play catchup. How many more storms will it take before they wake up?	time, the problem has to either be the aged infrastructure connecting all of the "modern" neighborhoods with underground power lines or the trees are not being trimmed? Both are easy problems to fix, if PSNH chooses to invest in their future customer goodwill. I didn't say it was cheap to fix, because due to the neglect, they are in a hole right now and have to play catchup. How many more storms will it take before they wake up?	time, the problem has to either be the aged infrastructure connecting all of the 'modern' neighborhoods with underground power lines or the trees are not being trimmed? Both are easy problems to fix, if PSNH chooses to invest in their future customer goodwill. I didn't say it was cheap to fix, because due to the neglect, they are in a hole right now and have to play catchup. How many more storms will it take before they wake up?	time, the problem has to either be the aged infrastructure connecting all of the "modern" neighborhoods with underground power lines or the trees are not being trimmed? Both are easy problems to fix, if PSNH chooses to invest in their future customer goodwill. I didn't say it was cheap to fix, because due to the neglect, they are in a hole right now and have to play catchup. How many more storms will it take before they wake up?
Londonderry	6	0	No, they didn't seem to know anything more than I did, they told me service was out and they were working on it.	Very dissatisfied, there was no information given as to how long services would be out. I was able to find more information from my Droid using Twitter and Facebook than I was able to get from PSNH. My phone service was out for one day so I did not need to pursue outage information from Fairpoint beyond that point.	Fairpoint got the phone working in one day, PSNH was nonexistent in town and we didn't have a clue as to how long it would be until we had power again. I live on a major road in town, High Range Road which feeds many different neighborhoods and I cannot understand why this area was almost the last one to be repaired. I learned from a Londonderry news provider on day 5 of a PSNH Update which was sent at 11:00am on 11/3/11 only to Municipalities (Provided after request to Town of Londonderry): "Crews are currently working on two major circuits that supply power to the Londonderry residents. The 3128 circuit which circuit goes through Derry, Londonderry, Hudson, Litchfield and has significant damage, including 6 broken poles, 1 transformer down and a minimum of 40 trees down on line. There are 10 PSNH line crews and 6 tree crews assigned to this circuit today." I wish to know why such a significant circuit was left until day 5 to receive attention to repair it. There were over 120 roads on that circuit that were still without power at that time.	INFORMATION IS KEY!!! I expect to receive information as to what the damages are, the expected repair times, and to see repair crews in the area working on the problems.	PSNH could have kept all their customers in the loop as to what the problems were and what they were doing to correct the situation. I find the lack of communication a highly irresponsible act on their part. The weather forecast gave them ample time to prepare for the storm; they should have had more standby crews ready to hit the field as the damages were occurring.	Fortunately I have a generator which I had to run continuously so my sump pump would keep running, without that I would have had a severely flooded basement. The cost of gasoline to keep my generator running is an expense I wish I could deduct from my PSNH bill as well as the time I had to miss from work to keep it from being stolen and operating.
Londonderry	5	0	No, the best information was from the Londonderry website	very unsatisfied	We were out of the country, and our house sitter was unable to deal with PSNH customer service and we	We live on a major road, and I expected to only be out of electricity a day or two. Even	Personal email to one specific customer service person at PSNH or Fairpoint who could respond back	

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			www.londonderrynh.net		had no phone service to help her out. We had no phone service from Europe, and had to try to deal with this via internet.	during major storms in the past we did not lose our phone service. We were out of power five days, out of phone for 6. Internet customer service did not help with communications.	and forth, and track our particular situation, would have helped a lot. We kept getting new people or general statements that tended to be inaccurate or not helpful at all. It was unhelpful to find a phone from Europe and be put on hold for long periods of time, disconnected or finally reach someone who we had to repeat our situation all over again only to be told some general statement that sounded like "spin".	
Londonderry	7	131	You can never get a timetable or any information. You just report it and wait.	Not at all. They need to provide better updates via text, email, Twitter	I have two young daughters. We were freezing cold for 7 days. It's outrageous. We should receive a rebate or at least a written apology. We also believe that management should resign.	Better communications on what areas are being fixed when so families can make better decisions.	We would have left the house and found warmer accomodations	PSNH management needs to be changed. And by the way, power is out AGAIN right now as i type this. It December 3rd at 12:20 PM. And there is no storm. It has gone out three times since it was "fixed" in November. These people don't know what they are doing, and we pay very high rates
Londonderry	4	0	No, 3 days in a row, I was told that there were crews in the area. On each of the three days, I was out in the area doing errands and visiting relatives, and did not see one utility truck.	not satisfied at all	All along Wilson Road there were trees down in the road, wires down in the road in 2 separate areas, you could not drive down our street without trying to avoid a tree or wires as some point. I called psnh and reported this the first day, then the street on each end of our road got power, we didn't. The second day I called and explained that the streets on each end of our road had power but we did not, and we still had lines and trees down everywhere. I was told that there were crews in the area, but I did not see any. The third day, I called and was told that there were 500 people on our circuit that were out of power, and that there were crews in the area. Again, I saw no crews in the area. The afternoon of the third day, a teenage neighbor with a small generator and an electric chainsaw went down the road and cut the trees down and cleared the debris out of the road. Late morning of the the fourth day, was the first time that I saw a utility	I can certainly understand that if I lived out in the rural areas of NH (which I did for that last 20 years), I would expect that I would lose power, and because of the inability to get out to our area, we would be out of power for a few days. Now we live right off exit 5 of I93. We live 2 minutes from a major highway, commercial area, and are only 10 minutes from the airport. There are industry, restaurants and services all within a 2 minute drive. Roads all around us had power, and yet we were without for 4 days. I was very disappointed in not only their responses to me on the phone (obviously lying about having crews in the area) and the fact that were were without power for 4 days, yet I could look thru the woods, and see homes with power.	The snowstorm was not a surprise. I knew about it a couple of days before it happened because I watched the weather. I would expect that somebody at psnh would have done so as well and perhaps had other states crews on standby once the weather cleared just in case this happened.	I certainly understand that not everybody is a priority, but to live in a more suburban area rather than a rural area, and pay more for services and taxes, you would expect things to work a little more efficiently.

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					truck in the area (and it wasn't even psnh, and then the electricity finally came on within an hour.			
Londonderry	5	0	I do not bother to call about the power outage because they don't give me any useful information.				Check on transformers to make sure we don't have power outages. I had 2 power outages last week for no reason. Tuesday night, heard it was related to a squirrel. When I was standing at the bottom of my driveway, I saw a spark from the transformer just as the lights were going back on. Not good since it is surrounded by trees. Thursday morning the power went out because of the wind.	Since the ice storm, we seem to be losing power on a regular basis. I have been here for 14 years and it seems the longer I am here, the more often I lose my power.
Londonderry nh	5	0	No. They just gave the standard answer of we are working on it	There was no personal communication with any utility as there was no way to reach us without phone or electricity	We had to move to our daughter house in bedford where the entire family had shelter for most of the storm.. With the lack of communication I had to drive the 20 miles to Londonderry twice a day to see if we had power yet.	I would expect the Public service to come up with some plan to get hourly information out as to where they are working and how long the outage would be.	See Above	Like many I have now been forced to purchase a generator to avoid this situation again. It is amazing how unprepared Public Service has become. As the population increases it seems their ability to provide public service decreases. There seems to be a parrallel with the takeover by Northeat utilities and the poor service we are now experiencing
Londonderry, NH	4	0	We have internet with Comcast and they weren't even answering telephone calls upon the 4th day of our internet being out. There was just an automated message. PSNH wasn't very helpful either, they didn't have an estimate restoration on day 2 or even 3.	Not at all	We lost our power late on the 29th, we ended up staying home that evening. Sunday we were still without power so we went to a family member who had power. That evening we returned home to sleep and the power came on and off 3 times. We didn't see any sign of utility vehicles on Saturday-Monday at all. By Tuesday I finally saw some trucks in Londonderry. We live off of Mammoth Road in Londonderry, NH. As of 7 days after the snowstorm there were still trees caught in wires. I felt this is totally unacceptable.	I expect if my power can't be restored to at least be given an estimated time. I also feel that this storm wasn't taken seriously. In any other major storms we've had crews from other areas on standby. Why did no crews from outside areas get into NH until Monday or Tuesday?	I'd love to have better communication. Also - I am still flabbergasted when our bill is the same amount of money after not having power for 4 days. How is this possible?	
Londonderry, NH	6	0	No i called about a large limb that was blocking the road and would have prevented emergency vehicles from getting down road	satisfied	same as above	they need to be more proactive cleaning and cutting branches not every 5 years		
Loudon	0	0.25		In an area that ALWAYS loses				

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					power, and seems to be last restored, we are beyond pleased that our power was only out for a very brief time. Good job PSNH!!			
Lyndeborough	2	48	Somewhat	Not very	Power outage for 2 days, have a generator; however, gas stations were without power, therefore couldn't get additional gas for generator.	General announcement via TV, web, telephone etc., about realistic schedule for reparations by region.	See above	PSNH and other power companies need to budget far more funding long term to clear corridors of trees and overhanging branches. Their plan is currently woefully inadequate to address the problem of damage to power lines caused by falling trees and branches, which is the primary cause of power outages.
Manchester	4	0	no there was inconsistent and incorrect information given at different times	Not satisfied at all with psnh	Power was on at the end of our street. No lines down and no power to our street. Was told wrong information about where power was and how long to get power back.	I expect accurate and correct information. Do not tell me power is not on at the end of my street when I can see that clearly the power is on to the entire area but our street.	I dont think they assessed the situation correctly and could have restored power quicker with a better assessment of the situation. They actually should listen when a customer calls and explains the situation	
Manchester	2	8	very little help	not at all satisfied	I am 63 years old, disabled with several health issues, one of which is Emphysema/Sleep Apnea which both interfere with my breathing. It is mandatory that I am connected to a CPAP machine with mask when I sleep because I stop breathing several times every hour. During one sleep test I stopped breathing over 60 times in one hour. I could die from this. I have a fixed disability income so I do not own a generator nor do I have money to go to hotel. Shelters will not take dogs & I will not leave my dog alone. I was forced to stay awake the entire time I was without power because I could not take the chance of falling asleep that I could stop breathing and die. Isn't there any way PSNH can restore power to people like myself FIRST?	I expect to be able to speak to a LIVE person for help	could have provided live info not recording	I know PSNH has so many customers to help in these situations but there should be some way to restore power to those who absolutely need it before others?
					I am not saying immediately but be one of the first sections to fix? Or at least have a LIVE body to talk to and not the exact same recording for days!			

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Manchester	3	21	Rep was totally understanding but didn't provide an estimate of restoration of power. We contacted PSNH at least 4 times due to a down wire crossing a heavily traveled street.	Not very satisfied. It's great they offered updates via their website, twitter, facebook but when you don't own a "Smartphone" all those avenues are useless.	Fortunately, we own a generator that ran 69 hours... unfortunately it cost us approximately \$140 for gas during that time. On Sunday we went to check on a family member's house and from the southend of Manchester to the northend we did not see one utility (electric) truck. Most neighborhoods were still dark and not one utility truck in sight.	I expect priority situations - wires down - loud bang immediately prior to blackout (transformer blowing) - to be addressed as priorities.	Make themselves visible - I want to see trucks and workers actually working on situations.	With the wires down in the street - the Manchester Police Dept came and put up barricades so people would not come in contact with a potentially live wire. Additionally, their "tree trimming" efforts are not cost effective - they trim the same trees year after year... If the tree has to have its branches trimmed - consider REMOVING the tree. I am talking about the trees that come in direct contact with the utility poles. As a result of their push in tree trimming - they have left most trees top-heavy guaranteeing a weakened tree and potential for complete tree breakage/uprooting. Trees within 6 feet of road that intersect with wires and utility poles should be removed and the wood offered free to homeowners with woodstoves. That is being pro-active and not re-active during a major storm. I am fearing the wrath of Winter 2011-2012 due to the experience of the October snowstorm.
Manchester	3.83	92	I did not speak with a customer service rep. PSNH's reporting system allows a report of an outage to be made based on the originating phone number.	Because I had no power, I was not able to get any information. That was the fault of the weather situation, not of PSNH.	When I strolled around my neighborhood on the morning of October 30, I found the storm damage incredible, and knew that we would be without power for multiple days. But because global climate change is negatively effecting weather, our three recent major power outages are no surprise, and I am now prepared to wait it out with a kerosene heater providing warmth and camping gear for cooking. Refrigeration was obtained by putting food out into an unheated garage, and my freezer is kept full and stocked with ice at all times , so the food did not thaw even after four days. Overall, this storm was just a minor inconvenience in my life.	I expect to be able to report the outage via phone (which I could) and for the utility to make its best efforts to restore power as soon as is feasible, including through the use of outside crews. I think PSNH does an absolutely wonder job of doing just that!	Nothing additional. They are not miracle workers -the recent storms have been very destructive.	The idea being bantered about that all power lines should be buried is ridiculous -I certainly am not willing to pay for that just to avoid a few days of minor inconvenience once in every couple of years. We're Yankees here in NH, and we need to individually learn to be creative (and stoic) in dealing with weather events we cannot control. Stop whining, people!
Manchester	0	13	no	complete chaos at PSNH. they seemed unprepared	power was out. no lines down ner me. no way to get ETR from PSNH	they should be able to give an answer other than tell everyone to	they were not prepared	I have called PSNH year after year about trees gorwing through wires

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						be prepared for a week or longer		on Bodwell Road. Each time they answer that they trim regularly and Bodwell Road was not due yet. As I drive around, I see dead branches that will surely come down in the next strom and take out wires. PSNH won` t discuss this issue. They need a more aggressive timming program and thet[equals]y need to respond to customer calls on overgrowth. Please don` t make US pay for this.
Manchester	2	0	Yes. The recorded message provided an overview of the situation and a progress report of repair crews in the area.	Very satisfied.	As would be expected when there is a loss of electricity and telephone, we were inconvenienced. However we had a good supply of oil lamps, candles and flashlights, and a gas fireplace.	I expect PSNH to put all of its resources to the task of restoring electrical service as quickly as possible and believe that in this instance they did so notwithstanding the fact that extensive damage to power lines was caused by falling trees and branches.	Nothing further. Information was available by `phone (I called in on my cell). Having stood outside and watched a PSNH crew clear a fallen tree, right the utility pole, restring the power line, and clear the mess, I know it takes a very long time to deal with each instance and so believe they worked as quickly as circumstances permitted.	Neither PSNH nor any of the other utility companies caused the storm. They did their best to respond to it as promptly as possible. Unfortunately, too often blame is assigned when none is warranted, particularly when individuals so doing do not understand the actual on-the-ground challenges the companies face. I am very pleased with their response.
Manchester	3	0	Yes	Was Satisfied	Was without power and phone and cable. Cable line was knocked lower. There was a tree in the next block that came down and took the top off one of the poles.	Considering the type of storm, I think the utilities did a great job	I think that they did well.	
Manchester	2	0	I called into the automated system. The information I received was generic.	More information is always helpful.	I lost power on Saturday evening during the storm and got it back Sunday afternoon. I then lost power again Monday afternoon and got it back Tuesday morning. I feel pretty lucky to have only been out a couple of days.	I understand that a storm of this nature wreaks havoc on the power system. I expected to be out of power for several days. I expect the utility to fix the problems as expeditiously as possible.	PSNH needs to provide estimated restoration times earlier. Give me something to work with upfront so I can plan the upcoming days.	
Manchester	0	24	yes verry helpful.	Very helpful and informative.	There is really not much to describe. But only the facts of life we all know that we should not take our power for granted that mishaps can definitely happen.	I personally think that utility company worked as hard as they possibly could I hold no grudges against the utility companies. I realize there are dangers in safety concerns that must be in place when reestablishing power.	I always believe there is room for improvement in any aspect. I think you guys do a great job considering the situations around us. Getting hospitals and police stations and fire stations up first are definitely my main concern and that was accomplished.I think there should be better communication between the telephone company and PSNH when it comes to restoring power. I feel that the telephone companies definitely slows the process down. PSNH should take precedence and	Just keep up the good work.And I would really hope that the cost for everything does not fall back on to the customer. This is why we have insurance companies and disaster plans.It`s just part of having a business thank you.

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							to be able to remove any polls or telephone equipment that is slowing the process down to restore power.	
Manchester	3	9	All they Said " They are looking into it"	There was not much info at the begging when i called !	I handel THE PROBLEM MY WAY!	I PERCHACE A GENNERATER . BUT I`amlooking into other electral supplement.	They put out info on areas and time line .	
Manchester	2	54	Not really. It was the generic "we know the power is out and will get to you ASAP".	Not really satisfied. To their defense the storm was bad, however, better precautions like spending money on tree (significant) clearing could have prevented many outages and line failures. IMHO	Not good. Cold, informationless, right down the street they had power and we did not.	Fixed in the shortest amount of time. Spend money ahead of time to preven this.	Better communication via cell phone. More crews on and preventive maintenance.	I know it was a tough storm and others were without power for longer times. We have almost the highest power rates in the nation and continue to have more and more storms that knock out power. Spend the money on cutting trees and getting the problem areas taken care of BEFORE the storm hits.
Manchester	5	0	ABSOLUTELY NOT. Neighbors only 50 feet away surrounding me on all sides had had power restored within a day or two. The grid on the face of it, is obviously a disorganized patchwork of systems that does not get the regular upgrades. I never spoke to one human being throughout the whole outage. PERCEPTION IS REALITY: During the outage, I never saw one truck within the neighborhood working on the problem. The only trucks I saw were the ones lined up periodically at Dunkin Donuts on Tuesday.	NOT AT ALL SATISFIED. I dont consider what was put out as information at all becuase it did nothing to help me understand why, living in New Hampshire`s largest city and so close to a Hospital and other major infrastructure, why it took so damn long to restore the power. Why neighbors literally 65 feet away from me were restored and I was not. Standing in a cold dark house with my jacket on seeing my breath while looking out the window and seeing my neighbor all lit up and functioning only exacerbated my resentment toward PSNH.	It does not help living with silly ignorant people. In years past, I have wanted to purchase a generator. My wife countered that the power does not go out and it is a waste of money. I have wanted to gather up some items to have handy for outtages. The counter argument is, we live in the city, we will be restored quickly eliminating the need for such items. Consequently, we as a household are woefully unprepared for power outtages. The expectations are not only fallacious but bear out to be plain wrong. For example, our relatives in more rural areas never lost power. (Jaffrey, Sunapee) The last time we had a major outage, we obtained a generator from my parents. Within an hour some hack from PSNH came by and shut it down, threatening to have us arrested if we turn it back on, Despite the danger of backfeeding eliminated because I had removed the meter shell. We merely wanted to run our boiler, our refrigerator and a light or two. This time, we borrowed no Generator. We lost all of our food in our Refrigerator and Freezer....I mean, how many	This is New England. We have extreme weather and that is our reality. I cant count on both hands how many people said, "Be patient...we live in New England...this is to be expected"... This is B.S. The year is 2011...There are television ads from time to time extolling the virtues of technology and innovations of the grid...efficiencies....Better technology, newer equipment...the public relations diarrhea just continues to spill all over us. Yet, power outtages seem to be more frequent....for longer periods and PSNH becomes less responsive. My expectation is that, by virtue of "where" I reside, I fail to see why my power should be out for more than 24-48 hours. Perhaps if I resided way out in the more rural hard to reach areas, my expactations would be less. But the reality is I live in Manchester....right smack in the middle of NH`s largest consumer of power....and I am forgotten. Whats worse is that neighbors are usually back on in a very short time.	The utility could have properly and effectively maintained the infrastructure that contributed to these outages. Technology exists to allow customers to more effectively track progress of the restoration. It seems illogical in this era that PSNH could be caught flat-footed by a storm like this. I am sure this metric exists in their planning scenarios. Ultimately, we will pay for all this through rate increases and that thought pisses me off. In essence, we will pay extra for being without power.	PSNH Sucks...If I had a choice, I would choose their competitor. I plan to build a new home in a few years...and in planning that home, I will look at the feasibility to live off of the grid as much as reasonably possible.

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Manchester	0	21	Yes , they were very honest about the situation at hand and explained planning for an extended outage	I was very fortunate considering the devastation caused by the heavy snow on the trees with all their leaves still on them. Many family members were not as fortunate but the information given helped prepare all of them for the worst.	coolers can one use? My street was closed down due to downed trees and power / telco lines . City was very responsive in these closiers. I was amazed however with the States irresponsability in not evoking a state of emergency. How can we expect utility crews to perform their work when idiotic people are driving all over the place as though nothing is going on .	I`ve always felt that they do a wonderful job and have made major improvements in communications via Twitter and other media sources	Nothing , we live in NH a should always be ready for such events. PSNH and the State of NH have been pushing emergency preparedness for quit some time , it`s time that the people that do all the complaining learn to wipe their own behinds .	How much do these investigations cost consumers either in utility bills or taxes ?
Manchester	0	23	I reported the outage using PSNH`s automated system, which I have on speed-dial since my area seems to lose power all the time. I was annoyed at the length of the automated message before you got a chance to report an outage.	Once I reported it, I stopped checking. Because I was without power for 5.5 days (at the same address) after the December 2008 ice storm, I have a generator. I did refer people to their Twitter feed and website showing outage reports.	Power went out between 10 and 11 on 10/29. (I also lost it for a couple of hours during the dusting of snow on the 27th.) As there`s about a cluster of 20 hours around me that seem to lose power randomly, I assumed I`d lose power and pre-ran extensions cords for the generator while I had power so that I wouldn`t have to do so in the dark. The power went on and off 2 or 3 times in a short period of time before going out for good. When it went out, I reported the outage immediatly, then hooked the generator up.	PSNH put this annoying long message on their 800 #, basically telling everyone that you`re screwed, and then said “are you sure you want to report an outage?” Just let me dial in and report it, rather than waste my time (and cell phone battery!) telling me how hard you`re working and how widespread the damage is.	I understand it`s impossible for them to give accurate time-to-repair estimates. Anyone who expects otherwise is, frankly, stupid. Until they get a chance to assess the damage, it`s pointless.	I think the utilities should have the right to trim trees that jeopardize utility lines, over the objections of the home owners. I am also curious as to why a cluster of about twenty houses in my neighborhood always seem to be the ones losing power. Each time it happens, my neighbor`s neighbor has power. During the ice storm of 2008, the same area was out of power for 5.5 days when everything else around us had power back.
Manchester	5	0	The public announcements were uninformative.	Unsatisfied. 2 streets away had electricity 3 days earlier. Seems like PSNH could have done the easy fixes at the front end after emergencies. Not sure there was a plan.	My family had to sleep in our downtown Manchester office.	I expect the company to communicate, show a massive presence, work around the clock and have a thoughtful plan.	There did not appear to be coordination or communication with police or local officials, the latter of whom get no stars either for being MIA on the scene nor acting as advocates and monitors.	Thank you for conducting this survey.
Manchester	4	0	Wasn`t allowed to talk to customer service rep. Just automated system.	We received no information.	We were without power for 4 days. We did not see any repair trucks in our part of town for 3 days. We were also without power after a snowstorm in February 2010 for 4 days as well. Our neighborhood is always 4 days without power, and we live in the middle of Manchester, NH. Our neighborhood received notices years ago that PSNH was coming through to trim trees. They finally showed up this year and trimmed one tree on our block. They left for their lunch break and never came		We should not be without power for 4 days everytime an event like this occurs. We live in the middle of a large city. Our area did not see any repair trucks for 3 days. PSNH was not prepared, and we had several days notice that this storm was coming.	

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					back to trim the rest of the trees on our block. One of the trees that they missed caused major problems on our block after the October Snowstorm.			
Manchester	3.5	84	Could not get through lines were busy. As far as the water goes, I have a well	See 6 above	No fun at all	Had power returned after a day and a half, then lost it again for 2 more days	Trim the trees that are hitting the wires.....Bridge Street Ext is terrible. Lose power often during the winter .	Can` t really tell you nothing you don` t already know
Manchester	5	0	No not at all. I called everyday for five days and PSNH could not give me an answer more than "we are doing our best". This answer is unacceptable.	Not satisfied at all.	We are located in the center of the city and we were without power for five days, all of our neighbors around us had power. We were cold and tired and with no answers we were confused and angry.	I would expect our utility company to have the power up and running well before five days.	PSNH could of provided their customers with more information, they should have been more sympathetic to their customers needs.	
Manchester	0	34			No power meant family had to take up temporary residence with area relatives.			Lately, it seems whenever we experience a major storm, power is lost. It never used to be like this. I feel the utilities should be spending more to upgrade their equipment and invest more time and money removing and pruning troublesome trees along the roadways.
Manchester	3	11	Not really	Not very satisfied. It took too long to provide an ETR.	We have two cats and had to stay at a motel that accepted pets, which is tough to do. We were in the hotel room for 3 days. We lost over \$300 of frozen food.	I do expect power to be out for extended time, that is perhaps a day, but when you live in a major city, going 3, 4 or 5 days in not accpetable. I expect major cities to be restored alot sooner than outlaying areas.	I work for a private weather forecasting service that used to provide forecasting services to utilities. I know first hand about mutual aid and staging crews from other areas, etc. What I expected a utility like PSNH, is to get crews from outside resources in before the storm hits, or at least have them lined up to travel into the area once it is safe. From what I could tell, PSNH (and it`s parent company Northeast Utilities) were unprepared for extensive outages. Either they didn`t believe the weather forecasts or were just too naive to think that it could happen.	Since this is the third time in 3 years that I`ve lost power for an extended period, while living in Manchester, I have decided to purchase a standby generator for my residence.
Manchester	4	0	NO	Very unhappy with the way they told us or anyone in are neighborhood that they are working on it	We had no electricity for 4 days. Because public service sent crews and trucks to Conn.	Well i think we should help other states in a time like this. But when all the weather reports are saying we are going to get hit hard we should not be sending are trucks away until we know if we need them here. We should take care of are state before we help others.	They should have kept are crews and trucks here and not send them to Conn when everyone new the storm was heading here.	I think who ever had the bright idea to send are crews and trucks away should be fired. I am unaware of how many people died in the aftermath of the storm that would still be alive if we would have had the crews and trucks here to get power back on ASAP. Everyone I spoke with all over the city had the

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								same thing to say. Which was where are all the PSNH trucks. No body saw PSNH trucks anywhere. When i saw a friend of mine who has a son that works as a linemen for PSNH i asked him joking if he could have his son come buy and turn are power back on he told me he could not even turn his on because his son was sent to Conn to help turn there power on. Every person in the city of Manchester new it was coming so why send are trucks and crews away? That is why who ever made to stupid choice to send crews and trucks away should be fired. We had crews come here from down south that had to drive past Conn to get here. So a smart person from Conn should have called them for help first and keep are crews and trucks here. I was told that Conn is the central hub but so why not just say sorry we can not help you because the storm is heading here if it goes out to see we can help you then but not now. Bottom line for me and everyone I spoke with is THANK YOU VERY MUCH QUEBEC HYDRO FOR GETTING ARE POWER UP AND RUNNING. PSNH thanks for doing nothing.
Manchester	4	96	Yes	I had to ask the linemen on the street when we would be getting power back.	Awful!!!! I live in the North end and we are always losing power. Four days is way to long!!!!	More time and money spent on PREVENTION. Spend more time examining the common outage areas and focusin on preventing the cause.	See #9.	
Manchester	3	0	no. the automated service gave an estimated time of a week. it was not an accurate estimate and caused more of a panic than help.	I feel like I did not receive information since the storm.	I was very unhappy with PSNH's response to the storm. I live in a condo building that houses eledery, disabled, and young children and the time it took to get power back was unreasonable. The stretch of condo developments off of route 3A were ignored for days despite the fact that it house a large population.	I expect the power company to serve locally before sending a large number of trucks out of state to help with their outages. As a customer, I would not stay with a company that ignores my needs for any service, but when it comes to certain utilities here in Manchester, we are not given the option to use another company. PSNH knows that they wont lose customers so in	They could have kept their trucks in state and taken care of their own population before sending service trucks to Ct.	

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Manchester	0	37	with the widespread damage, the information immediately available from PSNH was grossly inadequate. But it was understandable	after about 12 hours, the information was becoming useful, but I had to search for it	We lost power at midnight Sunday morning and it did not come on until 1PM Monday afternoon. Fortunately, it was cold enough that we didn't lose anything in the refrigerator, but the house was cold. We ended up staying at our inlaws.	turn can treat their customers badly without any consequence. First, I think that the utilities need to be more proactive with prevention of this type of catastrophe in the future. All power lines need to be buried underground so overhanging tree limbs (which are also grossly under managed) wouldn't pose a threat to interrupt power or landline phones. That being said, in the case of an outage, I would expect the utility to be more proactive with clients, either through text or even canned phone calls to cell phones or what.	Have more specific information of the status of the repair crews on a street by street basis. It makes it easier to plan for contingencies when you know that it will be either a short or a long time before your power is restored.	PLEASE PLEASE PLEASE PLEASE PLEASE PLEASE!!!! Bury the utility lines. That is the best way to prevent something like this in the future.
Manchester	3	0	NO ABOSULTELY NOT! I couldn't contact them - the phone numbers for the Call Center listed in the phone book were disconnected, the 800 number had a 5 minute recorded message that ended with "goodbye" and the main office had a recorded message that they were closed due to the storm (good one!!). I called the PUC and complained and someone from PSNH got back to me.	NOT AT ALL! and I'm just waiting for them to try to bill us for the fiasco!	Our little street (its one block long) was the only one in the area to loose power for 3 days. The streets on either side never lost power. We didn't have any down lines and no clear visible issue but when Quebec Power finally came rolling down the street the power was on in 5 minutes! 3 days of hell and the problem was solved in 5 minutes - unbelievable. That's why I demand they change their name - they are misrepresenting themselves - they don't have a clue what PUBLIC SERVICE even means!	With the increased frequency of power outages I suggest they get busy getting those lines underground! I get charged for supplier delivery fees equal to if not greater than my actual wattage use but have yet to see them replace one wire on my street for the past 15 years....hmmm where does that money go Mr. Long - bonus/special compensation?	Had an actual person on the phones - and they should have been doing the maintenance work for the past two years that they didn't - as it has been recently reported. They layed off 200 people - adding to the recession - but it didn't reduce my bill, in fact that thing is out of control. How is it we pay higher fees for electricity than California?	I would like the option to pick my electric/water/cable/phone just like all other services I opt to use. I'm sick and tired of the monopolies and back door deal making the city does for these services. And I'm tired of seeing my public utility being so "philanthropic" with MY money. They should only do their business and let me and other citizens do our own giving. How does it makes sense that they charge high fees so that they can give back to the less fortunate and boost their public image? Hogwash!
Manchester	4	0				THEY NEED TO PROVIDE BETTER INFO AS TO WHEN POWER WILL BE RESTORED	THEY NEED TO DO MUCH MORE TREE TRIMMING AROUND WIREW AND POLES? ON MY STREET AND MANY OTHER PLACES THERE ARE OBVIOUS PROBLEMS WHICH COULD BE ELIMINATED	
Manchester	0	3	N/A	Very	I had power, except for a flicker. A day or so later my power was out for a few hours while I was at work. Otherwise, no problems.	N/A	N/A	Very pleased that apparently I live in a location in Manchester where the power has rarely gone out. An occasional flicker and that's it, for now. I realize that a major power outage could occur in my area.
Manchester	0	12			in the cold and dark		my outage was not bad, but psnh needs to have a commitment to restoring power, which they do not. Unutil learned. Have psnh model that company, for want of anything	There needs to be coordination with towns or other public responsibilities. For instance, if psnh cannot get to the outage, whos responsibility is it? I never

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							better.	heard any criticism of public (government at whatever level) failure to act.
Manchester	4	69	No, was just the generic, service should be restored by Friday in most locations.	Not very.	Lucky to have a generator for the basics, so I am one of the fortunate ones.	To see trucks out and working. I live in Manchester, largest city in the state and didn't see a single PSNH truck in the area for days.....Consider we pay some of the highest rates in the country, I expect excellent service, not generic phone calls and lack of staff.	Better emergency preparedness, better response times and useful information.	Have no idea, why the citizens of NH are made to suffer with PSNH....
Manchester	3	0	Yes	Very satisfied	I lost power, had no phones, no heat and couldn't take a hot shower.	They are the experts. So, I trust PSNH to do the best that they can do to take care of the restoration. With the bad timing of the heavy wet snow, I'm not surprised that the outages were so high. The leaves were still on the trees. I don't remember getting snow this early in the season.		Overall, I think that PSNH did a great job.
Manchester	4	0	n/a	Reasonable given the extent of the outage.	Entire area of city without power for 4 days, 3 phase power lines down on street.	Thought PSNH did a reasonable job given the unusual nature of the storm (still leaves on trees, lots of snow early in season). Nobody can regulate mother nature. We have become a society of needing to blame someone. I don't want to pay PSNH to employ 500 extra people for the occasional storm response. They generally do a good job, and this storm was no exception.		Why doesn't this survey include Internet access? Internet is now more important than wireline phone service. Everyone has cell phones these days! Comcast Internet service would have worked had Comcast placed generator at (white box) repeater on pole. Comcast should be automatically providing service credits to those without service. Not consumers fault that Comcast has chosen not to provide adequate power backups on their remote units. Many people such as myself have generators that would have allowed us to use that service.
Manchester	4	0	no	Very dissatisfied. When contacted, PUC phone message gave no useful information nor did it indicate how long outage would last	We lost electrical power the night of Oct. 29, 2011 and did not regain power until the following Thursday morning.	I expect the company to do the necessary tree and line work during the year so that power outages, if they DO occur, are for a SHORT duration, not for days.	Trim trees and maintain old lines. We take care of our trees and they should too. We also buried lines coming into our home from street years ago to help with power loss so why doesn't PUC maintain their lines?	We have lived in our home on Elm St. for 36 years. It has only been in the last 10 years that when we have a power loss it extends for days. How can this happen on the mainstreet of the city? We think our lines have been changed, but a PUC rep. said this has not

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Manchester	4	86	No. They had no clue or answers to when our service would be restored.	Very unsatisfied.	No electric power or telephone service. Two refridgerators of food (Prox. \$1,000 worth) that was thawing and no heat. Cold Showers.	It's not their fault it snowed but they need to trim back the trees better. The next pole south of the one in front of our house came down an snapped in half. A new one was finally set up. The wires still go through the limbs of the same tree that brought down the old pole.	Just tell us what the situation is and how long it is going to take to make it right. We didn't see a PSNH or Comcast truck on our street for the four days.	happened, but the rep did admit that maintenance has not been done! Why not? I understand that this was an freak storm, a large storm wih heavy wet snow. The TV weather people were tell us 5-6 days before the storm hit that this storm was going to bring down alot of tree limbs and would cause wide spread power outages. I guess it fell on deaf or doubtful ears. Now they will ask for a rate increase to recoup ther losses. And you know what, they will get it. They should get a rate cut so us costumers can recoup what we lost. But that will never happen. thanks for the opportunityto express my views.
Manchester	5	0	While I did not contact PSNH to report the outage, I did call several weeks later to find out when they were coming to clean up the limbs they cut off a stand of white birch trees on my property.	Not at all satisfied. I was told that when they go out in the summer to trim, they clean up the mess, but when they go out after a storm, they just leave the limbs and branches where they drop. Of course if they had come out this summer and trimmed they probably would not have had to come out after the storm. For a sixty year-old single woman who lives alone and had been without electricity for more than five days, this was traumatizing and unacceptable. Fortunately the City of Manchester went around and cleaned up the mess left by PSNH. So now my taxes will go up so public workers can clean up the mess made by a private comapny and athe private comapny will get a rate increase to pay stockholders and then my electric bill will increas and the is never any credit for the days without service. The middle class takes the hit, again!	Before the storm I had a dry basement, with finished playroom, by Wednesday the cellar was flooded up to the staircase landing because there was no electricity to run the sump pump.	I expect more efficiency. At 5:00PM on Sunday evening a PSNH employee was riding around through our neighborhood surveying downed power lines but it took until Thursday afternoon to restore the power. This has been a regular occurrence during the last three years. I have lived at this address since I was eight months old and we never lost power for days. If the power went out at night the services was restored by the next morning.	Restored the power sooner - our neighborhood is always in the dark for days during these weather events. There must be some prophylatic measures PSNH could take when there is service that would minimize this outages.	Thank you for the opportunity to comment. I hope that you will hear from a number of people like me throughtout the state and that the collextion of comments will assist you in regulating these utilities. I used to work for PSNH, I know what the corporate mind-set is, and for the most part the focus is on the shareholders, not the consumers. Ratepayers are considered ignorant and held in low esteem.
Manchester	3.5	0	My wife called several times, she did seem to receive some conflicting information on when the power was going to	Very satisfied	I staid at my mothers for the 3.5 days in Franklin. My wife decided to stick it out at the house in Manchester. The temperature got	I understand that Public Service will do the best job they can to restore power back as quickly as they can.	Maybe more consistent information on when the power was going to be restored but I understand that can be difficult	Public Service did a fine job

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Manchester	4	0	yes	adequate	usually metropolitan Manchester rarely experiences outages. There were 2 large trees down, with a terrible wiring mess at both ends of my development. I knew we would be dark for a while.	PSNH performed as I would have expected. I feel they did a good job.	I personally feel that concentration on loosening the laws governing tree trimming is Mandatory. We know the cause of the widespread outages, trees. We must get them away from our electric grid.	
Manchester	5	0	As helpful as can be.	Not satisfied at all.	During this time my family was separated to different locations with me staying at home with our dog.	With the streets around us who had received power on their 3rd day out, we remained out for additional 2 days. Why??? Every storm we have we are out of powere much longer than anyone else in the city. Why because we don`t have as many people? We have children, elederly and a day care right on our street but yet we are always LAST!!!!	Frustrating to be out so long and never get an answer. To have my family separated. To have neighborhood around our street get powere and still we are out. By no means to I expect to be 1st, 2nd or 3rd back online. However, this really needs to be looked at AGAIN.	Have said enough.
Manchester	5	0	Absolutely.	Completely satisfied. PSNH did a fantastic job keeping people informed on progress through multiple channels, including social media (Facebook, Twitter). Also had a Q&A session on Channel 9.	Was out of power, but so was everyone else. What can you do?!?	Exactly what they DID do.	None. I feel as though I was kept completely informed the whole time. A MUCH DIFFERENT EXPERIENCE THAN 2 YEARS AGO. PSNH LEARNED FROM THEIR PAST MISTAKES AND DID IT RIGHT THIS TIME.	PSNH did an excellent job in my personal opinion. They deserve credit for the plan they had in place - It worked like a charm. Kudos, PSNH!
Manchester	3	0	No	Very unsatisfactory		Be prepared...	Fix the power grid so these outages dont happen again	
Manchester	4	0	Yes	I think they kept us informed with all the information that had at hand. I was very satisfied with everything.	Well we had to stay with other family members for a few days but we made the best of it.	Keep us the consumers as informed as possible as things progress. Social media was a great addition PSNH had to keep us updated.	I feel they did the best they could keeping us informed even with the wide spread damage that the grid incurred.	
Manchester	1.5	0	It seemed "sincere" and actually took less time than expected.	I wasn't able to obtain a specific answer as to when power would be restored - given the scope of the storm in October, I thought it was a reasonable response	Simply lost power for a day and a half. Others had it much worse. PSNH told me "whatever will return power to the most people first, is where we concentrate our efforts"	Obviously they should concentrate on emergency situations first - wires down that can be dangerous to people - Hospitals and police/fire stations second, all else third in the order which would return power to the most homes and businesses first.	I wasn't without power for an unreasonable amount of time, others may consider their time span unreasonable. After 48 hours, there should indeed be at the very least - a good prediction of when power would be restored so either other living arrangements can be made, or further prepare to "hunker down". Nothing is worse them spending alot of cash on "beyond emergency" supplies, then having the power come back on 10 minutes later.	I'm sure there are some "cost saving" measures which are employed by PSNH when there's a major outage, as a public traded company, it's their governance which holds the key to shareholder gains. Consideration of these cost saving measures should fly out the window when hundreds, or thousands of people are without this primary utility. I see these wire crews working under the absolute worse conditions, and they really don't waste time - I could have, and have been without power for a week, or two (80's ice storm), but the line crews are visable, doing an extremely dangerous job, in

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								soaking rain and wind. My hat is off to those folks. On another note - I doubt those who granted small right-of-ways back in the 50`s realized that PSNH would use these corridors for the completely insane Northern Pass project. Anything our PUC can do to rid us of this profit machine would be appreciated.
Manchester	1	1	I only got a recording	I thought that they had actually done better in previous storms and found the lack of information dispensed to not be acceptable.	We managed because relatively speaking a day was not that long of a period of time and it occurred on a weekend making it less of an issue with trying to get ready for work and needing to work out of my home.	I expect that a predicted storm would have enabled better preparation and a quicker restoration of services especially to areas within the city where there were not major limb or line damage as was the case for us.	It would have been nice if they did not use a recording which dispensed little to no information about the extent of the outages and restoration expectations.	
Manchester	2	0	No, although the CSR was friendly when I called they did not have any updates to provide. This was TOTALLY understood as a result of the destruction from Mother Nature.	Understood based on looking outside and seeing the destruction from Mother Nature		PSNH continued working through until everyone was restored. You cannot ask for anything more than that.		Our society is such where we all have to find blame for things that occur to us. This is unfortunate that we continue to allow this babyish mentality when there are more critically important things in life. (i.e. life itself) Customers expectation of having continued electric service so they can watch tv or play with their computers is selfish at best. The utilities do what is within their power to ensure reliable service. There are other parts of our country that see severe destruction, devastation of their properties and even their own lives. We don`t hear them complaining that they don`t have lights. They get up brush themselves off and are grateful that they didn`t loose their life or the life of a loved one. The State of NH politicians need to stand up to their constituents and tell them to chill out and be thankful for what they have (life and love of their loved ones)
Manchester	4	0	I immediately reported power outage to PSNH Saturday night around 9:45pm and spoke directly to a representative. After that,	Very satisfied with PSNH. Although we were disappointed to be among the last to regain service (assumed Manchester would be up and running long before more remote	We were lucky enough to have relatives with a generator in Merrimack offer us shelter during the four days away from home. We lost about \$200 worth of food and	Expect everything possible is being done to restore service safely and quickly and that regular updates are provided by the utility company.		More tree limbs should be cut back/removed to prevent such an extensive loss of power. I know cities/towns dictate tree lines and they need to review policies and

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			I found the PSNH Twitter feed to be very informative. I did contact Comcast about loss of phone, TV and Internet service but only got a prerecorded message that was very uninformative. Comcast did not have good updates on its website (once I got access to the Internet on my iPhone). I was disappointed in the lack of commication from a communications firm.	communities), we understood that someone has to be first and someone will be last. I cedertainly would not want to have been a linesman trying to restore the power for so many. Comcast service was restored as soon as the power was restored.	had to finish cutting down two major trees on our property that had been damaged beyond saving.			make changes as necessary.
Manchester	2	0	Yes as always.	You know they did their best in what was delt to them. No complaints. An inconviene but not the end of the word.	We lost power on the West Side of Manchester at about 11PM that night of the storm. It was an amazing night for many reasons as it was not something you experience that often. We have have battery backups and used them at night for lighting for the kids and kept our freezer shut. We used the snow to refrigerate out refrigerated products so we lost nothing. At night I had my family all sleep in one room together to keep warm. It was tough but especially the 2nd night but we survived.	This is something I dont get uptight about. There really isnt anything you can do to be ready. But however I do have 2 recomendations that may be easier said then done but here they are. If the company knows something of this magnitude is to have out of state crews travelling as its occuring so they can be here the day after or next to get started. I think that is what frusterates some, is if they are coming from across the country and arriving 2,3 or more days out after the event, thats time wasted in waiting for them to arrive. And be even more active on tree trimming. Thats all I have.	I have no complaints. As Always PSNH does a fantastic job updating via social media.	
Manchester	4.5	110	We did not speak to a representative. We left our outage information on the automated phone line. When we checked about our specific situation, the automated response was that PSNH was aware of the outage and were working on it.	We received no information. So we were not satisfied.	We live right in the biggest city in the state. We don` t live on some remote mountaintop. But starting late on Oct. 29th we had NO POWER in our house until November 3rd. We stayed in our house until Tuesday morning then went to stay with relatives in Hooksett. All the food in our refrigerator and freezer was ruined and had to be thrown out. It`s just outrageous that we could be without power IN THE BIGGEST CITY IN THE STATE. The best part though, was getting our PSNH bill during this. I`m sure they expect it	Our expectations would be that the utility would as quickly as possible, get the power back. Also, we would expect that the amount of time we were without power, would be reflected on our bill. Our power bill should be less. We should not have to point that out to them. We would also expect an apology for the inconvenience that customers suffered.	They could have gotten the power back on. We do understand that it takes time. It would be helpful to actually be able to talk to a real person who could give more information about when to expect power. A rebate for our inconvenience would also be appreciated.	PSNH should not be given a rate increase in January and shame on the Public Utilities Commission if it gives one to PSNH.

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					to be paid on time. I can't wait until they get their totally UNDESERVED rate hike in January.			
Manchester	3	0	Yes. The representative took the time to explain the situation to me in detail, and checked the status of my circuit to provide an estimate of when power would be restored. He was courteous, patient and professional.	Very satisfied.	No power for three days. We did have water and heat, but not hot water. We were able to prepare simple meals and instant coffee :-) but hot showers were replaced by cold sponge baths. We read by flashlight. All told, not so bad.	HONEST REALISTIC estimates of when the power will be restored. It is obvious and understood that patience is needed, as it could be quite a while until restoration is accomplished after a major storm event.	I can't think of anything. I thought they did an excellent job, and power was restored ahead of my expectations.	People complain about outages, but then they don't want trees to be cut or at least trimmed. You can't have it both ways. Aggressive tree trimming is necessary to reduce outages, and should be publicly encouraged by the PUC.
Manchester	4.5	0	yes	yes	we had a broken pole and electric, phones and cable primaries and our cable service line down on the ground and a section of the street closed off	with the large number of outages and issues it would have been unrealistic to expect the utilities to be able to get everyone restored within a day or 2 - the crews worked non stop and they should be commended not criticized		
Manchester	5	0		Could not directly keep in touch. Daughter went online at work for information and she kept us informed.	We stayed home and used lots of blankets. We went out to eat or picked up food. We had no heat but at least we had flushing toilets! Our daughter and son-in-law in Derry did not even have that so they stayed with us. On the third day my workplace reopened with power restored so I was able to shower there. My husband had quick, cold showers until power was restored.	I understand that weather sometimes strips us of our daily comforts and conveniences. I feel like utility workers do the best they can to restore services as quickly as possible. It's frustrating to go a long period without power but it takes a while to clean up the damage and restore power. I'm grateful that help came in from other states and Quebec.	I don't know what could have been done differently. I'm thankful for what they DID do.	Thank you!!!
Manchester	6	0	No. The only response from PSNH was an email acknowledging my outage. There was no information on the expected restoration of power.	Completely unsatisfied. I view PSNH as incompetent and indifferent to its customers.	I was without power, light, and heat for six days. I had to move from my home because the inside temperature dropped to about 45 degrees. I had to move all of my food from my refrigerator to friends' houses for storage.	On its website, the utility should provide estimates of power restoration for each neighborhood and should provide status of progress. The utility should also learn from its past experience and improve its repair methods. PSNH clearly did not learn anything from the 2008 ice storm (when I was without power for three days).	On its website, the utility should provide estimates of power restoration for each neighborhood and should provide status of progress. The utility should also learn from its past experience and improve its repair methods. PSNH clearly did not learn anything from the 2008 ice storm (when I was without power for three days).	I detest PSNH. I have lived in other states (e.g., upstate New York near Lake Ontario) with far worse winter conditions than southern New Hampshire, and never have I experienced the frequent power outages that are common with PSNH, even in the fair weather conditions of summer. PSNH simply has no interest in serving its residential customers, and the State of NH has shown no interest in forcing PSNH to improve.
Manchester	0	35			My power went out at 9:17pm on Saturday October 29. I was without power when I went to work on the morning of Monday October 31. I placed a call from my workplace to my home at about 11:15am that morning, and I found I had power			

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					again. So I was without power between 34 and 38 hours. PSNH usually does a faster job of restoring electric power to my home. This is the slowest that power was restored. But two things need to be considered: 1) a number of towns were without power for a longer time, 2) no one, including PSNH, was prepared for a snowstorm in October.			
Manchester	4	0	No. I could not speak to any human. The recording was vague and purposely making sweeping generalizations	Not at all.	We were without power, no lights & no heat, for 4 days in the middle of the largest city of the state. We lost \$800 worth of food that spoiled.	In 30 years we have lost our power for a few hours occasionally. Within the past year because of lack of PSNH, a monopoly, maintenance of their lines and equipment we have lost power more frequently (any snow storm now) and for longer periods of time. There is no reason for an inner city resident to lose power for days.	Given us heat and power in a reasonable amount of time, meaning hours, not days.	Why didn't PSNH divert power from other zones in the city to give us some power too. One block up from us had power for the whole storm. Transfer switches should have been installed years ago.
Manchester	0	21	N/A	N/A	My home lost power on Sat. night at Approximately 7:00 PM, After about 1 hour I started my back up generator and continued to run it till sunday at 4PM. I do not have any children, it was just me and my wife. Some nieghbors came over the next day to use the shower and in my opinion it was not an inconvenience.	As an electrical contractor, The performance of the public utility was unbelievable. I was driving around on Sunday morning looking at the carnage and for PSNH to get everbody up and running in 4 to 5 days I thought would be an impossible task. They should be commended not criticized like they have been. The ones that criticize need to install emergency power for their home or business particularly if they are in areas prone to power loss.	As a state representative from district 12 I did not receive one phonecall from constituents complaining about the time it was taking to restore power.. I did receive updates via my email on the status of power restoration from the utility companies. In the future maybe that can be put on the utilities website for the public to see.	The public needs to be a lot more patient with public utilities when their is a loss of power in storms like these. It is a very dangerous occupation to work with high voltage lines during and after storms. As most people know, moisture is not your friend when working with electricity, even worse when we are dealing with voltages that can exceed 50,000 volts. Not to mention that utility companies do not stock all the material and keep additional manpower on hand just in case. It is to expensive and if people want that then they should expect ot pay higher electrical rates. I would like to congratulate the public utility companies on a job well done. I am also thankful that no one was hurt in the process of restoring power considering they work on limited sleep.
Manchester	5	0	They took the information and that was it.	Neither satisfied nor dissatisfied.	I live on the main street in the city. There were no obvious damage to	I've lived in the city for 56 yrs, 32 at the present address, I've never had	I don't think anything additional could have been done. I don't know	

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					lines. section of the street below and above this short section of about 20 homes (Baker St to W Hillcrest) was out. I didn't call until a few days into the outage figuring PSNH was aware. The city housing project and side streets had power. Power went out Sat. evening and didn't come back on until Wed. Comcast had to be contacted w/o success due to long waits on the phone. Cable service was not restored until Thurs 11/1	a power failure for more than an hour at the most. This was out of the ordinary. It was surprising as I live in the middle of the city.	what the problem was. If it's old lines or equipment , causing the problem then this should be addressed. If it was just mother nature, well then we just have to deal with it. It wasnot intentional and crews worked hard to restore promptly. PSNH always calls in outside help to rectify power outages. It was inconvenient but for our family, not life threatening.	
Manchester	5	0	not in the least. They acted like they didnt care that people were out in the cold.	VERY VERY dissatisfied almost to the point that I felt like they were apathetic	After the first night we were able to find a hotel so at least we and our pets were warm,	like the boy scout motto BE PREPARED . This is the third time in as many years that we have had a major event with huge outages. I know that they get weather information as my partner is a meteriologist and did forecasting for the utility companies. So I know that they had advance warning of this storm so there was no excuse. Why did it take so many days for power restored in the major cities when smaller cities had it back in hours ? Again they were not prepared.	a better way to update a customer as to when to expect thier power back. All we had was thier Twitter postings which were a joke!	I am done woth PSNH and thier power reliability issues. Lowes here we come for a new generator. Why does the state allow such a monopoly on who provides power to the citizens on NH. If there was more competition maybe PSNH would get thier act together and become more customer forward thinking. Clear the utility right of way better. Alot of the problems would not have happened if you maintained the easements that you are granted. For instance on my road, there are tree limbs still hanging through the power lines. What happens next time we get another storm; another outage due to improper right of way maintance.
Manchester NH	4	43			Used a generator/was able to maintain my own (limeted) electrical service. Without it we would have no badley needed sump pump. Was able to maintain heat /lights/refrigeration/woodstove cooking Finding gas for generator was a little problematic but not unobtainable.	Just to continue to triouge tge situation and keep the boots on the ground.	It would be helpful to see street grids during the outage in order to where power is and where current efforts to restore street by street. A color coded street grid. Red=no power Green = power Yellow =currently being restored/with time estimate. Post on tv/internet and give to local radio for broadcasting.	I was disappointed that WMUR was more interested in broadcasting other programming instead of relavant storm info. As I understand the FCC issuing a broadcast license requires the station to broadcast the public interest. Surley this storm is of more interest locally then sporting events etc. They may have contract agreements to brodcast certain events - time to renegotiate! With satelite I was able to recieve a signal but was finding better info from other than from WMUR tell the people the truth, it was one
Manchester	5	0			i work for the manchester highway			

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nh					dept. worked in a plow for 22 hours that night. the damage i saw was some of the worst i've seen in my 27 yrs. working there. i knew the power would be out for days. in addition, it was very early to have such a storm. i really have to say that i disagree with what people have been saying. i think the power companies did an exceptioally good job. also for the record, i was a lineman in the army, 35 yrs. ago, so i know what it takes, i think the polititions are wrong, and so are the complainers.			of the most damaging storms we have ever had around here, prepare yourself for the worst and hope for the best. not only that, it seemed more widespread than past storms.
Manchester, N.H.	3	0	Yes	Very satisfied	The weather is always unpredictable. This is New England last I checked. We made the best of it.	PSNH is not at fault for what happened. We need to chill-out!!! People in this country are whiners and always find something to complain about. We are not patient in these matters. Speak to the many people who have no shelter and live in unbearable conditions all winter long. Take a step back and look at all the people who live in much worst conditions. It is unfortunate that we lost power but there are worst things in life.	Did the best they could under the circumstances.	Maybe the holidays will cheer everybody up.
Manchester, NH	3	0	I contacted PSNH on Tuesday as neighbors on the streets in front and in back of had power on Sunday.	Electric company gave estimates of 1 week or less. This turned out to be less but they really couldn't give a definative time.	My area lost power on my street on one block from Sunday morning until Tuesday night. The streets parallel to mine and one block up and down had their power restored Sunday evening. I noticed a tree limb 4 houses down which brought down the wires. I can't image that homeowner did report it and when the truck came on Tuesday it took 10 minutes to restore the power, however it took the truck 2 days to get there!	I haven't lost power in years! This is why I chose to live in Manchester. In the event of a widespread power outage, i expect to have my power restored (in Manchester) within hours not days.	They should have trimmed the trees which are growing above and leaning into the wires. I don't know who is responsible for the trimming costs. I do know that PSNH certainly keeps raising their rates.	
Manchester, NH	4.5	0	No.	Not.	A "cut out" blew and affected, according to PSNH, 30 homes. I called immediately following the outage, and called a couple of times each day.	I expect them to keep the lines clear of potential tree or limb damage. I can see from my window today, limbs that need trimming.	They could constantly keep the powerlines free of potential tree or limb damage. I expect them to begin burying the lines. Telephone poles and lines have outlived their technological usefulness.	
Manchester, NH	0	38	N/A	Information received radio and TV	We have a standby generator for such events. It powers one third	I expect that they do not wish to inconvenience their customers. I	Given the severity of the storm, and leaves on the trees, PSNH was	In the past five years, it seems as though lengthy (more than 2-3

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					the house (microwave, fridge, furnace, some lights	believe PSNH wants to get power restored to as many customers as fast as possible, so they can sell power and make money.	hammered. If I had information about how many "foreign" work crews were working to restore power I would be in a better position to render judgement. It is well to remember the size of the area affected. Other New England power companies called in help from as far away as Michigan. Remember, Vermont was recovering from Hurricane Irene so power crews there were busy, along with outside assistance.	hours) storm related power outages have occurred more frequently. I believe legislation should be passed to require property owners to permit power companies the right to trim and remove trees which threaten the electrical service to other customers. My wife and I went to the expense of purchasing a standby generator for such situations. All customers expect uninterrupted power service. As a comparison, piles of broken tree limbs have been curbside for weeks after power was restored in the city. I believe PSNH did as good a job as possible under the circumstances.
Manchester, NH	5	0	Yes. Representative was helpful and pleasant. Gave me the most updated information available. There was not a long wait time for the call to be answered.	Very satisfied	I have owned my home here for a little over 10 years. In all that time, my power has only been out a few times and it was for a couple of hours each time. The only 2 exceptions were the ice storm and the recent October snow storm. In those two instances, power was out for a few days. I think I've been very fortunate with my service. We live in New England and are going to get unexpected weather events. In this last storm, I came home at 7 am Sunday after working a 12 hour shift as a nurse. With all the trees down, the neighborhood looked like a war zone. I knew my power would be out and was just thankful my home was still intact and safe. I think PSNH did great to get info out to customers and get power back as soon as they did.	Just to be kept updated on outage status and restoration estimates as they are available.		
Manchester, nh	2	12	I called Sat evening and also Sunday morning to report the outage..csr's sympathetic. luckily we had a cell phone which was charged the day before.	WE DID GET A CALL TO VERIFY THAT WE GOT SERVICE .	WE ARE SENIORS AND FELT HELPLESS. WENT TO THE MALL TO HANG OUT AND EAT. WE HAD NO WAY OF KNOWING ABOUT THE SHELTER AT MEMORIAL HIGH SCHOOL..COULD NOT GET A HOTEL AND FINALLY TRAVELED TO A FAMILY MEMBER IN GILFORD WHO	PERHAPS MORE COMMUNICATION OF THE HAPPENINGS OVER THE RADIO..WHEN WE CAN GET THROUGH TO PSNH AN UPDATE OF WHAT TO EXPECT WHEN POWER WOULD BE BE BACK ON.	I THINK THAT THE ABOVE COMMENT WOULD BE THE SAME HERE.	I THINK ALL IN ALL YOUR EMPLOYEES WORKED VERY HARD AND STEADILY TO RESTORE POWER TO JS. HOW TO GET A LIST OF SHELTERS AVAILABLE WOULD BE HELPFUL TO KEEP ON HAND. WE DID NOT KNOW OF THE SHELTER AHEAD OF

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					HAD POWER.LOTS OF CLEAN UP OF TREE LIMBS AND LEAVES AFTERWARDS. I NOTICED A FALLEN TREE WHICH WAS ACROSS THE ROAD NEXT DOOR..lines all down. OUR ROAD WAS IMPASSABLE..PEOPLE HAVING TO TURN AROUND In OUR DRIVEWAY AS THE ROAD IMPASSABLE. I CALLED BACK TO REPORT THAT..NEIGHBOR COULD NOT GET HER CAR OUT OF THE DRIVEWAY. THAT SITUATION WAS A BAD ONE UNTIL CREW FINALLY CAME TO CUT UP THE TREE. THEY WERE WITHOUT POWER 6 days.			TIME AS WE WOULD HAVE USED IT.
Manchester	4	0	No as we were unable to get a straight answer. Everytime I contacted them I got a different answer.	Not at all satisfied as everytime we contacted them we got a different answer.	We lost power at around 4AM on Sunday morning, when I first called to report it I was told we would most likely have power restored by midnight on Sunday. When the power had not come back at that time, I called PSNH again and was told we would most likely have power back by midnight Monday as we were in the city. Low and behold our neighbors across the street, down the block and on several blocks around us had power restored around 7 PM Monday. The street light in front of our house came back on at that time but no power at our house, two houses north of us, three houses south of us and 4 houses behind us on Ash St. I called PSNH to inquire why this was so and I was told we were on a different grid which was somehow connected to one in Hooksett. I was again reassured that the power would be restored within the next 24 hours. At this point it was below 48 degrees in our house. I received a call from PSNH at about 4 PM asking if our power had been restored, which it had not. I called back and was told that this was indicative our power should be on shortly, definitely by midnight. Our	Living in major metropolitan area, I would anticipate that power would be restored there first. I would not expect my power to come from a grid in another town. It is unacceptable that so many people in Manchester were without power for so many days while nearly the whole town of Merrimack was back on within 24 hours of loss.	PSNH should have been more forthcoming and honest about the restoration timeframes when contacted.	If there is a need for citizen participation in an investigation as to what happened, I would likke to volunteer.

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					power finally came back on at about 6:30 PM Wednesday night-4 days after losing it.			
Merrimack	5	0	N/A	I am not satisfied with the level of information that PSNH provided regarding their ability to restore power during the outage. I understand the influx of areas requiring service, but the PSNH website provided no meaningful information on the restoration process. By the time the estimates of when a town will be restored were posted it was deep into the outage, and updates should have taken place hourly if there were that many crews out working the issue.	I lost power like everyone else. I live in a condo complex with no above ground power poles, which apparently doesn't mean better availability of power, but with this many people in one place it would seem that we would get power back earlier in the restoration process. At the very least, provide better updates on what is going on.	See 7 and 8.	Hourly updates of the number of crews out, where exactly they are, and the plans for the day.	
Merrimack	5	0	Absolutely not. They had no information as to when power would be restored. We have lost power some many times in the 6 1/2 years we have lived here, I've lost count. In any event we invested in a generator 2 years ago to the tune of \$4,000 dollars so that we could have some power, not full power but some power.	Not satisfied at all. In this day and age it is inexcusable, unbelievable, etc., that we should lose power so often and not be able to get any information. This is the 21st Century!	As I stated in question #6, we had to invest in a generator to be able to have some creature comforts. We were tired of having to throw out the entire contents of our refrigerator and freezer. My experience was frustration...you just couldn't get any information. Being without power for so many days makes absolutely no sense to me!	I would like and expect power restored in a much more timely fashion.	I don't even know anymore...loss of power is so often here. They don't know what the right hand is doing much less being able to help you.	I'm just disgusted with all of it. We do not live in little house on the prairie!
Merrimack	4	0	Yes	As satisfied as I could be given the circumstances.	Our Family froze in our house for the third year in a row after long term power outages.	They provided information in a timely manner.	PSNH should invest more in their website by providing mobile versions for cell phones and smart phones. They should also have their online bill pay available for 24 hours. You should also be able to give the power company permission to trim trees online.	My biggest complaint is the fact that we have had long term power outages for three years in a row, with no improvement in vegetation management. I never see tree crews cutting branches during the summer or other time during the year. I also find it interesting that PSNH's sister company in CT was effected as much as PSNH. I believe an investigation is in order here at Northeast utilities. The financial compensation packages of management should be reviewed. Incentives if any for not trimming trees should be looked at real hard.
Merrimack	6	0	What information?	What information?	How about cold, dark for starters, until a generator could be out in place. The additional expense of	Outages occur, but this is getting out of hand. We have been with out power 3-4 times in the past	Community announcements about status of power, better communications from local officials	

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					gas for generator, eating out, sitting in lines for gas. The list goes on.	several years for a weeks, not just days.	as they are good at pointing the finger at everyone else. There was no attempt from the town of Merrimack to my knowledge too reach out to it`s citizens or thier well being. I did not see a policeman, fireman or public service worker checking or communicating with families.	
Merrimack	4	0	yes	did the best they could do	cold	getting more help sooner		
Merrimack	5	0	No, they basically will not tell you anything.	Not satisfied, they told me nothing.				PSNH does not do maintenace of the lines. I have lived in NH since 1972. I used to see PSNH trucks every summer clearing trees. I have not seen a single truck clear trees in many years! Also, it would be interesting to know how may crews PSNH now employes as oposed to years ago. Waiting for crews from other states just ensures that it will take longer to get power restored.
Merrimack	6	0	No - they were very pleasant but did not have any information.	PSNH called us at least twice during the outage to say that they thought our power was back. It wasn`t so when I called them back I thought they would have more infomation but was dissapointed each time. Thankfully almost everyone I spoke with was very pleasant. I was surprised by the lack of info. In past storms we had received more information re: restoration.	Thank goodness we have a generator. When we finally got power Comcast contacted us to process a credit for the days we were without the internet. Vonage contacted us re: a credit for the time we were without phone service. However when I asked PSNH about a credit they spoke as if I were a crazy person.	I expected more specific information about our circuit. We had always gotten that in the past even with the major ice / wind storms we`ve had in the past. I also expected much faster restoration.	If they could have been more specific I would have felt better. So many of my co-workers kept reporting their power was back. Some living in much more rural areas and they all got their power back before we did. If they could somehow improve the restoration time.	
Merrimack	5	0	NO	Not Very unsatisfied	No trucks in town for days/ Could not get any live person on the phone fron PSNH	Some kind of information updating the problem	In other states the companies have to give some kind of estimate / Not just have a dumb recording for days on end	
Merrimack	4	0	Not really. There was not an early estimate of how long we were expected to be without power.	I wasn`t satisfied with the information provided.	Our power was off from Sat. to Wed. late afternoon. I have an electric generator which through an approved control box, powers heat, refrigeration and some other electric circuits. We had 2 additional families from Hudson NH, move into our house, since we had emergency power. I had to hunt for operational Gas stations to refill my gas cans. I did have wireless communications - which came in handy - since my Comcast	I expected to be better informed as to how many days out were to be expected. I also expected the utility Co. & Town to provide work crews to cut down trees / branches - to prepare for restoration. There were no crews for days in our area.	It would have been helpful if there were traces that a crew had been by to survey the damage, and left cones or tape to indicate that they were aware of the problem areas.	As I walked around our neighborhood - I realized that there was extensive damage to wires, trees, branches etc. that was going to require a Herculean Task to clean up and fix. The work crews, including the ones that came down from Canada and other places are to be commended for their work! I was surprised at the damage, since many of us in the neighborhood had in the last 5 years, had many trees taken down - and we still had

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					phone/internet / and cable TV were out. I did eventually check on the status of the power restoration through my Cel Phone - Browser - and found this to be very helpful.			major damage. All in all - the response was admirable. Perhaps in the future, crews should review problem trees / branches and have them trimmed, before there`s another storm.
Merrimack	2	0			For me, there was more damage from this storm, than there was in the 2008 ice storm	As soon as it is safe for thee workers, get them in the field to start assessing the damage and fixing problems on a prioritized basis. This is the same triage/treatment for any problem no matter what business it is.	I don`t believe there is anything more that PSNH could have done.	I think that PSNH did a great job. Utilities were out all along the northeast corridor, which I am sure affected their ability to pull sub-contractors from other parts that they usually have access to. I think this "investigation" is nothing more than a witch hunt, and John Q. Public needs to understand that when storms of this magnitude happen, that they will have to take responsibility and care for themselves a bit, and let the workers do their jobs.
Merrimack	5.75	0	Not really. The information provided on the recorded message was vague and unspecific. I felt as though PSNH regressed from the last major power outage in terms of providing sufficient information to its customers.	Not very satisfied. Unfortunately perception can be considered a reality and it really seemed like a few days had passed before we saw any signs of progress being made to improve our power. And then it wasn`t PSNH but HydroQuebec. I`m still not sure what happened to our phone service with FairPoint. We never lost service until Wednesday night (Nov. 2). Then it was out for a couple of days.	This question is poorly worded. What "situation" are you talking about? Living conditions, I assume? We have a generator and we were able to run most everything. Unfortunately the cost of running our generator is much more than receiving electricity from PSNH.	Why is it our area in Merrimack (right on the Bedford town line) tends to be the last neighborhoods in the area to be hooked back up? Wouldn`t it be more fair if PSNH rotated the repair jobs with each major outage? The last three major outages we`ve lost our electricity for nearly three weeks.	More accurate / detailed information on the prerecorded message. Vague and unclear information is almost as good as no information at all.	Thank you for offering the public`s opinion on this. I saw the article in today`s Union Leader about this survey. I`m hoping to see a follow-up article on the results of the survey and also learning what my government will do to improve this. Perhaps the government should force high-risk zones of downed lines for buried utilities? Not miles and miles but perhaps a half mile or less in areas that are habitual risk.
Merrimack	4	48	N/A	Very unsatisfied. The Twitter feed was nothing but a rah-rah for PSNH.	I was without power and heat for four days. I have a 7-year-old daughter. We had to go stay with relatives.	I live in the 9th biggest town by customers in NH, so I expect to see EVEN ONE TRUCK before two days have passed. In addition, I live only .9 mile from the center of town, on what could arguably be called the most major road in Merrimack, aside from Daniel Webster Highway. I was around the town extensively, yet I did not see one truck until the teams from Quebec Hydro rolled into town. I happened to be right there, and passed them on DWH as they were strategizing. This would probably be confirmed by the fact that even DWH still did not have power at that 46th hour.	PSNH needs a better way of determining where to send crews early on. Their triage process STINKS. There is no way a single repair in some of these rinky-dink towns brings back more customers than doing a similar repair in Manchester. Bigger first, then smaller...it is very simple.	I have no complaints about the men doing the work. It is very clear that they work VERY hard, and close to around the clock during an emergency, but those, who hand out the assignments, need to rethink how they operate.

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						<p>It is VERY frustrating when you see little dinky towns being declared 100% recovered, yet large towns and even Nashua and Manchester, have barely been touched. My problem is not that they can be overwhelmed by a nature, as that can and will happen, but how they decide to allocate limited resources.</p> <p>I got the distinct impression that PSNH determined early on that they would handle certain towns, and farm out other towns to contractors, and if it took two to three days for the contractors to arrive, so be it. Even after Quebec Hydro arrived, I still never saw any PSNH trucks ever.</p>		
Merrimack	4	94	NO	Not satisfied at all.	Handicap person in home, no heat, no hot water. Power restored only after Quebec Power personnel arrived 4 days after losing power. Lost all food in refrigerator.	PSNH should have adequate personnel to handle during such events or place all transmission lines under ground	Provide honest information so that people can make plans to either stay home or look for other options.	NH NEEDS TO HAVE MORE OPTIONS FOR ELECTRICAL SERVICE PROVIDERS, it is apparent that the existing providers do not care about the well being of their customers.
Merrimack	6	&	N/A	I think PSNH did an OK job with updating the public about returning power. I think they were slow in gathering and reporting the information though.	We were without power, cable, internet & phone service for 6 days. We use a signal booster for our cell phones in our area, and without an internet connection we had no phones. We used a generator so that we could have some electricity to continue having hot water and microwaved meals. The roads leading to our house had debris and were closed for approx. the same number of days without power. We ran out of milk while we were without power, and between 2 people in my household we had to travel to 5 different stores to find someone that could sell milk. It was a very inconvenient situation.	I don't mind being without power for a couple of days, but anything leading up to the 1 week mark is unacceptable. PSNH did "OK" work in restoring power, but I feel they could have been quicker. I feel they could have been more sympathetic to those without power, and I feel they are starting to feel like they have some slack since much of NH now has back-up generators. But they should understand that generators are an expensive alternate option, and they should still be working as quickly as possible to restore power.	In this situation, I think PSNH did all that they could, but I feel that it is not enough. They are not a compassionate company, nor are they sensitive to the needs of their customers. If they were they would be looking at an alternative way to deal with severe New England weather. They would be proactive and try to find ways to keep power online, rather than reactive and work only to restore power once it is out.	PSNH stated publically that burying power lines in NH is "too expensive." I feel there is NO competition with regards to Utilities. The people of NH should be allowed to vote with their wallets if our Utility companies are not willing to work for us! It seems the loss of power is happening more and more often in New England as a result of more severe storms. PSNH should take a more compassionate approach to the idea of burying the lines in NH. Burying the lines in NH is almost becoming a need and it's disheartening to hear that PSNH doesn't feel the same. It is unacceptable to go without power for days on end during the cold winter months, especially when a lot of people rely on electric heat.

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Merrimack	0	70	No, when I reported the outage it was entirely automated. When I called back a day later I was again unable to speak to anyone and the system disconnected my call rather than transferring me to a real person.	The automated system made no distinction between any break in Merrimack and thus was nearly useless since the outage was many many breaks, not a single break that would be fixed all at once. Once I saw what a coworker was given for information by National Grid (a break by break map of outages with individual dates for fixes) I realized how badly PSNH handled information distribution. The actual fixing I think was at least acceptable, they were making fixes quickly and seemed to optimize their procedure properly.	Power went out Saturday evening. Sunday morning I fired up my small backup generator and kept heat, refrigeration and kids entertainment working. Reported the outage Saturday night and again Sunday night after reading a request to report them again online. Kept refueling the generator as needed with onsite fuel. Tuesday night power came on so I shut off the generator and put it away. The biggest problem was keeping the kids entertained with no school for three days.	I expect utilities to record outages and report estimated fix dates as accurately as possible. As they root cause failures and prioritize them (which I expect to happen within 12 to 24 hours for major outages) I expect them to report those failures and the schedule for repairing them online which other media can then use in their news reporting.	A map like this http://www1.nationalgridus.com/masselectric/stormcenter/	The biggest problem is actually something utilities should be doing BEFORE the outages. I've lived at the same address for ten years. The first seven had no outages at all. Then the ice storms of '08 and '10 and this halloween snowstorm have resulted in three to seven day outages. Each time crews have later come by and significantly pruned trees near the outage causes. Had utilities done this maintenance beforehand they would not have been nearly as swamped with such a huge number of individual breaks that all must be repaired to completely restore service.
Merrimack	5	0	Not at all!! All it said was that there were outages and days later the website said we would be up to a week without power. Are you kidding me. We are always one of the first to lose power and always one of the last to get it back. I feel this is unacceptable, I have a child that has multiple medical conditions and lack of power makes life very chaotic and difficult.	I was not satisfied with the information I received. I dont understand how Hydo Quebec can run circles around PSNH when it comes to restoring power here in town? Not to mention taking PSNH 2-3 days just to assess the damage. They should start dispatching repair crews immediately.	I lost power on saturday evening and did not get it back until thursday evening. I am a limited income household with 2 young children, 1 of which is considered "disabled" in the eyes of the Social Security Department. I do have a generator but my stove is electric and cannot be used and gas is hard to come by during these storms to keep the generator running. So I have to either order take out or stand outdoors during a storm making meals for my children on a gas grill.	I feel that the same "areas" of town should not always fall into the LAST to get power back groups EVERY time we have an outage. I understand the schools and hospitals, etc but come on on. The grid next to me had power restored more than 24 hours before us and this happens ALL the time.	Nothing other than changing up which "grids" get up and running 1st all the time.	
Merrimack	5	2	Since the 2008 Ice storm, the information provided (specifically updates) is getting better. Not great, but better	Since the latest PSNH updates were only available thru Twitter and homepage - access to this information was limited thru smartphone. Getting any information from Comcast was nothing short of horrible.	I live in a neighborhood with underground utilities. The road leading into the neighborhood has above ground utilities which sustained down trees and utility lines. Since the 2008 ice storm, this is either the 5th or 6th outage greater than 24hrs. That's unacceptable. Yes, I own a generator so I'm more fortunate than others. But how can you possibly explain being out of power for 5 days and receive an electric bill that is higher than the month before. Comcast flat out doesn't care. Your bill is the same and they	Up to date progress (town by town) Emails sent to all customers with attached list of town by town progress Followup publication of "Get well plan." What we did wrong, how do we make it better the next time.	Gotta figure out how to better estimate when towns will be up and running 90%, 95%, 100%. It seems like these numbers take way too long to estimate	

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					don`t care. I guess what distrubs me is the lack of attention to perventive maintenance. Removing tree limbs, eventually is not the answer.			
Merrimack	6	0	Not at all. Of course the phones were busy or left on hold without any pick up. We used our portable radio to get any information. Even using our cell phones and after many calls we simply gave up.	What information? There wasn`t any. The only info. we received was from the television at the hotel we had to check into.	We have lived in Merrimack in the same house for over 20 years. This is the third power outage in four years. The outages are getting worse. We`ve never had to worry about getting a generator but we will now. We`ve lost power in all three of those situations for at least 5 to 7 days. It`s as if the grid stability has worsened not improved over the years. We never lost power for over a few hours up to the last few years. In all three cases we`ve spent hundreds on replaing lost food, and in this case over 1500.00 in hotel bill not including meals out. We were shocked to hear that rural areas were on within a few hours to a day while we so close to an urban center continued to be left in the dark. It was crew from New Brunswick that finally got us back on.	Being more prepared is number one. Each time they keep saying they were surprised. Also spending time in the off season finding the grids that repeatedly go down and clearing trees, maintaing transformers and replacing or moving transformers that continually blow out. Just in our neighborhood alone the same trees, transformers blow each time (in the same spot) Can`t they be a bit more proactive and take care of the problem instead of applying band-aids each time?	At least come by the neighborhoods. We didn`t see or hear a truck in our neighborhood once during the entire week. The reports from the new brunswick crew were shock that south merrimack was in such a mess. No one knew!! That`s pretty sad to say the least. We just had no information at all.	I hope the commission does more than research. I hope they insist that the Utility companies are pro active and do not repeat this over and over again such has been the case in the past three storms. Quicker response time when the power does go out and manned phone lines increased in case of emergencies. Recordings were not accurate and did not allow us to leave a message or report an outage. They seemed understaffed.
Merrimack	3	82	No..twitter from PSNH was poor this time when a decision to not provide individual err per town/customer was made.Facebook was a complaint or pat on the back fest.	Disgustipated...completely unsatisfied!	Reported outage within 15 minutes...service restored after 82 hours. LOST Paid Time Off while searching for Kerosene to heat home from 51F in the AM..with a high reached one rime after running the heater all day of 68F. Elderly neighbor and one other on O2 also were w/out power for 82 hours.	NOT having to wait 2+ days for trucks and crews from other regions to drive here. The distance driven by outlying crews/trucks is predictableamd PSNH reliance upon them for relief to their customers speaks volumes to the lack of service they plan to provide. Northeast regional outages are widespread events since our outages occur due to snowstorms that impact the entire region...that is why PREVENTION is key. Trimming is NOT kept up as it should be. I want to know if the company has insurance that offsets the costs of trucking in crews and OT that results with their plan to react over	Aggressively trim trees. Allow users to subscribe to alerts specific to their region. Provide a map that can be accessed via mobile phones to see what circuit we`re on and get an accurate err. NOT RELY ON CREWS FROM AREAS 1+ DAY AWAY!	PNH hasn`t earned the "S"(service) that is their name sake. WE THE PEOPLE OF NH have 30+ miles of something they want for Norhern Pass...to which I was on the fence but generally supportive of the goal while uncertain of the specifics...but now I see it as a possible way to hold their parent company responsible for developing a plan to prevent such outages in the future and/or provide credit for outages at a multiple of the cost of lost service so they have incentive not to have outages for 1+ days while compensating customers who choose to unstoppable gas heaters or generators to lessen the negative impact of prlonged

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						multi day outages rather than routinely preventing outages by trimming aggressively around lines, or whether their bottom line is impacted..if they`re not impacted financially or if they`re allowed to pass on the costs of their reactive approach to the customers they failed to adequately serve then they will not learn from this nor change/adapt their approach.		outtages.These storms are not worse than the blizzard of 1978...but P_NH response is!
Merrimack	4	96		HAD GENERATOR - LIFE GOES ON	NO COMPLAINT - DID THE BEST THEY COULD	DO THE BEST THEY CAN UNDER THOSE CONDITIONS		THEY DON`T ENJOY IT ANY MORE THAN WE DO PLUS THEY HAVE LOST REVENUE AND BIG BILLS
Merrimack	5	0	No - Tried contacting PSNH via their website and found it too cumbersome and complicated to simply report the power outage.	The information made available was adequate and reasonably accurate. The information was found through web searches and not provided directly to me.	I own a generator and was able to provide sufficient energy to sustain my household and prevent food spoilage for the 5 days.	My expectation is to be kept informed of status / progress and to be provided with a simplified method of reporting my outage. Having to open an on-line account with my specific existing account number etc. is excessive.	My dissatisfaction with PSNH is limited only to the problems encountered with reporting the outage. The response time (5 days) while longer than I would have liked, I believe was excellent. This was an unprecedented storm with regard to when it occurred, so I feel the response was handled very well.	I do feel more could be done to maintain the areas (trees) adjacent to power lines to prevent the need for this scope of response in the first place. We don`t need to put the power lines underground, we just need to get the trees away from the lines! I find it interesting that we are questioning the responsiveness regarding the utilities response to this storm when there are still several towns in my area that have done nothing to clean up fallen trees that pose a hazard to vehicles in the roadways. Now, over a month later, I have seen no action at all by Amherst, Milford, Merrimack, Nashua to clean up trees or branches that are sticking out substantially into the roads.
Merrimack	5	0		Very satisfied, the updates from Twitter.com were very helpful.	I stayed with my inlaws for 5 days, how do you think that went?	I expect them to update me as fast as possible using today`s social media outlets. I believe PSNH did a good job of that.		
Merrimack	4	0		I was very pleased with the constant update of info from PSNH. They kept the percentage out per town updated regularly and that helped give us an idea of when we would be up.	We have a generator hooked up to the house so we had heat, lights, computer, phone and water.	I expect them to work hard, but safely to get everyone back up asap. I felt they did that.	My only concern was not getting barricades up around downed lines on our streets in the subdiviion. There were kids playing in the area and many cars driving over the lines.	
Merrimack	4	0	It seems to me that the damage assessment took longer than I expected.	Initially there was no specific information available (at the very least, it would have been nice to	I called PSNH as soon as we lost power, and reported the outage. In the past our area had only been out	The only thing I would have liked to have known is the reigonal scope (IE regardless of PSNH. how hard		I just read the presentation to the Executive Council and the response report. In the Presentation PSNH

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			<p>Between folks calling in, and local Police and fire departments, that PSNH should have had a good picture of the damage and estimates for restoring power sooner than 2-3 days after an event.</p>	<p>know where crews were working in), however once they published restoration timetables it was good.</p>	<p>for 1-2 days during the time we`ve lived in our current home.</p>	<p>hit was the new england area?). I had no idea the scale and scope of the storm until a few days after we got our power back.</p>		<p>claims that somewhere between 60 and 80 percent of all outages are caused by trees outside their trim zone. Is is 60 or 80, that is a huge difference.</p> <p>To me a 40 percent chance of a tree/limb falling from the trim zone on a line is too high. This means that tree crews are doing only 60 percent of their job. It also means that there is a 60 percent chance that a tree outside the trim zone could cause an outage. Obviously, each situation is different, but PSNH tree crews should be given discretion to remove limbs or trees that have a high probability of falling. This could be a dead limb, standing deadwood, trees that are leaning, or other situations that trimming outside the trim zone would have a beneficial impact on a number of customers.</p> <p>I drive around the greater Merrimack area on my way to and from work in a rural town, and I see tree limbs growing through utility lines, or trees growing beneath lines that will eventually grow into them, among other things. Tree trimming should be an opt-out proposition, and if a homeowner opts out, they should be held responsible if a tree on their property causes outages (fines, fees, or other).</p> <p>The average homeowner on their own is not able to afford 2-3 thousand dollars to have a private company come in an trim trees outside the trim zone. As it is my wife and I are trying to figure out how to have some trees limbed or felled on our property that could cause problems not only with our property, but also on some utility lines that cut through our yard that feed a side street (we are on a corner lot and power lines cut</p>

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								through the lot). To make matters worse, in our case we have a septic system and utility service to our home (which follows a separate path from the utilities that feed the side street) that could be disrupted if a tree-trimmer drops a tree or limb in the wrong place, thus increasing the cost to us as they will need to spend additional time and bring in proper equipment. Overall, I think tree trimming efforts should be evaluated, perhaps post a form or phone number concerned residents have about trees or limbs that could pose a problem. I have seen crews working in my neighborhood, but there were a lot of limbs/trees that were not trimmed that I would have expected to have seen trimmed.
Merrimack	6	0	The generic telephone message updated every however many hours is not helpful. We should be able to call and find out when power is estimated to be returned by the street, not town.	Not very.	We were without power, heat (propane) and water (well) for 6 days. Our generator wouldn't start so we didn't even have space heaters for the first 3 days. The only information we got was several days in finding out the worst case estimate for our entire town. NOT HELPFUL and incredibly frustrating.	The ability to find out exactly what is going on in MY AREA.	As their system is probably not much. If the infrastructure was updated our expectations would be much higher. Sad.	It is hard to believe we pay the rates we do for the amount of time we go without power. We aren't even in a rural area. I have the utmost faith in PSNH's employees and work crews, it is the entire system that needs work.
Merrimack	4.5	0			Had hot water, small borrowed generator.		More information need to be supplied by the local radio stations. The small generator we were using wasn't enough for us to be able to have a television running.	I think PSNH did an awesome job of getting so many people back up and running with the number of households and businesses that were effected in Southern NH.
Merrimack NH 03054	5	0	No - I was told a very standard response – 'We are working on it' When I inquired as to a time frame, there was none given. I called multiple times during the 5 day period of no power. And always the same response. 'We are aware and working on it - Sorry.'	Terrible from PSNH. Comcast (phone provider) was never contacted as the phone is VIOP and needs electricity to operate. Cell phones also were inoperable due to this outage at my residence. AT &T Wireless was made aware after power was restored and advised that indeed, there was no cell phone service in my area during the time of the outage.	It was awful. This 5 day loss of electricity cost me a lot of money. My anxiety level was extremely high. We had to eat out every day, lost all food in refrigerator and freezer and was forced to leave my home at various times due to no power. My reaction was frustration, anger and many tears.	I would expect 2 days max to be without power given the area I live in. But to have been without power for 5 days was incredulous to me. This is 2011, not the early 1900's! This was beyond unacceptable. And PSNH was way too slow in their response. After power came back, I read in one of the local newspapers that PSNH took a "wait & see approach" when the forecast first came out. I do	They should have been better prepared. This storm was predicted on a Friday morning. They had more than ample time to get ready since people started losing power on Saturday evening. They had a 36 hour WARNING time frame from the onset of the weather reports and it appears they did nothing until they realized the extent of the damage which was 48 hours after the initial	On Wednesday, November 2, 2011 @ approx noon, I was leaving my home to get something to eat and I saw an orange Asplundh truck on the corner of my street. I pulled over and asked the man working if he knew when power would be restored. His reply was, "I am just cutting down limbs and some trees so PSNH can come out ". If that man was telling me the truth, then my area was not even looked upon

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						not know how true this is, but judging from the people serviced by other electric companies, I think it may have been correct.	forecast.	until Day 4 of losing power. I highly doubt he would deliberately have given me misinformation. He did not work for PSNH. he clearly worked for Asplundh.	
Merrimack, NH	2	1			PSNH provided decent updates on their website but the first day it was tough to find someone with power to get these updates. I did not try calling for an update.	Home was down to 55 degrees, we stayed with a friend who had power	All available resources are being devoted to restoring power	It would be nice to have a more realistic time frame. Everyone was told it would be a few days before power came back but PSNH knows what section they are working on and should be able to provide a clearer time frame for resolution. PSNH should also think about burying the lines to prevent these outages in the future.	These types of storms are not something new and we know we will get more of them in the future. NH should be foward thinking and start to force utilities to bury our power lines to reduce/prevent these types of outages in the future.
Merrimack, NH	5	0	No	Not very	We had to run just basics off of our generator.	A more detailed voice message would have been appreciated.			
Merrimack, NH 03054	3	0	not really		I felt PSNH wasto slow to come up with a time table. Comcast did fix our down cable line within 24 hours of me calling though and they were able to tell me what day specifically my line would be fixed.	Since we have 3 children we could not stay at home. We have no wood stove or generator. The family we stayed with had a sick child and as a result all 3 of my children are still sick with that nasty cough. We lost almost everything in our fridge. But we were lucky to have family members who had generators.	I expect to see more trucks around. The whole time I don't think I saw one PSNH truck. In both of the major outages that have occured in the last 5 years, we did not get our power on until the Canadians arrived.	The Canadians could have arrived sooner. A better time frame by neighborhood, versus town. More info, on the home page of their web-site. More helpful info, to give us something to work with in the meantime. Advance notice from PSNH about power outage expectation. Like a warning for tornados. Who really expected to lose their power for days on Oct. Did they know?	Sorry to be so critical but I don't know why this has become such a pattern.
Milford	6	0	Yes		P.S.N.H. was fantastic. They kept me informed of the repairs needed. Fair point responded one day after they said they would be there.	Power lines, and phone lines where ripped of the house due to a neighbors tree falling on them. All the lines had to be replaced from the pole to the power panel inside my house including the meter. PSNH was fantastic for making the repairs and restoring the power after such a large and heavy snow storm.	PSNH response was what I expected.	I dont see where they could of improved anything.	The snowstorm was imense in damage that it caused. I feel PSNH did above and beyond what was expected of them.
Milford	2	0							
Milford	4	0	No	Not at all	Power went out and we had no heat or hot water. Regular daily calls were made to find out when we were going to have power restored, but all we got were statitics telling us how many other people were without power.	Within 24hrs.	Listen to the comments of how easy my particular road was. All that was required was a fuse to be replaced! This fuse blows out two or three times a years, so something is wrong.	It came to my attention that the PSNH policy is to wait for disaster to happen, then repair it. I used to have to sign permission for to allow PSNH to trim back trees and maintain a clear path for the electrical wires. No longer do I get that permission form, but I also don't see PSNH keeping up with	

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								line maintenance. It would seem to me that maintaining the lines and trees around them should be a mandate. A drive around my local neighborhood and I could see that at least 4 poles and transformers had to be replaced due to the lack of maintenance. All that repair does take time and was done quickly, however it could have been avoided. Food that was lost in my 5 unit building was over 1,000! Who's going to pay that back! Aparently no one!
Milford	4	0	Never got to speak with a respresentative. Nothing but recordings.	Not satisfied.	Our electricity went out Saturday at 6:13pm and did not return until Tuesday evening. Streets leading up to our home had power but was unable to find out why our street was out, our lines are all underground. No longer called PSNH....just waited.	I expect to be able to speak with a live respresentative at any given time. With the continued approved rate increases, I except an inaproved customer service both in the office and out on the lines.	PSNH could have made an attempt to contact me on a daily basis of the progress for my residence, not the town - state as a whole. The state knew this strom was coming, therefore all utility companies should have had a plan in place...one of which they should have written after the December ice storm we had a few years back.	
Milford	4	0			Very difficult to prepare meals, had to spend \$ eating out and cost of having to throw food away. No personal hygeine, extra \$ spent for gas using a borrowed generator and possibility of dangerous air from generator.	Have previously notified PSNH of multiple tree overhang with no acknowledgement of our concern. The news warns us days in advance - be more prepared and be pro-active and hire more employees	HIRE MORE PEOPLE. The utility rates are the highest in the country- they should be high enough that you should be able to maintain a sufficient work force	Better tree management is a must. Most of these trees have grown up around the lines so in order to keep the lines up - some of the trees/branches must come down for proper management.
Milford	5	0	nope the just kept saying we are working on the problem	it was terrible my neighbor had power restore in less than 12 hours and i had to wait 5 days	inconveined need to shower and eat out my apartment ALL ELECTRIC	i love less than a 1/2 mile away from a sub station so be with out power is un forgivable	stop having people driving around say that we are working on the problem	
Milford	4	88	Yes - I learned that the power outages were widespread..... then I lost my phone. :)	I'm satisfied - I think setting up the website with ;worst case' dates was helpful - it showed that there was a 'light at the end of the tunnel' - if you'll pardon the pun.	Living in the center of town for the last 25+ years, I had never lost power for more than a couple of hours at the most - this was a real eye-opener to the inconvenience of being without power for multiple days - if nothing else, I have a newfound empathy for the people who routinely lose their power.... It wasn't easy and it wasn't fun - I remember when I saw the trucks nearby and got all excited on Monday morning - turns out, it was most of my neighborhood that got	Nothing more that what you already do - the best job you can of restoring power as soon as you can.	Short of driving around with a megaphone announcing 'don't despair - we're on our way' (which would be a total waste of time), I'm not sure what else could be provided....	Once again, while you may have rec'd complaints, I and my family send only thanks for a job well done - thank you and happy holidays! Here's to good weather and sturdy trees.....

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					their power back on Sunday night - because of the line damage in up the street, about 76 of us were without power for another 3 days - I understand working on the areas where the most houses/businesses could be restored at once and I understand that we were not high on the priority list.... when we did get power back, it was great - I`d like to send my thanks to all of the workers.....			
Milford	4	0	No, I could not reach a rep on the phone I went to PSNH`s Milford office on Monday was told PSNH tries to get as many houses on line as soon as possible, told rep this is old it was used during the ice storm there are 74 townhouses in this area. I went to PSNH`s office again on Tuesday was told and showed a paper that Longley Place 1 in on the list. Both times I showed PSNH rep a Physician`s Certificate. We in Longley Place & Tonella Place Townhouses did not get our power back until midday Wednesday after someone I know in a trailer park on the west side of Milford called the governor`s office about the outage in the trailer park and over here also telling the person in the governor`s office about three disabeled people in this building within 30 minutes there was a fleet of trucks in the trailer park as well as a truck over here the maintenance man in Longley Place said it took PSNH workers 10 minutes to change a fuse on a pole. The same type of thing happened during the ice storm we went a week without power only	None at all.	Most has been said in #6. I also told PSNH`s rep in the Milford office that I have respiratory problems, allergies and asthma and have HEPA air purifiers and humidifiers running constantly also need my microwave to warm water for nasal irrigation twice a day. I did feel an asthma attack coming on Monday night I had to give myself three puffs of Albuterol spray fortunitaly that cleared up problem otherwise I would have had to go to the emergency room for Albuterol mist treatments or if after 11PM I would have had to call 911.	When power is restored all around us I expect to have power restored to these 74 townhouses not be a hole in a donut especially when the problem takes a matter of minutes to fix and especially being a 10 minute walk to the center of town. Why are we ignored by PSNH while they go restore power to outlying areas?	PSNH could have gotten our power back the same time power was restored to Powers St. and Tonella Rd. both this time and during the ice storm.	PSNH spokesman Martin Murray said in the Nov. 29 Union Leader there very proud of their response. Are they very proud of the response we were given? They just plain don`t give a damn.

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			got power back after phone calls were made to PSNH by a government agency the problem was two wires laying on the snow that time it took PSNH 30 minutes to connect the wires. Route 101, Powers St. and Tonella Rd. gets power within a day and we sitting between Powers St. and Tonella Rd. Wait and Wait and only get power back after complaining to government agencies.					
Milford	1	2			Living with elderly grandmother -so as the hours went by -it became more stressful not knowing what we would do if we had to wait another night. She was getting crabby and cold. We weren't as prepared as we should have been - but in almost 18 years, we've never lost power for this long.	I expect the power to work -but know that mother nature has her own ideas.	I think more 'disaster preparedness' information would be helpful. Silly things like we didn't have a radio to use to hear where shelters were.	I appreciate all of your hard work -I know it's not easy!
Milford	3	0		Very satisfied. The PSNH on-line updates (web and facebook) that I could get from my smartphone were an excellent source of information. WMUR is not well designed for use from a smart phone resulting in almost no valuable data from WMUR.	We had a snow storm, trees and branches fell down and took power lines with them which knocked out power. PSNH, mutual aid crews, and tree crews came by and cleaned it up and restored power. The snow melted.	I expect them to do the best that they can and give their customers up-to-date information on restoration efforts. I'd rather have good data twice a day than many updates with limited information throught the day. I expect them to work with local emergency management officials and exchange critical information with them.	None although the local media could have done a better job in power outage predictions. NECN had the best visuals but WMUR didn't do much other than tell us about snow and that it will be heavy and wet causing power outages. NECN actually had heat maps that said, 'widespread power outages' in the correct areas.	
Milford	4	0	OK	IT WAS FINE	HORRIBLE. NO BACKUP GENERATOR	GET THE POWER ON ASAP	I FOUND THE INFORMATION TO BE ADEQUATE	
Milford	3	0	I never spoke with a customer service rep.	The only information I received was the number of customers without service. This was obtained by texting my zip code to the company.	I have a generator, therefore, I did maintain water use, some outlets, a bathroom light, heat during the day (we did not run our generator over night), and a refrigerator. Gasoline was at a premium as many gas stations were also without power.	My expectation would be that they are working as hard as possible at restoring the power.	I have read some of the news stories regarding the storm and the utility's preparedness and restoration. It appears that PSNH has done a better job than it did during the last two major outages. I think there are things that will be done better next time, as each storm is a learning experience. However, there will be those that will complain that not enough was done. I probably would also if I had been without power for more than three days. At least is was less than	

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N. Hampton	0	45	Not really. Mentioned a service disruption had taken place (with no lights we assumed so).	PSNH does not have a real time system...Only reactive to updating.	Typical situation.. power out shortly after snow began.	PROACTIVE alerting to specific location status and specific estimated up time.	the time period that we lost it during the 2008 ice storm: 7 days. Use the radio stations more to update those that depend on this. Also have our emails and send out emails on status- we have smartphones.	Until PSNH is held financially accountable (fines, or better yet reimbursements to users) they will not invest in the adequate infrastructure to handle these ongoing outings in a faster manner. They know today no penalties.. we get the power on when we do..
Nashua	4	0	they refered me to the twitter feed to get updates. we had down pole across our rode and it was blocking traffic. they noted it on twitter on sat.the 30th afternoon and the pole was not moved till tuesday. the psnh web sight says that they would fix ares with the largest problems and issues that caused the most danger to the public. well nashua had 2 gas stations and no power for traffic signals. and we were on of the last towns to recive crews to fix the power. we went for a ride as a family to see what it was like around our area and did not see any crews out working on sat sunday and 1 crew on monday. they were of no help and said what they thought you wanted to hear just to get you off the phone i call numerous times only to get told that many crews were working on our circurt. and my power woudl be on before they quit for the night. got that for 3 days. i feel that i was lied to 3 days in a row	the information you received from psnh was poor at best. in general that have no idea when any fix would happen they just send crews.	very poor customer service. they charge us for lines transmittion and all kinds of other charges but when it comes time to fix the issues they talk about not having enough manpower to fix thins quickly	my expations of the utilty is to have a work force that can repair the issue that is causing outages in 24hr time ... NO MATTER HOW LARGE... we pay some of the highest fees other then california but the service is very poor. if they dont have the man power they should not be as big as they are. the ceo got a 4 mill bonus this past year so its not like they dont have the money. higher more men and women to keep us up and running. we live in a time of great dependance on engery and if they can not suply a steady stream they are doing it worng.. they could also cut all trees that are within 25 feet of lines or above them .	they could give honest info insted of info that is tilted to make they look better than the situation is. they gave me false info 3 times on the phone and 2 call backs were from supivesers and they also gave false info just to passife me	if the power providers can not keep the power on they need regulated and mico managed by PCU . if i worked for you and/ or psnh and mislead the public, lied to people calling for info, posted misleading info on twitter and took 4-5 days to do what is expected of me i would no longer work for pcu or psnh. because of this reason the utlites need to be fined 500\$ per customer without power for every 24hrs. if this seems to excisive to they charge us so much for every little service they need to understand that powere is a need not a service. i can understand cable internet and phone being down for a few days but power has no right being out day after day. if the power was out and it was just a bit cooler all the pipes in my house would have burst and i would have been out more money i dont have. i understand times are tough but in this day and in our country we have a right to energy every min. of every day and if psnh can not suply it to all of its customers mabey they dont have a proper emergncy plan in place to protect its customers. they way that it sounds to me and after seeing how long it took to get my power back is that they are not ready to keep there own inferstructure up and running. its not that they cant find workers (many people in nh are looking for work) but they dont want anymore

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Nashua	5	0	Not really. They informed us they were aware of the outage and that crews were working on it.	We were told it could take up to a week for our power to be restored. In today`s day and age, that is unacceptable.	Loss of hundreds of dollars of food items, due to the outage, temperatures in my home at 40 degrees. With the cost of my electric bill every month, I don`t expect these situations. PSNH should invest some of that money in developing better response to outages. I will be installing a standby generator powered by propane to avoid these situations in the future.	One week is far too long for people to be without utilities during a major storm.	They need to use all resources available, even if that means sub contracting workers to help clear downed trees, etc.	workers because it hurts the bottom line. please make the utlites provide us with power 100% of the time and no little slaps on the wrist please .. fines should be based on a set ammount per customer without power per 24hr period \$500 would make them understand that they need to get thier act together
Nashua	4	0	Found info on the website generally helpful. Could have been clearer on the restoration process but it was fine.	Generally satisfied.	Lost power late in the night of the storm. By morning my (dead end) street was blocked off from access to main roads by 2 fallen limbs and also somewhat by downed wires. Neighbors and I cleared limbs. Setup generator that morning. Generally ran generators during the outage.	Get the power back on in less than a week.	We now expect much more information about our lives. Though the power company did have a website and did provide data to the media about the restoration process/progress, the type and level of information fell short of what we now expect. Providing commitments about forward looking restoration is obviously somewhat difficult. Providing better and more understandable information about the restorations completed to date would be helpful.	While power is clearly higher priority, it is interesting that as of Nov 29th, the city has still failed to collect any/most of the fallen limbs that are scattered across the city.
Nashua	5	12	Didn`t call, entire neighborhood/Ward was out of power.	Had no way of getting any communication from them. Battery powered TVs no longer work because of the digital conversion (thanks Congress!). Didn`t have any expectations of when power would come back for at least 3-4days.....	Had no power & heat but kept feeding the fireplace to keep warm...for 5.5days!! Was given no expectation of when it would come back for at least 3-4 days until WMUR posted a list that I could try to read on my Smart Phone that I had to keep charging with the car. Cell service was out but 3G worked(somehow). Had to use my OnStar Satellite car phone to contact people & customers.	I understand this was a storm of storms, but there was rotten communication all around. From PSNH and even WMUR. WMUR kept posting that lots of people were without power... no kidding! They kept talking about it like no one knew. I didn`t need to know that people were without power, I needed to know WHEN it would come back. I would have expected that PSNH and WMUR (and Radio	Provide an earlier expectation of when power would be back...even if they had to update it daily, SOMETHING!! Nothing is unacceptable. And then get the word out to every communication avenue that there is, radio, TV, newspapers etc.	I live in the CITY of Nashua. A CITY! To be out of power in the CITY for 5.5days is absolutely absurd! This is the SECOND time in 3 years that I`ve been without power in the winter for 5+days. This is absurd and I have no confidence that PSNH can/will perform any better in the future. I`m now investigating spending over \$1100 for a generator hookup because PSNH cannot do a reasonable job that we

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						Stations) would have worked closely to communicate when power was expected back in areas earlier. Going for DAYS with no expectation is absurd and in my mind, incompetent.		pay for!! Are they going to refund or not charge for the `Delivery Services` fee that they charge monthly for that 5.5days I was out of power?? Between the last time I was out of power(2008) and this time, I've lost everything in my freezer & fridge 2x. Probably \$600-\$800 total! Plus the cord of wood I've had to burn to keep heat im the house, the \$1100 generator seems to pay for itself...when I pay monthly to have PSNH `Deliver` my electric... All of this when you live in a CITY!!! I could expect to be out of power for this long if I lived in the woods of Milford...but Nashua? When I finally did see a Power & tree trimming truck in my area, within 1hr power was back on. That tells me that someone wasn't managing and allocating their resources efficiently....1hr for trimming trees and checking the wires but 5.5days to get to it? I could understand 5.5days if a transformer blew and was not in stock, but for tree trimming? Absolutely absurd and incompetent!
Nashua	5	0	Yes	Satisfied	The forecast predicted heavy, wet snow in October, which typically means power outages. In fact, forecasters at the local, state, and national levels all reported as such. While no one likes being without power, it should be understood that such an event will result in widespread outages. Although we had no electrical service, gas and water continued uninterrupted, which allowed us to remain in our home. Where these types of events happen (relatively) infrequently, the associated outages are tolerable and understood.	I expect the utility to plan the work and work the plan. If they executed their emergency response plan, as detailed, I don't think they can be faulted unduly. While it's debatable as to whether resources should have been pre-staged (I don't like paying for crews, if it turns out they're not needed), it should also be understood that a multi-regional event (like the October Nor'easter) will limit resource availability, which in turn impacts (or extends) restoration times.	My only concern was the visible lack of a public safety phase immediately following the storm's impact. For example, sections of wire and poles remained in Nashua roadways upwards of four to five days after Sunday. Although the utility had pulled the lateral fuses to de-energize the circuits, they failed to sweep the laterals and make safe the conditions noted above. I understand that resources committed to public safety are not restoring customers, but their focus is far more important (preventing serious injury or death) than re-establishing electrical services. Affected customers can always go to a shelter for warmth.	I thought PSNH responded appropriately to the event, with the only area of needed improvement (at the Nashua customer level) being public safety. Placing the event in context, PSNH's parent company was also managing restorations in two other states; additionally, the mid-Atlantic, New York, and New England regions were significantly impacted by the saem event. I think it silly to demand that my service be restored (more or less) immediately - as I've heard some state - when so many others both in NH and outside NH are also impacted. Also, please note that I work for another electric utility - and for that

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Nashua	2	18	I used the PSNH website to track the outage from my smartphone and it worked well without problems.	Very	<p>Going into the 3rd night without power I noticed a utility truck with a spot light surveying all the lines in my neighborhood around 7pm. Later I was in bed about 11pm when I saw orange flashing lights outside the apartment building. I then watched as a group of 3 trucks looked at the 20` branch on the lines and 2-3 minutes later one crew remained and the others had gone on to other areas of the neighborhood. The crew of 3 workers using flashlights slid a 20` branch along the wires to avoid the cars that had parked below it. After sliding it the worker in the lift bucket of the truck used a very quiet saw to cut up the branch and get it off the wires. I have 3 young children and because of the care the workers used in not turning on flood lights or using loud tools they were able to sleep through the entire process.</p> <p>I was impressed with the planning and organization it showed when the utility was deploying all levels of its resources so the actual tree crew didn` t have to waste time surveying. And also that they still took care to do the work in a manner that was not disruptive to people sleeping next to where they were working.</p>	I expect them to keep accurate and up to date information on they`re webpage.	I would like it if the interactive map on the PSNH website would divide the town into the different wards instead of just having Nashua as a single unit. It would better show what parts of the town are hit hardest and it would be easier to see areas of improvement which I think would help the public perception.	<p>reason I`m a bit more understanding than the typical customer. Some, though, would say I`m biased, although I believe such a claim is unfounded.</p> <p>I`m very thankful for all the workers who worked around the clock and still took the time to show care and expertise on the job working in the middle of the night.</p>
Nashua	6	0	N/A	Website was updated - info was helpful and accurate. Surprised with the magnitude of the damage they were providing info or estimates at all.	Power failuer for 6 days - due to widespread and extensive tree damage.	Not much - it was obvious to us, as we had been in PA during the storm and drove back through CT that this was a massive event and it would take quite some time to respond and resolve. After the 2008 ice storm we began preparing better for these type of events with batteries, food, etc. Things	I think the response was as good or better than could have been expected based upon the magnitude of the damage - it clearly occured in the region, not just New Hampshire. How could the utility company possibly prepare for this type of contingency? Not sure it would be	I was impressed with how quickly power was restored based upon the extent of the damage that we observed. PSNH should be commended. And residents should plan by buying generators if necessary for the time when power is out. I genuinely don` t understand what all the

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						happen, and people need to be somewhat more self reliant in my opinion.	cost effective to do so.	complaining is about - this was a huge storm and the damage was clearly evident. PSHN provided updates regularly - we had a smart phone that never lost signal and had internet. With a small investmentidents can purchase standby generators, or portables. If anything, people need to take a bit more responsibilitiy for themselves - and plan ahead. Its predictable that storms will happen - it is not anyones fault. Jut my opinion. Thanks, [REDACTED]
Nashua	0	3		I was satisfied. This storm was, from my perspective, unprecedented. The response from the Utilies was appropriate.	From Saturday night on October 29, 2011 until approximately noon time on October 30 the power went out for periods of time ranging from several minutes to an hour. In the 16 years I have lived in my apartment this had never happened save for one or two times when accidents caused power to go out and one time when a transformer caught fire. With the power flickering as it was I knew that this was not a typical storm and something bad was happening.	My expectations are quite simple actually. The Utilities are the professionals, they hire professionals and they reacted quickly and appropriately considering the magnitude of the storm.	There seemed to be no coordination on either the extent of the damage nor of the progress made in getting cable, phone and electricity lines back up and connected. Comcast seemed to have no clue what was going on and neither did FairPoint.	All things the Utilities responded quickly and efficiently considering the task at hand. They had a huge storm arrive early and the damage was unprecedented. The crews acted professionally and did the best that they could.
Nashua	2.5	0			An interesting experience	To get me back up as soon as possible	Nothing	I think they did a great job under disastrous circumstances.
Nashua	6	0	I did not find PSNH particularly helpful. Worse than not having power for 6 days was the fact that NO ONE could give us any sort of estimate on when we would get our power back. Toward the end, I was finally told how many people were on our line and how many trouble spots needed to be fixed, but still no guess as to when this would be completed, and this was only acheived after SEVERAL calls. I was repeatedly referred to the extremely generic	See Above comments.	We lost power at approx 9:45 p.m. Saturday and did not get it back until approx 6:30 the following Friday. People a few hundred yards from us had their power back the day after the storm. While I understand that area contains a school, elderly home and firestation, and should get priority, this goes back to my point about the order in which repairs are made. Somewhere, someone has this list and knows the exact order. Why is this information not made known to us???? Also, I was told there were 1,400+ households on my line. Is that an insignificant	Tell me, within reason, when I can expect my power back. If it`s going to be 6 days, I`m not going to be thrilled, but just let me know.....	1) Do not treat a huge town like it is one entity. The difference between 24 hours (my condo) and 6 days (my house, where i actually live) is ENORMOUS. Yet, the Web site lists Nashua as one entity and says "95% by X day and 99% by Y day." How does that help me? Ever heard of seperating a town into neighborhoods? I know that listing every line one by one is probably unrealistic (or can they?) But, there has to be a way to get more specific. Things like downtown, south nashua, pheasant lane mall area, spit brook road area, etc. would give people a better idea so	PSNH, please treat your paying customers like adults and just tell us our individual situation. Also, my brother-in-law is a PSNH employee. He told my wife that crews were sent to CT to help them when we still had no power. I cannot corroborate this firsthand, but that is INFURIATING if true.

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			<p>timeframes on the PSNH Web site, which listed Nashua, a town of almost 90,000 people, as one entity. My empty condo, which is 1.5 miles away from my house, had power on Sunday, 24 hours after the storm. Clearly, there was an order that things were being repaired in. I don't think workers were arbitrarily fixing problems. How hard would it be to tell us where we are on the list? If someone had said, "Sir, you absolutely will not have power for 6 days" do you think I would have stayed in my home? No, i would have bought an air mattress and slept on the floor of my condo.</p>		<p>number? Certainly seems like a decent amount of customers to me. We were among the last 600 people in NH (of over 200K) to get back our power....</p>		<p>that they can plan accordingly. Yes, we were all (everyone, including the people that got power back in one day) told that we should plan for an extended outage of up to several days, but this, again, is so generic.</p> <p>2) Why was helped not called in from out of state immediately? This did not happen until, I think, Tuesday. If this storm was as unprecedented and catastrophic as we all are being told (which I believe by the way), then PSNH should have immediately called in extra help in addition to having their regular employees working unlimited overtime. They should have known this effort would need to go well above and beyond a typical storm.</p> <p>3) Better pre-storm preparation. Again, I realize this storm came early, but I wonder if more could have been done to prevent so much tree limb related damage, such as trimming back of branches, etc.</p>	
Nashua	5	0	They said it would take up to a week and it took 5 days and nights.	Information was OK but the message was bad news.	The high voltage lines broke on both sides of my home causing a surge prior to the outage. The surge damaged nearly \$1,000 worth of electronics/electrical devices. My insurance deductible is \$1000 so I'm out of luck. Luckily I invested in a good generator after the last time. There are still piles of brush on the sides of my street a month later.	Better prevention. I would like to see aggressive preventative maintenance and tree trimming.	Their info sharing was OK.	I live in the heart of Nashua where 5 day outages should not take place. We expect that in 3rd world countries but not here.
Nashua	6	0			I live in North Nashua where the tree damage was severe, so I expected a prolonged outage. I eventually purchased a generator.	Just what happened is what I expected. PSNH mobilized, brought in outside help and developed a plan to systematically attack the	Without power, no TV or Radio coverage was avail. We got most of our info on-line while at work. Would have liked an overall	I drove all around Nashua in the days following the storm (of course where the road was passable). What surprised me was the

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					Our kids are grown and we are a gas household so I had some heat and I/we had hot water, but 6 days was quite a stretch. We made the best of it	problems. I assume they prioritized based on their ability to service and repair. I was able to check their progress on-line. It was easy to see where they were focused (or not focused) on. Nashua appeared to be last on the list	strategy statement on line, the % progress was of little help, or should I say offered little hope. While the data was real, it was a `feel good` meter. "Look how many more people are back."	absence of trucks during the first 3-4 days. I was home as my employer cancelled work for 3d. I felt that Nashua, specifically north Nashua was last on the list. My relatives got power back in 3-4 days. I'm not sure if I am upset or not, I am surprised that it took 6d for us to be restored, but at the same time, I think every able-bodied individual was working as hard as possible. My impression is that each individual performed admirably, but perhaps we needed more individuals. It did become a hardship after 4 days.
Nashua	3	0	Not particularly, although I knew it wasn't their fault. I am concerned because I reported a downed line on a fairly busy street and it seemed as though PSNH really didn't care all that much about it.	PSNH sure spent a lot of time telling us about how great a job they were doing but I never saw a truck in my area until Tuesday morning. They spent all Sunday supposedly doing main system restorations but after a day of work Monday they only had restored power to about 10% of affected customers. I am curious why the most populous cities in NH had to go the longest without power.	Tried to tough it out at home the first two nights, but by the third night had to go to a friend's house who had power. Had a five-month-old baby I had to keep safe.	When advance notice of a storm is available, the utility should stage crews either in the state or near the state. It's clear from the response that PSNH waited until after the storm started to call for help, which delayed the arrival of out-of-state crews for probably 24-48 hours. PSNH is a private company and has the resources to put crews up for a night or two, even if the storm ends up being a false alarm. PSNH should also provide crews with the ability and equipment to work around the clock to ensure restoration of service.	Provided some kind of direct feedback via email, text, or phone, about the ETA for restoration of services.	Perhaps there could be some sort of "utility militia" (for want of a better term) that can be called up in emergencies. These emergency crew members would have some basic utilities training, be able-bodied, and have their own foul-weather gear. They should be compensated for their time either through direct pay from the utility or reduced residential rates. Also, since we've had four major outages in the state in three years, we need to look at raising funds to bury lines. Supposedly a private commission said doing so would cost something like \$40B over 30 years, but who said we have to bury everything in the state? Concentrate on burying lines in Manchester, Nashua, Salem, and Concord first, then either worry about the rest of the state or don't bother. It's time New Hampshire behaved like a 21st century state rather than a 19th century backwater.
Nashua	5	0	n/a	It appeared the PSNH crews were diligently working to restore power as quickly and safely as possible. With all the tree damage they had to coordinate with tree crews prior	Operating on generator power; obtaining gasoline felt like a throw back to the 70's with long lines at gas stations.	If utilities are supplying restoration plans & progress against plan to news outlets - they aren't filtering out to the general public. If they aren't please consider doing so. At	Provide a map identifying restoration plan & progress relative to plan. That way we could have an expectation for when service would be restored to our area and can	

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					to accomplishing their work to repair lines - even in the small hours of the early morning. I imagine all utilities (telephone, cable, etc.) were also diligently doing their part to restore service to customers but in my opinion, the electric crews have the toughest job since the distribution system has more safety risks as distribution elements are energized. So, their task needs to be methodical - especially as weary crews bring power on to prevent anyone from being injured.		least then, people can plan accordingly and take action (e.g., seeking alternate housing, etc.). The loss of telephone is common place for Comcast (even in the absence of storms). It would certainly be beneficial for them to have a higher reliability system; where they could approach service statistics like real landline telephone systems (Verizon/Nynex/NE Tel/Bell Tel...). A review of their transmission system - amplifiers, repeaters, etc. and how they're powered/backed up - as means of providing emergency communication (911) should be done with a plan to enhance their system.	plan appropriately.	
Nashua	7	0	not really it was vague and hard to get a specific prediction for our area (north end of nashua)	comcast came out in a few days and repaired the down line, however without electricity we had no phone service still No heat no electricity 7 days, we found the scope of the storm amazing so expected delays but did not see anyone from PSNH/Electic for 6 days in the north end, to clear down trees, or fix lines. A huge population area was ignored.	We found it very frustrating that we had moved from Amherst to Nashua (much because of the ice storm we had there been out 10 days without power or water), only to find the situation as desperate despite being in a heavily populated area of town. Why not come out and trim the trees every year? why wait until these storms hit? an ounce of prevention?? it if had been 3-4 days given the scope of the storm it would've been tolerable, but I am ill and had to live in 47 degrees in our house. 7days is unacceptable.	I expect more preventative measures to be put into place to groom trees and dead wood yearly, then work to supply the largest population areas first. It was frustrating to learn that the rural areas were restored in advance. What was the mind set?	They could post on line neighborhoods and predicted return of power, not towns. It was crazy when the power came back to see the downtown area restored so fast (and those closest to it) yet a street or so away ignored for days.	I know everyone tried really hard and this was an early storm made worse by the foliage, I was impressed with the on the ground teams who worked so hard but we say no one for a week then had 3-4 trucks show up in our neighborhood. Why? We would like the same attention as everyone else got not be the last street in town restored.	
Nashua	6	0	No	PSNH provided no informatioon, and no access to a human. Fairpoint was as usual condescebding and arrogant. This company cannot be bothered with customers.	Terrible, especially Fairpoint, still having problems today with them. They cannot be bothered with customer problems.	I understand that storms can be a problem, but I cannot understand why there is no form of two-way communication with their customers. We customers pay their wages, I will not put up with arrogance especially from Fairpoint. Fairpoint`s management problems are systemic, showing that the aura of the company is tricked down from the CEO.	Just provide information and the ability for human contact. Also reimburse customers for time not serviced.	Fairpoint needs to be gone.	
Nashua	4	0		very satisfied	I lost power for about 4 days.	Given the freak nature of this storm (over a foot of heavy wet snow in	I have no suggestions.		

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						October with the trees still loaded with leaves), I am not surprised at the duration of the outages. I was pleased to have mine back in 4 days. The outages were extensive and widespread and I think PS did a super job. There was good coverage in the media to help people understand the extent of the destruction and to anticipate restoration times.		
Nashua	6	0	Yes. The constant updates via PSNH`s tweeter account and PSNH outage website were very helpful in knowing the status per city/town, the size of the breakdown, and the estimated power return date.	Satisfied.	Power gone on Saturday night. Power back on Friday afternoon. Had generator. Used 25 gallons of fuel. Ran generator during the day only.	Since we live in very wooded neighborhood, it is expected than on freek events (i.e. snow on trees with leaves) will cause unforeseen events OR events that financially do not make sense to attempt to guard against. For example, if all possible trees/limbs are to be trimmed throughout the year in case a freek storm was to occur, with 1 in 10000000 chances, it would appear to be money wasted, and the rates would increase to cover for this. We just got hit with a VERY UNLIKELY event and that is what emergency preparation is for (i.e. having generators, food, water, plans, etc)	If they can fine tune what streets are being worked on, or expected to be worked on, that would be an improvement over an already good communication system.	
Nashua	5	0	Interesting question... as you can imagine, it was impossible to reach a human and the automated phone tree was painful to use. When my husband final reached a person, they had no information. Were they as helpful as they could be, yes.	We really couldn`t find any useful information.	5 days without power, but when we drove around the neighborhood after the storm had abated there was only one branch leaning on one wire.	I would expect - at least for larger communities - a map of what is up - what is down - and where the crews are working.	see above	The major lines through our neighborhood that lead to Hollis suffer badly during every large event - these should be buried.
Nashua	6	0	I made several calls. Some representatives were helpful, and some were not. Some representatives seemed upset, and in a hurry to get me off the phone. Other times, I got an automated system, which provided no information.	I appreciated PSNH`s presence on Twitter. That was my main source of storm-related outages information. Would have wanted to know which crews from which states were deployed to specific cities.	I lost power the night of October 29, and remained without power and hot water until November 4. I do not have a generator. I do have a fireplace which provided some heat while I was awake, but it became impossible to get up once an hour at night to refuel the fire with logs, so I slept in the house	To restore power as soon as possible, calling in help right away if the outage is large. I did not see a single utility truck in Nashua on October 30. I think PSNH can and could do better.	Deploy out of state/country utility trucks much, much sooner. Six days was far too long to be without electricity in November.	Why were customers asked to call in outages multiple times? Were our original reports lost?

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					without heat for all six days. I lost all the food in the refrigerator, and the refrigerator itself leaked with defrosting. Tree limbs fell on three electric/phone/cable wires that ran from my house to the telephone pole, and ripped the wires and connectors off the outer wall of my house. There was a "live wire" in my yard until November 9. The house still reeks of smoke, and I am still scrubbing away soot.			
Nashua	5	0	my neighbors reported the electric outage so I don't know but when I called comcast to get some credit for the 5 days without cable, internet and telephone they gave me a hard time. At first they said I didn't call in time and I told them I just recieved the bill, then they said well we're only crediting people who had no comcast but did have power and I told them that was ridiculous that without power there was no comcast. They eventually credit me \$30.	I didn't speak to anyone I was living out of friends houses and a shelter one night hard to keep my cell phone charged so I didn't use it much got my info from neighbors who were calling alot.	We lost power Sat. night and were without everything until Thurs. night. We were told immediately that we would be without power for 5 days. I wonder how they could come up with that so fast? It was like just get used to it because you are out of luck. We lost all our food, had to put our dog in a kennel, we were forced to stay in a shelter over 1 night I can't say we slept there because that is impossible to sleep. It was very upsetting primarily because it was a repeat of the ice storm where we were without power for 7 days!!!! I am still traumatized by that experience. It wears on you to be displaced. Our neiborhood was like a war zone with trees down everywhere	I have lived here 20 yrs. and for the 1st 18 I can't think of more than 1 or 2 very brief outages for a few hours. Now the norm seems to be a week. I grew up in NJ we NEVER once had a power outage. I have no idea what the problem is but I certainly don't expect to be without power for more than 24 hrs.	they NEED to start triming and taking down these big old dead trees everywhere. I live in the old north end of Nashua and the area is filled with these trees just waiting for a storm to bring them down how about a little preventative action. One thing I forgot to mention above is my neighborhood is consitently the last to get power restored even though we are in a heavy populated area. Friends of mine in sparse neighborhoods in Nashua had power back in a couple of days. I realize this was an unusual situation but was the ice storm, I don't think so but it seems to be the new normal storm comes power out deal with it.	
Nashua	5	0	NO	Not	Same as Oct. 2008, 10 Houses out on street due to one small limb touching wires affecting one transformer,, with neighbors all around having power,no ability by PSNH to make repairs other than top down and linear fashion. they refused to send a truck for 30 mins to make fix until they repaired bigger problems first. Psnh has no remote monitoring capability, thus you must continue to call, geta anew ticklet # so they do not forget you. As on 08 PSNH showed up 5 days later, and it took 45 minutes to make the repair. The result was	REstore power by working on transmission lines, branch circuits, and small pocket outages at the same time. As opposed to the branch circuits first, then working their way down ot small outages. Smart meter and or remote monitoring down to most transformers so PSNH can remotely better understand outages from the control center. TREE TRIM AND CUT DOWN AGGRESSIVELY ALONG PSNH ELECTRICAL RIGHTS OF WAY FROM STREET LEVEL BACK TO THE SUBSTATIONS	Show up and investigate innder city outages and make an assesment , have a crew of 1 OR 2 trucks roaming around areas such as Nashua, Manchester and Portsmouth, Concord to handle smaller outages while the mainline crews worked the branch circuits, Control Center dispatchers communicating directly REAL TIME with the field repair crews	PSNH must be held accountable and re imburse the many thousands of customers for this the second majeor outage in less than 2 years, for my neighborhood in Nashua it was the third we had a one day outage back in August I suggest the following 1. \$ incentive by PSNH for custmoners to hire electricians for installing generator transfer switches 2. additional incentives from PSNH for net metering solar photovoltaic systems on customers hrooftops. 3. Require PSNH to

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					operating generators day and night, while dealing with the public safety threat of people walking the streets at night without lights ,wondering if a generator or a will be taken or if ther will be a theft or worse.			AGGRESSIVSLY TRIM TREES FROM RESEDENTIAL STREETS BACK TO SUBSTATIONS IMMEDIATELY 3. REQUIRE PSNH TO INVEST HEAVILY IN REMIOTE MONITORING WITH SMART METERS OR NETWORKING THE POLE TRANSFORMERS BACK TO THE CONTROL POINT 4. BLOCK ANY NORTHEASET UTILTY MERGERS IN nh UNTIL psnh HAS PROVEN IT CAN HANDLE ANOTHER WEATHER EVENT SUCH AS OCT 08 OR DEC 11 THE ABOVE WILL HELP COMPENSATE THE CUSTOMERS AFFECTED...PLEASE CALL ME AT ABOVE ANYTIME 8AM TO 7PM THANKS!! [REDACTED]
Nashua	6	0	Yes - especially PSNH's Twitter feed.	Very satisfied - especially with PSNH's Twitter updates. I did not contact the phone company as I saw no point to that before I got power back.	After it became apparent that we would not have power restored for several days, we did what we needed to cope. We were lucky that we had no trees downed on our property and that we had water and natural gas service. Our phone system required power and was out, though it seems the phone wires were ok.	The utility should mobilize its resources to fix problems from the first fault location "outward" in the power distribution tree. PSNH did this. The utility should use methods such as Twitter or public web pages or a telephone info line to provide information on what is being done.	I think PSNH did a fine job in how they responded. I know there have been complaints, but I don't think some people recognize how restoration has to be done. I recognize that not everyone had access to the information PSNH was delivering.	Better proactive maintenance of poles and tree trimming, though I do not advocate wholesale removal of trees the way some do. The pole nearest our house was evidently rotted inside. A schedule of prevantative pole replacements might be in order.
Nashua	2	8	No information was given. I simply reported the outage. I did follow updates on Twitter which I did not find helpful as they provided no information on where PSNH was working or what specifically they were working on.	Not satisfied at all. All information was very generalized to the state rather than specific towns and little information was given on what specifically was being worked on and where.	Lost power on that Saturday. Power not restored until early Tuesday morning. Children were out of school for 4 days because of delay in restoring power to the schools, which should have been a priority, and clearing roadways and walkways of downed trees and lines.	More proactive in the actions they take. Given the certainty of the severity of the storm and what was sure to be devastating effects, out of state crews should have been here and working no later than Sunday morning. There was much talk about crews sitting idle waiting for instructions - this should be remedied so as to make best use of their time. Major infrastructure, including schools, should be made a priority for power restoration and storm clean up.	Better management of resources to restore power and conduct clean up more efficiently. More proactive in calling in needed resources from other states. More detailed and accurate accounts of the activities being conducted to restore power in specific areas. Reporting total numbers means very little to the average consumer.	What can be done to better safeguard our utilities infrastructure from our climate? We live in New England, snow is always going to be an issue. There must be something that can be done to protect the grid from the elements to minimize outages.
Nashua	6	0	No. During the outage, there was little to no information provided to let me know when my neighborhood would be restored. There were multiple Twitters and Facebook messages flaunting their supposed success but	I am completely unsatisfied and demand that better communication be provided.	The North End of Nashua lost power on Saturday, October 29th around 8pm. Power was restored to my neighborhood at approximately 2pm on Friday, November 4th. The first crews that surveyed the neighborhood appeared on Thursday, November	I expect a logical restoration plan to be publicized and executed. I would like information to be accurate when provided. Example: crews from PSNH were NOT working 24 hours per day. I understand that they may not be capable of having ONE crew work	I believe that the information put out by PSNH was to toot their own horn and make themselves look good. When I called an operator, she provided information from the database that said 6,000+ customers were without power yet the online status showed 3500.	Can the state or government mandate a restoration plan be developed with X hours of a massive weather event such as this and then hold the company accountable to their plan? What can be done to provide the

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			they could not give me an estimate of when I would be restored. I live in downtown Nashua, WALKING DISTANCE TO DOWNTOWN. The downtown was restored the first day yet my neighborhood waited six days to have the first crew show up to even attempt to fix the problem. If there were attempts, no communication was provided. I find unreasonable that I live in a city district, paying exorbitant taxes and yet I was in the last 1% restored. I believe that a restoration plan should be PUBLISHED and COMMUNICATED daily by the power company so all residents have an idea. Why was the Lakes Region restored first, where there are less primary residences? I know four families that left the downtown Nashua area to drive to vacation homes because power was restored there first.		4th at approximately 4pm. Two crews in survey vehicles were stopped and both confirmed that there were doing their initial assesement of the damage. The pole crews came in and worked from between 5pm and 10pm in the neighborhood. The first power crews arrived around 8am on Friday, November 4th.	24 hours but a bucket truck can be sent out 24 hours with multiple crews. I would like populated areas to be restored before rural areas.	I don`t want padded numbers or generic statements on Twitter or Facebook telling me how your great they think they are doing. I appreciate the linemen and all they do - it is their chosen profession and I thank them. Management at the power companies need to provide REAL information about when people will be restored and do initial surveys quickly. I don`t want to be told "your neighborhood has lots of damage therefore will take longer" when your own crews are telling me that they are conducting an initial survey. Honesty. Respect. Simple qualities that when management chooses to treat customers with customers remain happy even in challenging times.	best restoration plan to the most citizens? Shouldn`t Nashua be restored before Wilton? I would definitely like to hear the logic in how the plan was developed and executed during Snowtober. I think it is unreasonable to ask citizens that live in a downtown region of a thriving city to buy generators. The problem is not my lack of preparation, the problem is understanding how and why power is restored in a certain order.
Nashua	6	0	Yes, they were very nice and polite	Very satisfied		I just expect them to get the power back on.		You guys kicked ass and I`m extremely grateful for all the hard work to get our power restored. I can`t thank you enough
Nashua	3	0	NA	NA	LACK OF RESPONSE	POORLY PREPARED	NA	AS A RETIRED USAF CE OFFICER WE HAD DEFINITVE DISASTER PLANS AND SEMI ANNUAL DRILLS. THE PUC SHOULD ASSURE UTILITIES HAVE A DEFINITIVE PLAN AND LOGISTICS IN PLACE TO INCLUDE: LOCAL & OUTSTATE CREWS WITH EQUIPMENT, MATERIAL & HOUSING LOGISTICS IN PLACE FOR < 24HR RESPONSE IN PLACE COMMAND CENTER WITH STATE GRID AND UTILITIES STAFFED TO SUPERVISE GRID PUC SHOUL APPROVE PLAN & HAVE DRILLS

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Nashua	7	0	No, to general and no specifics on our neighborhood.	I received no information, other than what was available through my smartphone to the provider websites.	Without power or heat for 7 days, fortunately for our neighborhood it wasn't that cold!!!		Provide actual status by town/neighborhood with accurate time and area coverages and accurate estimates to complete with more detail.	Could the cost of reacting to a major event, bringing added crews on from other areas/states/Canada working 24 hours a day be reduced by spending more time during the year properly trimming trees (preventative versus reactive) where many of these events especially the Snowtober and other ice storms previously have shown to take down so many of the lines?
Nashua	5	0	No, not at all - there was no way to speak with a live PSNH representative and there were no estimates given as to when power would be restored to my home. Of course the phone didn't work so I had to try contacting PSNH via cell phone.	Extremely dissatisfied - for what they charge you should be able to talk with a real live person.	The house became cold - about 50 degrees on the main floor. Because I have a natural gas fireplace I was able to keep the bedroom around 55. I lost all the food in my refrigerator and freezers worth about \$250. Because our stove is also natural gas, we were able to cook on the burners and we also used our gas grill outside to cook.	I expect better communication with where they are working and when they will get my neighborhood back on line. I never saw in the days before the power was restored a crew working in my area - in fact anywhere in Nashua I went I didn't see them.	They could have had a map on their website that could be accessed showing areas being worked and when others are tentatively scheduled. This would be far better than a stupid recording that just says they are working on the problem!	Where is PSNH infrastructure investment to put these power lines in the ground - my neighborhood has all underground lines, but the supply for us comes from a pole - that makes no sense if you ask me. In 2008 they were nearby trimming trees - It didn't do a lot of good in my opinion. I haven't seen since the 2008 storm any proactive trimming of trees near the poles and lines in my surrounding neighborhoods - how much time and money did they spend in the last 2 years to help prevent a 5 day outage? Not enough!
Nashua	6	0	No, for the first 4 days you couldn't even speak to a real "person" you got an automated response which was very aggravating. When I did speak to someone they thought it was a good goal to have Nashua back up to 99% by Friday, November 4th at midnight. We do not live in the back woods so to be without power and heat for 6 days was quite taxing on my family. We had to "farm" my son out as his friends were getting their power back they would invite him to sleep over. We could not find wood, candles, generator,	Totally unsatisfied, poor information. For the first few days you couldn't even speak to a real person and the automated system was of no help. Kept saying people working on they had over 300 crews working and expected in the city.	We lost power at approx. 6:30p Saturday, 10/29. We went without power until Thursday, November 3rd at approximately 11:30am. My son lost 4 days of school. I had to throw out approximately over \$300. worth of food that spoiled to due no power/heat for that amount of time. We could not find wood, batteries, candles or a hotel room. On Weds. November 2nd we did find a hotel room and had to incur the expense of staying in a hotel as we could no longer stay in our house with no heat(you could see your breathe). We had to eat out for that many days as we could not use our stove or didn't want to buy anymore food no place to store it.	That they have better automation telling you where they are working, someone to answer your call and not to be telling me to check out their website or live webinar as if there is no power I can not use my computer. And I don't think it is unreasonable that power be restored a little faster especially when they tell you they were totally prepared for the storm. They obviously were not. We don't live in the back woods.	See above, I could add more nasty and sarcastic comments but what is that going to do. My family still went thru 6 days with no power/heat, the expenses of throwing away food, being concerned for my family's well being. I feel that we were not told the truth by the PSNH company as they obviously weren't prepared for the storm for whatever reason. Also, in the summer we had to sign something for them to do work on trees that may have been on our property to prepare for weather, have they done that!	Is there a way that I could be reimbursed for the food thrown away, hotel expenses and food take expenses. It was quite an amount that I feel that I should not have have to incurred.

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			<p>hotel rooms until Wednesday night. Each time I called the "automated number" I got a different case number and a reminder that if I wanted up to date information to log on to their website. How the hell was I suppose to do that with no electricity. AND NOT TO MENTION who is going to pay for the over \$300. worth of food I had to throw away due to no power and it spoiling. When I asked the operator that no response. In this day and age of technology I find it unbelievable for a storm that PSNH was "prepared for" we had to go without power and heat for 6 days. Not to mention the days of school my son will have to make up. If this is some type of report out of this I would appreciate a copy being mailed to me. Also, the automated system kept saying people working on it when riding around Nashua you rarely saw any type of PSNH trucks.</p>		<p>Being concerned for my son`s well being but as his friends got their power back on they invited him over. Calling PSNH was of no help and there were no crews in or around my nueighborhod for days.</p>			
Nashua	7	0	n/a	n/a	<p>My daughter lives on Harris Street in Nashua and she was without power for a week after Snowtober and one of the prior huge storms (either the wind or ice storm- I can`t recall which). She burned wood for heat and to keep pipes from freezing in the prior storm. The stores ran out of wood, so we (her parents) and friends brought wood to her.</p>	<p>I`ve read this in the paper and agree 100%. Ask for help sooner- from other states and provinces that are not in the same storm`s path! Hire subcontractors. Do a MUCH better job of prioritizing and focus on high population cities (like Derry and Nashua) and easy fixes instead of rural areas with few customers and complex door to door repairs. In the prior storm, it was ONE BRANCH on Robinson Road that knocked out an entire neighborhood for almost a WEEK!</p>	<p>See #9.</p>	<p>Why doesn`t Manchester or Nashua have any options for a different electric company?</p>
Nashua	0	2	NA	<p>Very satisfied with PSNH. They kept their website up to date with information on power outages and worked quickly and efficiently to</p>	<p>My house had power restored quickly, my parents were out a little less than a day. I was very disappointed with the people of</p>	<p>I expect the utility companies to work to the best of their ability to get the situation fixed in a timely matter. They need to remain safe</p>	<p>The city of Nashua took forever to get the brush cleared up. My neighborhood at brush on the road well into December. That is way too</p>	<p>Thanks PSNH!!!!!!!</p>

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				restore power back to the residents. Constantly saw crews working around the clock to get everyone up and running.	Nashua with the amount of complaining they did. PSNH crews worked around the clock since the beginning of the storm to get everyone`s power back on. It was not their fault trees fell on the lines and knocked power out. It`s an act of nature. They did what they had to fix the situation. I know people who were out for 5-6 days and didn`t complain. Yes it sucks, but everyone is doing everything they can to fix it. Thank you PSNH for your hard work!	however, so if that means taking a little longer, fine. I also like to be kept up to date on the current status, preferably online.	long.	
Nashua, NH	6	0	No. I called daily and was told I could enter through my cell phone a service that would provide me with updates. I was never given an estimate - just told via a recording that they were "doing their best to assess the damage and provide estimates" and to "send a text to get updates for the # of outages in my town" While it`s comforting to know you aren`t alone in your darkness/cold, it isn`t helpful at all to see how many other people in your town have no power. I knew that by going out to buy fire wood and seeing the # of people also buying candles/batteries/wood/water. It was apparent that there were a lot of people with power out. As an example, I bought \$75 of wood 5 minutes before the power came back on and this could have been avoided had they given me an estimate. I would not have gone to Shaw`s to pay \$6/bundle of wood to get me through another day if I knew that the power was being worked on in my neighborhood.	Not at all satisfied - as per the details under #6.	Our situation was that we had gas service and water still, but no electricity and I had no way to verify if the cable was out since our phone/internet/etc. is contingent on the electricity being on to know if there is a problem. I work from home doing IT work and lost \$500/day in income by having the power out, and that doesn`t include the \$125/day I had to spend in fire wood, candles, flash light batteries, etc. to get through the long, dark, cold nights. I called daily and advised them of a downed wire up by the Salvation Army (at the end of my street). It took 4 days for them to address the downed wire. When they finally came on the 6th night, it took them about 10 seconds to walk up to the pole (where the downed wire was) and `voila`....electricity. Why could they not have done this days prior???? The thing is...they KNEW there would be power outages and yet there was no out of state help for 4 days. That is unacceptable. The week of Thanksgiving there were 20k people out of electricity in the Claremont area and Unutil had 75 crews working - HALF as many as there were for 300k people in	I expect my utility to #1 - Provide reasonable estimates within 24 hours of the event to tell each customer WHEN their power will be worked on. #2 - I expect a response (especially in a populated city like Nashua) within no more than 48 hours to have power restored unless there is an act of war and our town is completely obliterated. There is no excuse for longer than that. #3 - I expect emergency preparedness - Contracts with tree services, and other utilities to bring a committee together that includes local officials that is effective and has a detailed project plan in place that tells who will do what/when/and have those out of state contacts ready to get on the road immediately. #4 - I expect proactive arrangements - don`t wait for the snow to stop. Make these arrangements when the storm is on the way in the case that there will be major outages. Make those calls/contacts AHEAD of time. While the power is still on.	They could have done more to provide help - bring in vats of wood for people to pick up 5-10 bundles of wood/day, if needed. Provide water, batteries, flash lights, candles - items that they could purchase in bulk and distribute to their customers when they cannot keep their commitments and keep the power on. I pay \$300-\$400/month for them to provide my electricity. I have a medical condition which makes lugging around wood bundles, etc. extremely painful for me and I received no help. There should be more offers of assistance and more ways to get reduced-cost or free supplies to get through the emergency rather than having to pay retail at places like Rite Aid or CVS for batteries at \$15/20 pack. I spent about \$750 that week to get through the outage, and on top of that lost \$2500 in income. And I will still be expected to pay my electric bill on time or they will shut it off. They need to keep their commitments the same way they expect customers to keep theirs.	I think I have said enough. If you need additional help/comments please feel free to contact me. I would be happy to serve on a citizen`s committee to help improve these operations in the future.

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					southern NH by PSNH the week of Halloween. It seems PSNH needs to hire many, many more qualified people to deal with these types of weather emergencies AND kick it into gear much sooner to get the out of state assistance we desperately needed without letting DAYS go by.			
Nashua, NH	4	0	My roommate reported the outage via phone. We assumed that we didn't need to report the outage until 2 or 3 days later when we saw on twitter.com a request from PSNH for all customers that had not already reported their outage to do so.	I appreciated that PSNH provided a town-by-town ETR list [dash] it is better than nothing; however, it was obvious that the ETRs were total guesstimates. PSNH should provide more scientific estimates using statistical methods. Are we really to believe that 95% and 99% confidence intervals for all towns in NH happened to fall on 11:59PM or noon?	I was 4 days without power. We used a mini generator to alternately run the circulator pump on our heater and to run the refridgerator. I monitored PSNH twitter updates from work for 3 days, anxiously awaiting any communication from PSNH. It was frustrating to see the neighborhoods around ours be restored 24 hours or more before us.	The more communication the better. Keep communicating with the public through multiple channels. The more detailed the information the better. Transparency is key.	What were the specific issues that were causing MY house to be without power? Knowing that there are some crews working on some lines in some towns does NOT provide enough detail. I want to know, are they working on MY line yet? I don't even know what line I'm on. Show us where the crews are working. Show us which lines or trunks are online and offline. The performance metric for "How Bad Was the Storm (compared to other storms)?" should NOT be Quantity of Customers without Power. The metric _should_ be Customer Outage Hours, being the sum of each customer's total outage duration in hours. Surely, 1 million customers without power for only 1 minute is a far better situation than 100,000 customers without power for 5 days, even though 1 million is a bigger number than 100,000. This metric should be available at least at the town level of granularity, if not at a finer level.	It seems like nearly half of New Hampshire homes now own gas-powered generators because of the unreliability of the New Hampshire electrical grid. And people are dying from carbon monoxide poisoning from their generators each time there is an event. Even people are dying who are trying to operate their generator safely, with it OUTSIDE and DOORS/WINDOWS CLOSED. Is this really the new norm? For every home to have a generator and every year or two we will lose power for a few days, everyone will fire up their noisy generator, we'll all have a mini crisis trying to get gas, and then people will DIE in their sleep?! Please, NO. This cannot be the new norm. The problem here is the unreliability of our electrical grid.
Nashua, NH	2	0	Automated System - I liked the idea that I could receive text message updates, but was able to get more information from the media.	In retrospect, I understand the lack of information at the beginning of the storm due to the extent of the damage and need for a long assessment process. During the initial hours, however, it was understandably frustrating.	The lights went out Saturday evening and I expected them to be back on Sunday because I always had great service. Once I realized the extent of the damage, I understood that it would take awhile. I was thankful to find power restored Monday evening.	I understand that major outages are difficult and restoration starts from the substation and works out - so there are no favorites in a restoration. I think communication is the key. Once a utiity has an idea of how long the outage will last - even if it is bad news - they need to release it so customers can make arrangements.	This was an extraordinary storm and I think my utility did the best they could given the circumstances Nature dealt them.	I am tired of people, especially policitians, who point fingers at utilitites after something like the Halloween storm occurs. Blame Nature, blame yourself for not having a generator if electricity is absolutely necessary for you, but don't blame the men and women who worked around the clock cleaning up an absolute mess to restore power.
Nashua, NH	3	0	Based on previous	I received info via the media	I am a single woman living in an	I realize there may be national	see above	I found the pollution from gas

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			unproductive experience, did not attempt contact this storm.	(WMUR TV and NHPR radio) which "passed through" info from the utilities. I was dissatisfied: the information, day after day, was too generic. I learned later there was a twitter feed but I was not monitoring it.	attached condo. Because the weather was warm I did not find this as difficult as some previous outages. I went to work, ate out, put extra ice in my freezer and managed. But if I had to worry about freezing pipes as in the past, this would have been a problem.	security reasons for some of the opaque-ness, but I wanted to know where precisely the damage originated, where the crews are working now, where they were going next, etc. You have no way of knowing whether you can expect to have power on in 3 days or 3 hours.		generators in my neighborhood was significant and I believe this needs to be monitored. I was out walking in the evening and "walked into a cloud" of pollution so intense I choked and gagged and wondered if I was going to pass out before I could get out of it. Because of the topography of the land, the pollution settled in a pocket in one spot. If any of the generators had been near my cheap, old windows, pollution would have seeped into my condo unit. Again, this pollution should be monitored and regulated.
Nashua, NH 03063	4.5	0	No	not very satisfied	Our neighbhrhood lost power not long after the storm began, Saturday at 8:30pm. The snow had not accumulated much by then. Using our cell phone, we reported the power outage to PSNH using their automated service. We continued to check with PSNH using their automated system, but were not given any indication when they would be in our neighborhood. This continued for 4 days. The ironic thing about this is that we live less than a mile from where the PSNH crews were dispatching (off 101A in Nashua). For at least 2 days, we did not see any PSNH or tree crews in Nashua or our neighborhood. This is very disturbing, as we were receiving cell phone updates from PSNH and it appeared that rural NH areas were getting their power restored before the majority of the population in southern NH. It wasn't until Tuesday morning that the PSNH trucks were visable in Nashua. However, it still took them until Wednesday night to get to our neighborhood, 1/2 mile away. This is just incomprehensible. We watched them pass by our stree for	see previous question	They could have been in our area much sooner. Nashua should have been the first city, as it is heavily populated, provides numerous options for those looking for shelter and has alternative places to stay during a power outage. It is also where PSNH has it's dispatch location. What good is having PSNH in Nashua if we are the last to be serviced.	PSNH - do better with your restoration plan. Don't abandon Nashua. Address the areas that are closest to you first and move to the rural areas as power is restored in the populated areas.

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					two days before they finally arrived. And when they did arrived, it took less than an hour to restore the power - no wires were down. Loosing power is becoming the norm rather than the exception. We don't feel that PSNH has a solid plan that addresses the most populated areas of the state. We also don't feel that they are taking into consideration the obvious which is to address the areas closest to their hub and then to move out from there. Just because they say "it could take up to several days for all power to be restored", doesn't mean that they have just given themselves several days to restore power. All that does is cover them so that they don't have to explain why it took so long to get to all the outages. They need to do MUCH better. There is just no excuse for going 4 days without power in a heavily populated area like Nashua.			
New Boston	4	0	NO	Not at all. It was extremely difficult to reach them and when I did they could not give me any answer other than the problem was being assessed. No time or estimate of time to repair the problem.	There was not one PSNH vehicle down our road the entire time until 1/2 hour before power was restored. I believe that had they sent a truck right away and checked the transformers on the road, we would have had power right after it went out. We are elderly and on a fixed income.....this cost us for gas for the generator and we could still only keep our food cooling items going.....no water, no heat!	I expect them to assess and restore ASAP.....just like they demand their payments. It should not take 4 days for a truck to check the power source when they know what the problem is and just won't get to the easy fixes.	Give us a time frame or at least let us know the truth about what is being done. It doesn't help anyone to know how many thousands of people are without power. While we are sympathetic, this only causes more worry.	I think the power companies are sadly lacking in their performance.....plus, everyone knows that the employees doing the repairs get huge overtime pay.....so, the longer they work the better they are. There is no excuse for not sending a truck to fix the easy problems.....we have lived here long enough to know what the problems are.....we check for ourselves.
New Boston	2	0	Neither helpful nor unhelpful. They took my information.	Text message updates is a great idea, but they need to update information more frequently.	Lost power at 5 a.m. on Sunday and it came on two days later. we have a well, so when there is no power, there is also no water.	I expect that in the year 2011, the technology should exist to prevent such widespread power outages during snowstorms == especially in New Hampshire. Also, the following week, we had some rain and breezes and the power went out again. This is ridiculous in this day and age.	They could be more proactive protecting the lines and preventing outages. The Asplundh company they use for tree removal are inept, sloppy and lazy and as far as I can tell do not provide supervision or oversight to their tree guys.	I still cannot believe that the PUC approved the Fairpoint deal. What a huge disappointment that's been.
New Boston	2	12	yes	satisfied, they relayed whatever info was available at the time	Like most outages. no majot differences. Power went out.	Given past experience over 28 yrs at this loction, restoration was	Given the circumstances, I feel they did as good a job as possible.	Again, judging by over 28 yrs at this location, restoration efforts have

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					contacted PSNH using automated method.Was able to contact a live rep by monday pm.	relatively quick given the amount of damage. Usually New Boston has been an afterthought in power restoration due to the town being on the outer edge of our local service area. It seems local/town damage was not as severe as other towns.	Compared to the services in western Mass and Conn. I feel PSNH did a MUCH better job. To penalize them for an act of nature over which they have no control seems absurd.	improved quite a bit compared to years past.
New Boston	5	0	As usual they wanted to blame the storm only and not their lack of readiness	PSNH called me after I had complained to you about lack of human contact. They complained about heavy snow on trees,DUH. I suggested more aggressive tree trimming and they said they were hampered by homeowners. JUST DRIVE DOWN ANY STATE MAINTAINED COUNTRY ROAD.	We are elderly and not in good health so it was a chore to keep the generator going but at least we had heat and water and a few lights.	I expect them to be better prepared. I have lived in NH all my life and have never seen outages like we've had the last few years. Its Nov. and I have already lost power on three separate occasions. Can hardly wait for winter to really settle in.	Other than periodic updates via cell phone all they could have done was to BE BETTER PREPARED.	I believe utilites should pay a heavy financial price that cannot be shifted back to the consumer and be fored to do more maintenance work prior to and during storm seasons.
New Boston	3	0	No-were not able to provide an estimated time for resoration.	not very satisfied	Just 1 day prior to the outage, we had a major flood on the main floor of our home which impacted our entire first floor, as well as our basement and garage. In the early stages of a mild disaster like this, it is critical to run fans and dehumidifiers in the affected areas. We do have generator backup, but, it was not sufficient enough to run 4 industrial sized dehumidifiers, 2 industrial sized air scrubbers, approx 15 industrial sized fans, and a large heating unit for the garage. As a result of the extended loss of power, it made an already stressful situation about 100 times more stressful.	I expect that power will be restored within a timely fashion. I think part of the problem is, they need to be a lot more proactive with regard to tree trimming/removal. There was a recent effort to remove branches and trees from some problem areas, but, it was certainly not enough.	More updates.	
New Boston	2	12	The computerized response system worked accurately. FRiends with INET access said the PSNH website was excellent - but we had no website access as our generator is no good fro our PC and our Comcast connection was out until power was restored.	We were very satisfied with the PSNH responsiveness to the storm.	We have a portable generator wired into our electric panel so our basic power needs were satisfied.	We feel PSNH did an excellent job in restoring our power at our rural address as fast as they did.	We were pleased with the PSNH effort.	As in the 2008 storm, we were left with no TV, no telephone and no Internet service. Our only real communications was from the Manchester Union Leader. We tried constantly to get updated news on a portable radio [dash] it was useless except for one time when PSNH spokesman Martin Murray was on WTPL and was very informative. We feel strongly that our state Emergency Management Agency dropped the ball by not using a NH Radio

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								Station to broadcast useful information on at least an hourly basis to update citizens. We`re sure that PSNH and other utilities would provide all the info necessary but it is incumbent upon the state to deliver it to citizens at a pre-announced radio station. Everybody has a portable radio! Why have the idiotic TV Emergency Management "test" on TV if the darn power is out? (SPEAKS FOR ITSELF, DOESN`T IT?).
New Boston	4	0	Absolutely. There was so many without power and they can only move so fast. I think PSNH does an incredible job in every outage. We live in New England, people! You think they would be used to the storms by now.	Very satisfied!	We were without power like many others and did just fine. We have a generator and are always well prepared for situatoins like this having lived in New Hampshire all of my life.	For them to be safe and restore power as soon as feasible.	Nothing more than they did. Great job, PSHN! Keep up the great work!	
New Boston	1	10	No. The information was vague due to the severity of the storm. No estimates were given	PSNH`s info on facebook was very helpful as it gave more info and damage assessments and estimates for power restoration	I was very pleased with how quickly power was restored. I anticipated power outage to last for several more days, and was very happy when the power came on much earlier than expected.			
New Boston	3	58		There was plenty information on the News to keep you informed. It didn`t require me to innodate their departments with what they already new.	Everything is dependant on electricity. I need it to power well, internet connection for phone, for heat and to keep food from spoiling.	I believe the workers worked as efficient, and effective as they can be. With all of todays laws and safety requirements it so wonder we are not still without power.	Home owners, business and your communities need to let them cut the trees on roadsides with out the consumer interfering. If they want to grow trees then don`t complain when their is no power. Many times I hear people say oh no don`t cut that and you know the tree is ready to fall and when it does it takes out their neighbors power that could have been prevented.	Stop giving so many right to advocate groups and start charging homeowners for not taking the time to trim and cut trees that are much needed. After all because of someone out theirs ignorants I had to by fuel that cost far more to run a generator than to have psnh service. Plesse consider looking at the causes and fine those people that could have prevented these probloms and not always the utility companies. After all I will again pay more when the utility has to recoupe cost caused by someones elses ignorants.
New Ipswich	1	12	Yes, though faster updates to know when we should be back up would have been helpful for planning (hotel rooms, etc)	Moderately.	We live in an rural community. We lost power for about a day an a half. We woke up Sunday morning to no power. By Sunday night we did not know if we would have	Work diligently but safely to fix the problem and keep the customers informed.	Better communication of expected times for restoration would have been helpful.	

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					power and we chose to "ride it out" at home. Monday I tried (unsuccessfully) to obtain a hotel room, however when we returned home that night, the power had been restored.			
Newfields	2.5	0	Electric - No. Phone - Yes.	Electric - unsatisfied.	PSNH seems to think that every storm is "historic." It takes days to post real-time information, and longer to get estimated recovery. At one point, I noticed that an official PSNH update had been posted to their Facebook page, but not on their official corporate website. I complained via e-mail that the website should be the primary vehicle for informing the public, and the update was posted an hour later. There doesn't seem to be any coordination within PSNH to see that authoritative info is posted comprehensively. I got more info from Channel 9 in Manchester and NHPR than directly from PSNH. Instead of official updates on their storm site, we are encouraged to watch their twitter feed. Grow up, people. Facebook is for adolescent gossip. Twitter is for celebrities. Let's use the web.	Real-time info on where my neighborhood stands in their priority queue.		I think PSNH needs to be encouraged to mine past storm data. Are there particular distribution lines that go out time and time again? These are the high-priority areas that need to be inspected more carefully and/or improved/hardened during non-emergency periods. Also: encouraging every customer to have a backup generator is not a good solution.
Newmarket	4	0						
Newmarket	4	96	Absolutely NOT! Never spoke to a customer service representative, always got a recorded message. If they can't provide live customer service support why do they call it "customer service"	Not at all satisfied!! On a scale of 1 to 10 I would rate them a 1. No other information was provided other than a recorded announcement that the power was out and they were working on it with NO estimate as to time of restoration.	Lost ALL frozen purchased food stuffs (for the second time in four months!) due to lengthy power outage; estimated loss of over \$400!! Durable medical equipment requiring power could not be used. A local shelter was not an option for us because pets were not allowed. We didn't even see a PSNH power crew in Newmarket for THREE DAYS!	I would expect the utility to be prepared for the worst case scenerio IN ADVANCE, be less REactive and more PROactive. Knowing almost a week in advance that this storm would be "historic" they should have been able to respond better. Blaming the forecasters that the storm was not accurately predicted (??) is the cop-out of all cop-outs!	They could have provided more then just a recorded announcement that the power was out and they were working on it. Better restoration estimates could, and should, have been provided. In light of the severe forecast of bad weather they could have prepared earlier and better. Waiting for power to be out for multiple days before calling in out of state crews is unacceptable!	My personal situation of 4 days without power was barely tolerable (sp?)...I cannot imagine how people who went for a week or more survived??!! There is ABSOLUTELY NO EXCUSE that can be made to justify some people being without power for that long!! PSNH should be thrown out of the state of New Hampshire if they can't handle power outages better every time the weather is bad!!!!
Newmarket	0	0	Comcast lines were busy and unavailable. We continued to call during the two days and finally reached someone.	I felt there needed to be alternative ways to report the loss of service, such as placing an e-order electronically via the internet. If the lines were busy, which I	The tress along the road has bent and were pulling on our phone line and were so bent down that they were impeding traffic on the road. TThe fire department had to clear	I can go without phone service for a while. I think it would be financially beneficial for all services to begin burrying their lines along residential/forested areas.	I had mentioned this above, have an on-line reporting system. The phone company was so busy with calls that the wait was so long. We had a laptop that we could've used	Like I mentioned earlier, it's time that the utility companies start thinking about investing money in burrying lines. The storms are only getting stronger and causing a

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					understand, then they needed to offer an additional way to report the problem.	the trees, but had to cut our line first, before they cut the trees.	at a local store to place an electronic order on the website, but they didn't have that as an option.	headache for everyone involved. Think about the money saved by burrying the lines against money spent by repairing lines and hiring crews to work overtime!
Newmarket	4	0						It was reported that 50 crews from Canada were called back the day before the storm hit to take care of expected outages at home, If PSNH needs that many sub-contractors before we have problems, why haven't they hired some of the unemployed citizens of New Hampshire?And why hasn't NHPUC or the Governer asked that Question?
Northwood	2	10	No	Not very satisfied	Woke up in middle of night without power, phone, internet, cable. Hooked up generator and ran it until power was restored - we got a generator after the 2008 ice storm because PSNH was so slow on getting power restored - we were out for 9 days that time!	Have power be promptly restored. Our road seems to be one of the last to usually get power back.	MORE CREWS OUT EARLIER!!! (X 1,000,000) More timely updates regarding when power would be restored.	PSNH and Metrocast each need to have more crews ready to go immediately. I think Metrocast is even wors than PSNH!
Northwood	2	0	Yes! The representative was very helpful and patient. I appreciate her taking the time to talk to me despite how hectic it must have been. Once I called my power was restored almost immediatly. I was very lucky. Thank you PSNH!	Very satisfied.	I lost power for about 2 days. I was unsure of how long it would take for power to be restored so I waited to call. I figured they had plenty to do. After two days I called. The representative was very helpful. I explained my situation and I believe the representative did something- turned a switch, checked the status of the power lines or something- and shortly after that my power was restored. I am sure there is an enormous amount of work that goes into fixing power lines and taking all the necessary measures steps to restore power .	For them to try and be prepared as possible but I understand that weather can be unpredictable.	n/a	This form for giving feedback was frustrating because after the box for text is filled there is still plenty of allotted space for text but you cannot see what you are typing. I would have said much more but would not have been able to see what I was typing so I did not bother.
Northwood	2	0	Yes, very. And they were very patient.	Very.	We are normally without power for days when there is a big storm. We have a generator because of that. This past storm we were only out for 2 days. Shortest amount of time ever.	Infrastructure in NH is aging and no money has been dedicated to it. PSNH has a hard job and does the best they can, but when outages are widespread it will take days to get everyone back.	They were very informative.	
Northwood	3	0	Information on Web site was helpful.	Very satisfied.	-Power and phone went out about 3 hours after the storm started and	The utility does the best job they can. they cannot be expected to	Nothing more.	PSNH does a great job.

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					<p>returned the following Tuesday afternoon.</p> <p>-Since we live in a heavily wooded very rural area our power goes out on a regular basis.</p> <p>-I do not blame PSNH, I blame the weather; and the fact that we have elected to live where we do, we have to expect these events.</p> <p>-We have installed a fixed auxiliary generator so we have water, power, heat, internet, cable TV, etc.</p>	<p>solve major storm damage in 24 hours. They cannot afford to staff for these events, that is why they bring in outside resources. No one is standing around at the utility asking "how can we prolong this outage this outage last? Perhaps if the PUC allowed higher rates, funds could be allocated to repairig old lines and those areas known to be most susceptible to outages. But, the events are `natural disasters` and there is not much you can do about the ferocity of wind, rain and snow. Ibelieve PSNH does a great job</p>		
Northwood	1	12		Very satisfied. PSNH's use of social media was very helpful.		I understand that I am not the only one without power and remain patient and thankful when the crews are able to restore my power. I`m very appreciative of your work.		
Northwood	1	20	Yes	OK	Live in Mobile Home Park. No elec = no heat or water. We stay with family in Concord.	Your plan to meet emergency & critical needs first is good. A better estimate on restoration time for given areas would be more helpful.		<p>Our power came on three times before it stayed on. In talking with power crews working in our area, it was obvious that when they connected the circuit breaker, there was too much load demand that tripped it again. They had to keep turning on smaller areas at one time to keep it from shutting off again. This required an extra hour of work on their part to get the power to stay on - a two or three-fold increase of work-time needed here that could have been used to restore it power in other areas.</p> <p>This problem could be reduced by PUBLIC EDUCATION. I always shut off my electric water heater, lights and other electronic equipment when the power goes out. Also protects them from surges. Customers need to be told frequently, and reminded if a power outage is imminent, that they should shut off everything but one light or fan (to indicate when</p>

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								the power has come back on). If most everyone does, it could reduce outage time considerably.
Nottingham	0	15	yes very helpful	they kept me informed	Electric was restored in a very reasonable time period given the area of the outage.	to restore power in an efficient manner	nothing additional	
Nottingham	1	12	Over twitter. Yes.	response was good.	With out power, heat, water for about a day and a half. Used emergency water supplies, food supplies, and wood stove heat to get by.	I think PSNH did a good job. They had done work clearing Route 4 all last year and I think that helped.	Other areas were without power for sometime. We did not have that experience so I have no issue.	
Pelham	6	72	No. They are incapable of understanding that Gibson Rd. in Pelham starts in Hudson and is a dead end. It is not Gibson Dr. in Pelham which was renamed Acorn Dr. They are incapable of knowing that trees are down on the road from one person to the next - apparently every person on the road needs to report it or it's not in the record.	Very vague and misleading.	See comments above. At least it was not incredibly cold this time. The people answering the phones for PSNH tried to be helpful and polite, but the system just doesn't allow them to input things in a logical manner. They have to act like robots.	Have enough staff to deal with outages that are very apparent in terms of weather prediction. Don't depend on other states to send help to deal with outages as they too may have issues (as with Conn.). Get the tree and brush cutting done in a sensible manner.	Try to figure out where we live (see above) without people having to say the same thing over and over and having to go to the town hall to see if they can convince you where our street is!	If the ASPLUND Company had logical rules (and All of the employees actually worked while they are out on the job) a lot of this could be prevented. Cutting just the limbs and brush within an exact number of inches/feet from the wires is illogical when 4 or 5 feet above may be a dead limb that is likely to fall if the leaves flutter! But their rules don't allow for logic - they can only cut what is permitted by the rules. Well, time to change the rules! Yes, it costs more money, but we could always look to burying all the lines as they do in some parts of Canada - maybe the funds would be better spent with that project.
Raymond	2.5	0	PSNH: yes; Comcast: No			Met expectations	Nothing	PSNH doesn't control the weather. Linemen work long hours in nasty weather in hazardous conditions. They do the best they can.
Raymond	1.5	36		Very saitisfied	We were prepared for an outage in that we have a generator. We understand that there were special circumstances that made this outage unique, i.e. the trees still had leaves on them. We beleive that the power companies were prepared and acted promptly to restore power as quickly as possible.	That they have crews available and ready to go to work, if necessary and that they keep the customers as apprised of the situation as is possible.	Nothing, we have no complaints about how they acted, worked or delivered.	We feel that PSNH has made great efforts at tree trimming since the '08 ice storm. It is impossible to predict the effect of a particular storm on power lines. We can only hope that the power company will act promptly and continue to make improvements in their ongoing service. We feel that PSNH has met those expectations.
Raymond	2	0	did not bother - never helpful or informative - just appologetic	never provided any helpful information as to the status of when our power was being restored.	Thanks to such lousy service restoration during past storms, we had invested \$7,000 in a standby generator. Therefore, our experience during and after the	None	Too little - too late. Most of our friends and neighbors are investing in their own private generators - nobody we know has any faith in the public utilities anymore. The	We accept the status quo. We realize that nothing will change and that we will be charged more and more everytime there is an outage. The utility companies look forward

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					October 29, 2011 was just fine. Many thanks to Powers Generator Company and Ameri Gas.		only way to improve the situation is to invest in an underground grid which we will see happen when hell freezes over.	to these events because they can use them as excuse to continually raise their rates and to blame mother nature for it.
Richmond	0	14	NA		Rural area with 30 inch snowfall. Difficult to plow. DOT did excellent job of keeping hwy clear. No problems - we have emergency power.	They do an excellent job in restoring power.	Our EOC was well informed, therefore the public had access to restoration information.	Do you realize what will happen if we really loose electrical power? The other guys know!
Rochester	0	9	Used automated system to report outage	very satisfied	Roads were in bad shape with many tree limbs blocking at least one lane in many areas.	The greater the number of outages one would expect that it will take longer to restore power to all those affected.	I believe the utility did the best that it could to prepare for a storm that was much worse than what had been predicted by the forecasters.	
Rochester	0	12	NA	Very Satisfied	Lost power for approximately 12 hours.	To restore power in a resonable time period. I understand that keeping power lines in working order is a huge undertaking, and that in a major event this make take many days in some areas. I expect that these long term outages could occur about once (maybe twice) a year.	PSNH did a fine job	Keep up the good work
Rochester	0	15	It was extremely helpful.	Extremely satisfied.	Our power began to flick around 9PM as the storm rolled in. Just after midnight our power went out. We had our power restored by 3pm the next day. We were extremely grateful to have our power restored as quickly as it was.	PSNH restores power as quickly as possible. I feel those that complained about the way the situation was handled may not necessarily understand the situation as a whole and only concentrate on the fact that they do no have power at that moment. We have been without power for hours or days in previous storms and have always been incredibly thankful when we do get it restored.	We were completely satisfied with the information provided.	PSNH has always been a wonderful company and provided us with excellent customer service.
Rye	2	3	Not at all. They would not give any information or status updates. They used to. I called them multiple times but they would not give any information on when the power would be restored.	Very dissatisfied. As I said above they would not give any information.	We were without power for two days. No heat or hot water. I drove around after the storm several times to see if they were working on the lines. I saw only one worker with a private truck - no PSNH trucks.	This was a situation where the storm was well predicted. PSNH should have had more emergency crews in place to deal with the storm response. The only truck I saw was one private truck. I believe that the reason they could not respond effectively was because they have trimmed their work force down to such levels to increase profitability so they can make more money. However they serve the public and we have no choice- they have a monopoly and	They could have had more full time workers on staff so they could respond more quickly. Had this not been a well predicted storm they would have been even LESS prepared to respond. They only brought in 60 outside crews and people were without power for a very long time. A review of this situation needs to be done and an evaluation of their layoffs over the last several years and work force trends and profitability. A review and full v. part time work force	THIS is a private utiity and we have no choice- they have a monopoly and should be heaviiy regulated as a public utility.

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						they provide vital services to the public. They shouldn't be overly profitable at the expense of the public welfare. They have trimmed their staff and employ part time help so they can avoid paying benefits to their workers.	needs to be included and overall numbers. Also, they should be made to provide estimates to restore power so plans can be made to try to deal with the lack of power.	
Sanbornton	0	16						If the utilities did proper tree trimming, I believe the storm damage would be far less severe. There are at least 50 dead trees between my home and I-93, any one of which could take out electric service. How about the PUC force the issue? Is PSNH waiting for federal disaster money to pay for damages, instead of doing their job?
Sandown	5	0	No	Not very	Our electric went out after midnight on the 29th. As the days progressed without electricity we had to throw out all perishable items in our refrigerator and freezer. We lived by candle light and flashlights for the duration. Fortunately, we have lived through hurricanes while living in Florida, we therefore were sort of prepared. We had water in our tub so we could flush the toilets and wash and brush our teeth. We had purchased drinking water in anticipation of being with out electricity during hurrican Irene. It seems that we always prepare to be without electricity, why is that? Our electricity was finally restored when we returned home from work on the third of November.	I certainly do not expect to be without electricity for five days. I do expect PSNH to maintain vegetation cut backs away from power lines. I expect to have a more definitive response as to when my electricity will be restored as opposed to the classic response of, We are doing the best that we can.....I really expect them to be better prepared, it was no secret this storm was coming.	Information was not going to get my electricity turned on. They need to have a better game plan, be proactive as opposed to waiting till after the storm. They did not even have traffic lights on route 111 up and running. It was a very dangerous condition, especially at nighttime.	
Sandown	2	0			We live in a 55+ community in Sandown. Hampstead water company refuses to provide power during power outages.	We expect hampstead water co. to provide generator poer to the elderly people who live here. But they absolutely refuse. They want us to buy them a generator and give it to them.	They could have installed a pgenerator to run the well pump.	We believe the Hampstead area water company is the stingiest, elderly hating company around. They provide power to all of their other water takers but us elderly customers.
Sandown	2	0	Recorded message was fairly accurate	The information was accurate after the first day. The utility company needs time to assess damage so I think that waiting 24 hours for	Power was lost about 10PM on the night of the storm. I do have a woodstove (Fireplace insert) that keeps the house fairly warm and it	To provide the most accurate information possible. If the power company needs a day (or more) to assess the damage before they can	I think that PSNH did an adequate job during this power outage.	I think that public officials are creating an unrealistic expectation that power outages should only last a finite period. The extent of the

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				accurate information is acceptable.	did help that it was not too cold during the outage. I do not have a generator so I was without any running water. The power was restored on the 31st at about 10PM which, considering the damage around the state, I feel was acceptable.	provide accurate information as to when power will be restored, they should be up front and state that publicly. I don't think that the power companies should feel obligated to provide information because they are being pressured by the media or by public officials.		damage and the location of the damage will dictate the length of the outage. I think that the power companies do what they can to restore power as quickly as possible. The fact that we have several companies are serving the state means that they are competing for resources during an outage but I am not in favor of a single large company. I think that people that have medical issues that require power 24/7 should be able to make arrangements with local emergency officials during an extended outage. I also think that most of the public should be self sufficient enough to endure an extended power outage as long as the power company is providing accurate information. If the power is going to be out for a week then let me know so that I can make sure that I am prepared. I don't think that people should be relying on local or state government to "carry" them through a power outage.
Sandown	5	0	No. Estimates were not provided, and it took PSNH three days to simply assess the situation. That was the only information that was provided, besides an explanation of what happens to trees when they get loaded with wet snow.	Very unsatisfied. It was never explained why it took so long to get crews in place, why large numbers of crews weren't put in standby, or how PSNH can prevent massive outages like this in the future.	This is the third time in the last four years that I have lost power for more than two days. I have a private well, and without power, I have no water or telephone service. I do have a generator, so I am able to run a few small lamps and the refridgerator, but that's it. The lack of water is the worst part of it. I cannot afford the cost of connecting the generator to the house panel, and I realize that this is my responsibility. However, I do not feel that I should lose power for multiple days every year.	I expect PSNH to place sufficient crews in standby mode to be mobilized rapidly in the event of major outages. I expect PSNH to have sufficient monitoring in place on their own lines and substations that they can tell where the issues are, and how long it will take to restore service. I also expect PSNH to provide constant, accurate information during the event. I was able to get information from Twitter on my cell phone, but only through Twitter because the PSNH website kept crashing, or the links provided were incorrect. I don't feel that PSNH is prepared to handle major events in a timely manner; the last four years has demonstrated this.	Providing accurate and timely information is the most important thing, and I think that most people will remain patient if they know that work is being done and there is a plan. Providing a dedicated website for providing this information during outages, and keeping it from crashing under heavy load is critical. Communication of the plan to restore services early and often is the most important thing; being prepared is the next most important thing.	I don't understand how in this day and age with high unemployment and unbelievable technology that PSNH can estimate that it will take 40 years to bury all the power lines. I feel that burying the power lines is the only way to prevent major outages that not only affect families, but the state's economy and business sector. I would expect a timeframe of 10-15 years to be more accurate, and feel that PSNH simply doesn't want to expend the cost and effort.
Somersworth	2	0	No, not from PSNH. They		We lost power for a number of	We were out of power for a	Better preparation on their part.	I have lived in Maine,

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			were unable to provide reliable updates. We were staying an hour away from our home and needed to know when the power came back on our street so we could return and they were unable to provide that or estimates. Their suggestions that their customers need to be more prepared are insulting and hypocritical.		days for the second time in two months. We had to leave our home with our children and stay with relatives an hour away. We lost all of the contents of our refrigerator and freezer. It was nearly impossible to receive reliable updates from PSNH. Their website was always going down and the information that they provided was weak.	number of days for the second time in two months. Restoration is never quick or easy with PSNH and they refuse to provide any helpful updates. CMP in Maine provides a street by street update as power is restored...why can't PSNH do this? Why are events always measued in days without power rather than hours? The fact that we live in NH should not be an excuse. Owning and operating a generator should not be a requirement just because we live in NH.	Power outages should be for hours, not days. We live in a residential area, not in a rural area. PSNH should have a better restoration record and they need to develop a better way to track outages and to give people information and reliable updates.	Massachusetts and New Hampshire for many years at a time. When I lived in Maine and Massachusetts I never experienced power outages as I have living in New Hampshire. Losing power in those two states was never a major concern and when we did lose power, it was restored within hours. We have lost power for days on at least 7 occasions within the 6 years that we have been living in NH. Whenever there is any type of weather event, we seem to lose power. Response is poor, unorganized and slow. PSNH seems to place the onus on the customer to be more prepared to lose power rather than working to prevent power outages themselves. I think it is ridiculous for PSNH to insinuate that having a generator is a necessity simply because we live in New Hampshire. Their customer service and restoration times never seems to improve. The other power companies in NH seem to have much better records and fewer angry customers.
Strafford	3	0	N/A: I received a recording.	Not at all. Updates to PSNH and to the nh.gov websites were many hours to days behind schedule.	Without power for 3 days. Fortunately it was warm enough that heat and freezing pipes were not issues, but the contents of my refrigerator were garbage.	This isn't rocket science. PSNH and the State of New Hampshire must do better. After a 12-hour assessment period, websites should be updated every 3 hours with progress reports and town-by-town predictions of when power will be restored. This includes the State's website. The updates were up to a day old, and there were no predictions of when power would be restored except to say "several days." Second, the time period to restore power - 3 days for me, more for others - is too long. Had this been the middle of winter, many people would have been driven out of their homes. Especially in light of the	See above.	See above. It's really simple: Cut trees that will bring down power lines. Make the central infrastructure ("main circuits" refered to above) more robust. Make timely and accurate communication online [dash] from the utilities and the State [dash] a legal requirement. No one expects uninterrupted service all the time, we all understand that. And the individual linemen who come out in the middle of night to face darkness, cold, wet, live wires, and

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						<p>2008 ice storm that taught us all how important tree trimming and maintenance are.</p> <p>Third, why did regional distribution centers go down? Aren't they better protected from snow and ice damage than roadside power lines? Here's a quote from a Merrimack web page: http://merrimacknh.gov/node/2208 "The heavy wet snow damaged a record number of over 90 main circuits out of 178."</p> <p>Again, why is this happening after what should have been a firm lesson from December 2008?</p> <p>Fourth, this storm was predicted several days in advance. I don't accept the argument that the trees still had leaves as an excuse: New Hampshire gets fall storms, and wet snows bring downed limbs. No one can say when a storm will hit again like this, but it's a near-certainty that one WILL hit sometime in the next 20 years. Will we be surprised then, too?</p>		<p>angry customers to restore my power have a very tough job to do, and I have nothing but appreciation and thanks for their efforts.</p> <p>No, my annoyance is for the PSNH management that was caught unprepared and uncommunicative, and for the State that regulates them.</p> <p>Thank you sincerely for the opportunity to respond!</p>
Tilton	0	0	Yes	Very satisfied	Other than the state roads poorly plowed because of lack of state employees working on it everything was as normal. The level of "bedwetting" hype by the local media and the "Lynch political machine" trying to pass the incompetency on to everyone else there were no unexpected issues. It was difficult but so was the storm.	Superior service		
Troy	0	4	Yes	Very				Ground based utility equipment needs to be permanently bolted to the supporting structures and if possible kept out of the floodplain. You can't expect equipment to function when its floating downstream.
Warner	0	0			Snow was quickly melting and was completely gone a week later.			Being a former 32 year a lineman and engineer employee of Merrimack County Tel Co in Contoocook I experienced and identified a lot of work that was

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								<p>pro-active which could and did eliminate a lot of potential outages due to tree trimming that needed to be done. We worked real close with PSNH too and did a lot of this pro-active work jointly. It was a very positive and effective type of work that was done. I only worked 10 months for TDS after they acquired MCT.</p> <p>One thing that is becoming a much bigger issue now is that the trees along the polelines along highways are either new or getting much bigger than they were for many years after the powerlines were built. Having downed trees is also a much bigger problem for town highway outfits too. Trees that have grown real big just behind the highway Rights-of-ways stone walls are posing much bigger problems for them than they used to do many years ago. Large amounts of tree trimming and/or removals need to be done.</p>
Warner,NH	1	6	yes	very	withouy power for 6 hours wife has a breathing machine that she could not use	Tell you how many days or hours the power will be out	More Information	I think if the trim zone would be double what it is now would have less power outages.Most states cut back more then here in New Hampshire.Even southern states have a biger trim zone and Quebec power nothing around power lines even in town.Clear cut the trees around all power lines.Every time power goes out very hard on both of us.Both over 65.
Weare	0	27	not in the least. a recorded message of general nature is all I could get.	Not at all satisfied	I went 27 hours with no electricuty and no word on when it could be expected to be fixed. I went over 36 hours with no cable or internet. Cable and internet continue to charge people even though no service was provided. They expected each individual customer to call and complain to get a refun. However, their customer service line was backed up for hours.	I do not expect to be living in a third world country. I expect most outages to be fixed within hours. They should react to predicted weather events not just ones that are in the past. In 2008, 2010, and 2011, all events were predicted to be bad and were that or worse. Yet these companies said they were "surprised" and "caught off guard." Yet I managed to be individually	Trees could have been cut further back beforehand. During new developments and anytime a road is replaced, utilites should be moved underground. Information about specific areas and streets should be available and relatively accurate as to return to service expectations. Companies that charge by service availability (cabler and internet) rather than actual	New Hampshire has become a third world country with electricity, cable, and internet. In the outage of 2008 it was said by the utilities to be a "once in a life time event." Then it happened again in 2010 and again in 2011. Inbetween those times we are told by the media to expect power outages now during every predicted storm whether it be a wind, ice, snow or other event.

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						prepared in all three cases. I also expect to be given reliable information on return to service so I can make necessary life decisions.	usage should be required to give automatic rebates.	I have lived in 7 different states and never had this problem before. And now PSNH wants to expand via the northern pass. I have no dog in that fight but believe they should be denied such opportunity until they prove they can operate and maintain the systems they have now. Can anyone imagine how much longer we would have waited for fixes if PSNH had the northern pass and chosen to work on it? PSNH should be required to put forth a plan on cutting trees, burying many lines, responding to customer outages, and reacting to predicted events. Cable and internet providers should be required to automatically rebate during periods of known or suspected outages. The latter chose to charge by availability of service not actual use. Then let them find a way to charge correctly for its availability.
Weare	1	6	Absolutely.	PSNH has a great line of communication via their website, media outlets and the PSNH Facebook page. The Facebook page was always updated and I found it to be extremely informative.	Lost power at midnight and it was back on in 30 hours. Our family is prepared for outages and find outages as a minor inconvenience. Prepared.... Key word.	Provide relief to the hospitals and emergency services first. Start to work on the masses next within heavily populated areas, then work on individual customers.	I found the PSNH response outstanding.	If PSNH did not remove trees and branches on River Rd during the summer, our power situation would have been much worse. PSNH saw a problem area, acted on the problem and their actions saved many families from losing power for a much longer period of time.
Weare	1	24	N/A	Saw the news coverage and thought it was sufficient.	We lost power for one day and was happy only one day. Asplundh cut down trees this past summer and seems to have helped bring back power quicker in our area.	To restore power as soon as possible and also to cut back trees as much as possible so the outages are lesser.	The best case scenario is to have a long term plan of burying the lines so we never lose power!	After the fiasco of the December 2008 snowstorm we invested in a stand by generator the following year and since then have used it 14 times! That is ridiculous but it goes to show you how the lines either need to be buried or the trees cut way back.
Winchester	3	0	Only recieved a recording the first few times. I recieved a few calls later saying the power was back on when it was not. None of this was helpful.	The only information I recieved when I called was the recording stating that it could take up to 7-10 business days to get my power back.	I lost power not long after the snow started on Saturday. Later that evening I called PSNH to report the outage using their automated system. Sunday morning I could see businesses and homes that had power from my front door, but my street did not get it back. I did see a	I expect my power company to do whatever it takes to get power back to their customers as soon as possible. Especially in the winter months when heating become a concern. I do believe that PSNH worked hard to get the power back up, but I am frustrated because the	I think that the situation could have been avoided if the trees on my street were trimmed back more aggressively. In the last few months I have lost power twice for three or more days due to downed trees on my street. The October snow storm for three days and Irene for four	I understand that serious weather related events will cause power outages and with both Irene and this snowstorm I am not surprised by the number of outages. The issue I have is the homes on my street do not receive power back for days because of the trees that

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					PSNH van drive down the street Sunday night but it was not until Monday night that a line of trucks showed up to fix the downed wires on my street.	I believe the problems on my street could be reduced with proper trimming of trees.	days.	hang over the lines.
Windham	6	0	It was impossible to reach a customer service representative. The service went to a recording advising of widespread outages.	Very dissatisfied.	The power went out and with past experience, we have a gasoline powered generator. Without that we would have lost all of our food in the refrigerator etc. The cost of the gasoline to run the generator was about \$28.00 per day. Outrageous.	I feel that the utility should have had more crews ready for this storm. They had plenty of time to prepare and the weather forecast had predicted outages due to downed trees at least two to three days in advance.	They need to be proactive in trimming trees around powerlines to prevent this in the future. I also have a home in Londonderry and have lost power more times at that residence than I care to remember... even during the summer during good weather. I am not sure if PSNH is keeping up with the infrastructure in the Londonderry and Windham areas, but it seems that power is lost in these towns quite often and we are usually the last to get it back. I find it quite amusing when PSNH asks for rate increases when they provide such poor service.	I believe that it is time for legislation to require the utilities to pay a per day fee for as long as the power is out. If they are hit in the wallet, perhaps this will ensure that they are being more proactive in improving infrastructure, tree trimming etc instead of being REACTIVE which is what they are doing now. The REACTIVE approach is obviously not working and they have no incentive to change. We pay high utility rates for very poor service. Time for a change.....
Windham	6	108	Absolutely not. The night of the storm the wait on the phone lines to even report the outage exceeded 45 minutes and website reporting did not work. I called PSNH about two times per day during the outage. The first several days they would not even give me an estimate of how long we would be out. Then, the lists came out. Windham was once again listed in the groups of the last town to get its electricity. The list promised that 90% of our town would have electricity back by "Midnight Nov. 3rd And 95%by Midnith November 4th." On the morning of Nov. 2nd I called PSNH. I talked with customer service rep. I inquired that the list said Midnight Nov. 3rd for Windham. But at that time over 85% of the town	Satisfied? To not have electricity for days at a time and repeatedly receive incorrect information. And, for them to even try to change the definition of the word midnight in order to deceive their clients is outrageous.	Windham had many branches and powerline down over major emergency roads. Many streets were blocked and impassible. Yet no PSNH clean up crews were spotted in Windham until Wednesday. We have electric heat. We had to evacuate our home as we also had no heat or water. Our beta fish Harold froze to death.	To tell me the truth about when I can really expect to get my power back. Time and time again PSNH changes their story.	PSNH needs to install more circuits and bury the power lines in this area. During one of my many calls a customer service representative did mention that a typical circuit has between 3,000 and 3,400 customers. Yet, all the circuits leading into Windham appear to have over 7000 customers each. So, as the area's population and power needs grew, it appears PSNH may have decided to save money and not add needed additional circuits in this area.	The service we receive in Windham from PSNH is substandard at best. Since 2008 we have not had electricity for over 25 days. The National Grid customers at the end of our street have only been out a total of 8 days during the same time period. It appears a big part of the problem is that PSNH has overloaded the number of customers on the circuits in Windham. They should be required to add to and split the circuits and bury the feeder lines into Windham. I also think PSNH should be required to publicly disclose its customer exposure ratio (CER) to its distribution circuits. This ratio is used by most of the major power companies will reveal which customers on which circuits in the PSNH system that are most subject to power outages. I would bet you the (CER) in the Windham/Hudson area is multiples of the general power grid.

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			<p>was still out. According to the service rep there were over 100 problems on my circuit. And there were over 7000 people on my circuit that were still did not have electricity. She told me there were 4 crews on my line. I questioned her why there were only 4 crews in Wnidham, when they represented almost 10% of the total outages. And, there were over 400 crews working. So, wouldn't it make sense to put about 40 crews on a line that represented over 10% of the total outage. She told me "we don't work that way." Then, I asked her how PSNH could claim we would get our electric by that night when so many people were still out. She assured me that Windham would have 90% restoratiion by "tonight." At 5pm, I called again. Little if any progress was made in Windham . The customer service rep. told me t that midnight Nov. 3rd meant "tomorrow night." I told him that midnight Nov.3rd does not mean 11:59pm. It means 12:00am. He told me that I was wrong and my town was not expected to get its electricity back until the next night. I hit the roof and asked him to have a supervisor call. Later, a supervisor called. He once again tried to argue with me what the "definition" of midnight. I told him to look it up in the dictionary. He put me on hold for about five minutes. He came back and said that he had talked with</p>					

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			the communications dept. and did look it up. And, in fact I was correct. But still Windham would not receive its electricity back for another 1-2 days.					
Windham	5	7	The information was limited to a canned response. "We are working on the issue"		Used a wood stove to keep our house warm and to melt snow to flush the toilets.	PSNH should have work crews in each town to get electricty back on. Work crews did not come to Windham residential areas until Wed. night. That was 4 days!	Get some work crews into Windham before 4 days!	
Windham	0	37	Not applicable.	I was very satisfied.	My home was without power from Saturday October 29, 2011 at around midnight until Monday October 31, 2011 at 1:00PM. During the outage, we used a generator to supply power for critical needs.	I expect frequent, realistic updates from my utility companies. Unless the grid has been completely destroyed, I expect service to be restored within a week.	The response of PSNH was appropriate.	Based on my experience being served by an electric company in a different state, PSNH does a good job of restoring service after a major storm.
Windham	2.5	0	I used updates from PSNH via facebook. And then connected to their links. I found this the most helpful for update info	I was very satisfied. It was a huge problem in my town, and was impressed with frequent updates	We were in NY when snowstorm hit. From a friend I found out that power was lost Saturday, early evening I believe. With reports of 100% of PSNH customers in Windham w/o power, I wasn't surprised when we arrived home late Sunday afternoon to find we were still w/o power. The majority of power lines in my neighborhood are underground and we are located near a school so I didn't anticipate a long wait for power to be restored. We never lost water. I was able to stay with my son Sunday evening and by the time I returned Monday afternoon, around 3 PM, power was restored. Over the next few days I saw the extent of the damage to trees and power lines and got a better understanding of the true extent of the disaster.	I expect that they will address the most critical areas first. ie. Downed power lines and removal of trees and limbs blocking roads and pulling down power lines. I hope they will provide frequent progress updates using a multiple of medias, and expect that they would prioritize the areas they will restore power to first. I also expect them to have enough crews to respond to the situatuon quickly and safely.	I think they did an excellent job under the circumstances. Who would have ever thought an early snowstorm could wreck such havoc.	
Windham	6	0	Not really - talked with rep, could not determine when our street would be re-powered after the backbone (Rt 111) as powered. Actually was over 3 days after the backbone was up, and the street had been cleared (by	Wasn't as bad as two years ago.	Because we have a generator, we were better off than some of our neighbors who came to us for water. However without phone, TV or e-mail, we could not communicate with any family to see how they were or to tell them how we were - they were very	Faster response.	My comments above summarize our expereience.	Even though we see Asplundh trucks working the lines year round, we still many cases on our street that threaten the high line - dead trees, over hanging branches prevail and I expect that the next wet snow storm will blow the fuse again. I realize that you/we can't

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			the town) of broken trees and those resting on the highline (which had caused the fuse to blown). Fire Dept had confirmed a priority for this street as two of the seven houses have elderly with medical problems - they said it would be two days, worst case.		concerned as they had heard on their radio and tv (neither of which we had).			have 60` x 120` clearway following the power lines, but obvious threats should be resolved and still leave the `trunk` portion of the overhangs, etc. I`d like to see an estimate for the burial of all utilities on our short street. The new developments nearby all have buried cables, obviously paid for by the developer and buried in the purchase price. At least, bury the high line and have an option for each homeowner to connect or not. How about PSNH has it`s own crews for continous tree trimming year round to save us the added contractor costs.
Windham	4	0	It took an inordinate amount of time to actually get a person on the phone. I would strongly suggest that PSNH either utilize human beings from the outset or return to the "push 1..." system as opposed to the "just say..." system you have in place. The latter simply does not work. Once I did manage to get a person (after, quite literally, loudly telling the robotic voice in question to "byte me"...my apologies for the colorful language), they were patient and polite as always... yet utterly unable to offer any worthwhile insight into restoration estimates or even a specific cause of the outage (ie: a transformer or a line down or an alien invasion). I had to, in fact, find out from the local police that my outage actually stemmed from the Town of Hudson.	I was very disastified with the information that was available (read: nil). Central operations does not seem willing or able to pass important information on to their staff for sharing with customers - during or after a major event. For example, putting together a "We are currently experiencing outages in..." recording is a useless expense of PSNH`s resources, in my humble opinion. If I`m calling it`s because I know that my, and in all probability my neighbors`, power is out... I would rather that the person recording that message actually took my call and provided me with some actual information as opposed to fluff.	Fortunately for me, I have family in the area with a generator and we were able to stay there (as an aside... that same family member is also a PSNH customer and her power was out from Saturday to Friday). The same cannot be said for my elderly neighbors and those with infants who were forced to stay in their homes in frigid temperatures for an extended amount of time. Beyond that, I lost an estimated \$300 worth of food and experienced flooding in my basement towards the tail end of the event because my sump pump could not run.	I believe my expectations mirror those of other customers and are, in fact, fairly simply. I expect that: 1) PRIOR to any major event, the lines and transformers will be of adequate size and age to handle the number of customers they are tied to, and have been consistently maintained during good weather so as to be able to withstand some wind and snow (this IS New England, after all); 2) my utility company will be better prepared to handle major events (as opposed to waiting until the second or third day to bring in outside crews), and; 3) my utility company will exhibit a willingness to provide current, pertinent, and forthright information to its customers suffering the ill-effects of its own failure to achieve numbers 1 and 2 above.	I have always been very satisfied with PSNH`s employees... from the line crews to customer service. Unfortunately, I think that PSNH has just grown too large and that the smaller groups of end-line customers on the fringes of its major service areas are suffering the effects of that growth. PSNH`s response to the 2008 Ice Storm was abysmal (I was out of power for 8 or 9 days during that event)... and has been on the decline since. Windham is bordered by National Grid and Unitil, and seems to consistently be at the bottom of PSNH`s damage assessment and response list. For my entire road into Pelham to be restored, with the exception of the middle portion which took an additional day or two, is unacceptable in my opinion. I would respectfully suggest that, perhaps, it is time for PSNH to approach National Grid and/or Unitil about taking over its Windham customers. Alternatively, I suggest that PSNH undertake a plan to upgrade its entire grid to underground utilities... beginning in the Hudson/Windham area.	I would also like to express my displeasure at the loss of power during the "wind storm" about 2 weeks after the Halloween storm. My power was out for approximately four hours... despite it not even being windy. Conditions were breezy (not gusty) with only a moderate rain, yet we lost power. Customer call service response was wonderful as always, but there was just no reason for there to even be a disruption in power for that amount of time in such a non-weather event. This, again, in my opinon goes to PSNH`s lack of adequate maintenance along its Windham grid and understaffing for its overall client base.
Windham	5	0	No	Poor, no information or misleading	If this was the first time it would	I have lived in southern NH for the	The only info was from the PSNH	I know ther is plenty of room for

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				info on your web sight	have been completly understandable, but is not. This was the 4th time we have lost power for more than 24 hours in the last 5 years. The last time we were out of power for 11 days. Each time we loss service the cable has been retored days in advance of the power.	past 25 years, prior to that I lived in Mass for 25 years. To my memory we never lost power more that 6-12 hours in mass during that time and yes it was also an area with lots of trees. I`m seriously concerned as to my senior years in a area that losses power for days (7-11) every year. Third world countries have better infastructure.	web sight that stated 4000+ customers out of power in Windham and 95% will be restored by the end of the week	improvement. Our neighborhood has underground utilities, behind my house there is a small pond with many small cottages along the shore most built in 1950 . One of those houses runs a post lamp 24/7/365. When ever we lose power that post lamp has been on and you can bet most of the power lines run thru trees to those cottages. Last year we went without power for 11 days and that post lamp never went out as well as many other times. Also this last storm a freind who lives just down the street in Pelham never lost power, we were out 5 days. How long is the circuit that we are on.
Windham	3	0	Yes, I entered the information through an automated system. It was easy to use.	Great, especially PSNH. I followed them on Facebook and Twitter and they were really great with updates.	We were lucky with a generator and have town water, so we always had running water and a gas stove.	I expect great communication, regardless of the situation. I found that I followed PSNH more than Comcast as I was more concerned with electricity than cable and phone. I was extremely pleased with the amount that PSNH communicated to the general public. We also got our power back two days before we expected to.	If possible, share the alogrhtythm they use to determine who gets turned on first and who stays in the dark. That way we know on day one where the crews were going.	We appreciate all the hard work all the utility companies put into this storm. I understand all the time and physical exhertion it takes to do all of this and am thankful that I don`t have to be out there. I am glad to see that PSNH handled the social media criticism with dignity.
Windham	5	120	Could not get through = Left Messages	Not very satisfied. I realize they were beseiged - but it doesn`t make it any less distateful to feel there is nobody to talk to for something as serious as this.	Had to empty the refrigerater and take all food to daughter`s house. Had to sleep at daughter`s house in Massachusetts. Ended up spending almost \$2,000 on a generator and its installation because the power goes out so often.	First of all, if at all possible, in the year 2011, make it so that the power stays on. I`ve only lived here three months and have had more power outages in that timeframe than in years and years in Nevada and Massachusetts.	Please see above.	Live in Windham NH. Nice town. I like New Hampshire. But this seems like the dark ages regarding power outages. Also, staff the phones to update us and give us information. Used the web page, and that was somewhat helpful,.
Windham	6	0	IT JUST SAID THAT THERE ARE LOTS OF OUTAGES. I COULD NOT GET TO A HUMAN BEING OR REPORT THE LINES DOWN.	THE INTERNET SITE WAS GOOD - WHEN WE COULD GET TO A PLACE WITH ELECTRICITY TO LOOK AT IT.	I LOST ALMOST A FULL WEEK OF INCOME BECAUSE PEOPLE`S LIVES WERE TOO DISRUPTED TO ATTEND THEIR APPTS WITH ME. WE HAD LINES DOWN ON LONDONDERRY RD FOR DAYS. WE ARE LUCKY TO HAVE A SMALL GENERATOR TO RUN AT NIGHT. WITHOUT CABLE WE ALSO LOST OUR PHONE, TV, AND INTERNET, SO WERE ESSENTIALLY CUT OFF FROM CONTACT UNLESS WE WERE ABLE TO LEAVE. WE WERE ALSO LUCKY	I EXPECT BETTER MAINTENANCE SO THIS DOES NOT HAPPEN AGAIN. BETTER COORDINATION WITH THE LOCAL AUTHORITIES. THEY SAID THEY COULD NOT HELP WITH LINES DOWN ACROSS THE STREET. ADD CABLE COMAPNIES TO THE PUC BECAUSE WE RECEIVE ESSENTIAL INFORMATION/COMMUNICATION SERVICES FROM THEM.	HAVE AN EMERGENCY PLAN READY TO GO IMMEDIATELY - NOT SEVERAL DAYS LATER. A GRID THAT SHOWS THE STATUS IN DIFFERENT AREAS. ONE YEAR OUR "BLOCK" SEEMED TO HAVE GOTTEN LOST AND WAS JUST ASSUMED TO HAVE BEEN REPAIRED. A WAY TO REPORT OUTAGES OR PROBLEM OTHER THAN AT A PHONE NUMBER. HOW ABOUT USING MORE HIGHWAY/ROAD/COMMUNITY SIGNAGE TO GET INFO TO PEOPLE	I`VE LIVED IN THIS STATE FOR DECADES AND I DON`T REMEMBER EVER LOSING POWER FOR AS LONG AS WE HAVE FOR THE PAST SEVERAL YEARS. NOT EVERYONE CAN HAVE A GENERATOR OR CAN AFFORD LOSS OF INCOME, LOSS OF FOOD, OR GO TO A SHELTER. IT IS A DRAIN BOTH ON INDIVIDUALS AND THE ECONOMY.

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					TO HAVE A GYM MEMBERSHIP SO WE COULD TAKE SHOWERS. MANY OTHERS WERE NOT SO LUCKY.		WHO DO NOT HAVE POWER.	
Windham	3	0	I received an automated message at PsNh	NOT SATISFIED AT ALL! I followed them on Twitter for updates and they were always vague about restoration time frames.	During the time without power I lost \$700 worth of food, had to find an alternate place to work since i work from my home and went through the normal inconveniences of being without power (no showers, bathrooms, etc). In addition, most of Windham was without power for a week, the students (my son being one) will be going to school an additional week during summer.	I expect them to respond like any other business and have a proactive plan. The storm was all over the news before it hit - arrangements should have been made to have crews on their way knowing we CONSTANTLY lose power. Areas of town serviced bt Unitil were restored faster and the work trucks were highly visible!	SEE #9	
Windham	5	0	The information was the typical response [dash] not to expect any service for as many as 10 days.	They were overloaded and didn't have an answer.	We were without electric and broadband phone service for 5 days. We have a generator but at the cost of \$60 per day in gasoline to keep it running, it cost \$300 to just keep the refrigerator and a few lights lit. No TV. Radio ran on batteries.	Understand that our affected area has thousands of customers. Why isn't this broken down into manageable areas rather than one unmanageable area.	We are not stupid; there was no information that they would be allowed to share. Giving a 10 day window is a CYA.	PSNH needs to get back to Nucular power, reduce rates and strategically create transformer zones so that half of NH isn't on the same grid.
Windham	4	0	Yes, although a recorded message, the message did contain the necessary information I was seeking.	OK to good enough.	I have a portable generator that allows me to operate my well, heat and some outlets and lights. The storm was not as bad as areas north of Manchester and the storm that hit in Feburary of 2010 was worst for us.	I think it was handled very well. News outlet warned of the storm well in advance, and it appeared the their response was quick, and we cannot blame them for fallen trees. I still have issue with the State DOT for failing to clear debris from under the power lines and along the state roadway that I live on. Broken tree limbs that feel on the state roadway were pushed to the side of the road and under the power line that PSNH had to work on by local response teams and still sit there today.	I thought their webside was lacking the best contact numbers on the front page of the website. I needed to search through to get the right numbers to contact. No quick links or mobile phone links. I was required to have my account information that I think is stupid for what information I received. A simple name and address should have been enough!	When people do not have power, internet or a landline phone, it is difficult to file necessary information that was required by PSNH to log an outage by cell phone or some other computer than the one used from the house. I had to call home to get account information before I could log an outage in my area.

UES – Responses from Residential Customers

City/ town	Days W/O Electricity	Hours W/O Electricity	Information Received From Cust Svc Rep Helpful	How Satisfied With Info Received	Describe Your Situation And Experience During Storm	Describe Expectations Of Utility During Major Event	What Could Utility Have Done To Improve Situation	Additional Comments
	5	0	No. All they would say is that they were working on it. I was just trying to find out if it was a big problem or a little problem. I am elderly and needed to make plans for meals, etc. They knew it was a big problem and I think they could have said that or at least that it would take some time to fix.	Not at all. I did find out that the other utilities were telling people that the outage would encompass days as opposed to hours and the only one that would not say anything was Unitil. They also were not very polite.		I expect them to give some reasonable estimate as to when power will be restored. If I knew it was a big problem, I could have gone out to eat and rented a motel room. Also, during this storm, they put yellow caution tape all around the trees to warn people. However, I expect them to remove the tape when the problem is remedied. My neighborhood was a big mess with all the yellow tape they left behind.	They could have given reasonable estimates of when power will be restored and updated it periodically. They also should clean up their own yellow caution tape. Some of it was really high in the trees and we struggled to remove it.	I have on occasion received electric bills that were si high it is mathematically impossible for that amount of usage or demand to have occurred. I recently received a bill for a vacant commercial building with a demand of over 8. There is nothing in the building that could have caused that demand. I called Unitil and they said that is your bill and you need to pay it. I think they should have someone there that you can talk to about problem bills. They simply tell you to pay the bill and won't listen to anything else.
Atkinson	3	0		Unitil website updates and tweets were a tremendous improvement over the Dec. '08 icestorm	No power, no cable/internet for 3 days. Fairpoint was up and down. We got by OK with our woodstove for heat, and running a backup generator 10-12 hours each day. However, this cost over \$100 in fuel.	I expect what we got - bigger cities, especially with hospitals, will get priority. The entire town of Atkinson was out, but numbers-wise we are a low priority.	Prevention! Unitil (and the others) seems to be in denial of a basic fact of nature - trees grow! They're trimming program is a joke. I have pointed out to the trimming crew several trees on my property that overhang the wires. The tops of these trees rest on the wires when snow-laden. I have provided written requests/permission to cut down these trees. The crew members, who are as frustrated as the rest of us, tell me that Unitil will not authorize/pay them to cut these trees. They remove what amounts to a few twigs before moving on.	Prevention! The tree-trimming programs appear to be a token effort at best. It would be intersting to see what percent of the utility's overall budget goes toward this critical apsect of providing reliable service. Then compare this percentage to what it was in 1980 or 1990. If the percentage has gone down, I have a huge problem with this. I pay some of the highest rates in the USA and have experienced poor reliability for at least 15 years. From my perspective, this is another blatant example of corporarte greed.
Atkinson, NH	3	36	Since I was unable to speak directly to a representative, my message went to voice mail which was alright.	Info was in the form of voice mail updating me of progress as the time went on. At the time, that was all that was expected.	Since we did not have a generator my main concern was the food spoiling in my freezer. Other than that we had a gas fire place to warm up the house and that worked. Fortunately weather was not freezing so that was in our favor. We lit candles and read a good book in the evening. My other concern was having hot water for showers, that was an issue.	With the depth of the storm I really feel the utility company and all its workers worked safely and brought power back sooner than I had expected.	There was nothing more that they could have done. Day after day I saw crews of workers and trucks everywhere doing their jobs. In this electronic age we have to rely on manual labor to cut and remove trees, all manual labor takes time. The company brought in out of state help that moved the process along in a orderly manner. With all electric wires above ground mother nature causes all types of issues when a storm comes along. Maybe the utility company should consider putting the wires	We made the best of it - it was a refreshing experience to relax in the evening time frame and have a simple life without using a computer, dishwasher, TV etc, and laying back to reading by candle light. Not so bad after all.

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Bow	0	4	Somewhat helpful	No info received after storm	Until thought our power had been restored, but had not patrolled the rest of the street to realize that we were still out. When we called back, cust. service said "I thought you were back on" Resulting in 2 additional hours to get the crew back to the area.	We have a generator hard-wired into our electrical system - I think that explains our expectations.	underground. Know it would be a costly labor project but might work in a way to put the unemployed back to work. Thorough patrolling of lines	Utilities need to be able to upgrade their technology and improve internal controls. Too much relies on out-of-date software, or solely manual procedures.
Bow, NH	0	0			We did not lose power ! so to be fair lets give UNITIL credit for the work they did after the last big storm. Not so for PSNH	I expect a max outage of 24 hrs.		Unitil needs to install more reclosers on the line to isolate outages and also use more spacer cable construction, which is more expensive but much stronger and reliable. PSNH needs to utilize local electrical distributors that stock utility products for other utilities.such as NSTAR, NGRID, CMP, and public power accounts. In storm situations, PSNH rarely contacts anyone except Graybar Electric, which holds the contract with NU. This contract has not been put out to bid in many, many years and in addition to cost containment, especially during storms, I would think that PSNH/NU would use storm material available in manchester to reduce the lead time on supplies but also potential first cost reduction. NGRID and NSTAR can provide testimonials on this distributors performance during storm relief. This distributor is WESCO Distribution, the largest Utility focused Distributor in the country, and NO I do not work for them !
Canterbury	0	6	Yes; as with all outages; Unitel keeps the information on outages updated on a regular basis and even lets you request a return call after they finish repairs to make sure your power has been restored.	Very Satisfied	The power failed during the evening but was back on by the time we got up in the morning.	Winter storms happen; we understand that. In rural areas; we also understand that tree and limbs can cause extensive damages.	They did everything in their power to take care of the situation.	We`ve had three electric suppliers; NHEC; PSNH & now Unitil. Of the three; Unitil has had the absolute BEST customer service and outage handling of them all!

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Chichester NH	0	15	Yes -Unitil keeps an updated phone service when you call and report an outage	I was satisfied because they called back to see if the power was on after they restored it.	We are off a main road but close to the Concord line-we have back up heat and power generation so we get by OK.	I expect them to prioritize and go safely about making repairs as soon as possible.	I really think that they should deploy work crews in the summer and fall months to cut back tree limbs in areas prone to outage. I know they must plot this data but never do I see any type of preventive work being done.For example: A 4 inch storm here just prior to the Oct.29th storm put our power out for 8 hours.I have to believe that was preventable with a little summer cutting.	Let me go on the record here and say that I believe all NH's utilities do a great job when these outages occur.They do what would be years of repairs under normal circumstances in just days and weeks so the response and repair is really outstanding in my view.Also I realize no amount of preventative cutting is a cure all but I think there is certainly a little room for improvement there.Thank you for the opportunity to respond.
Concord	0	0	No	Not satisfied.	During this storm, our lights just blinked during the storm. We did not lose power completely - BUT - we have lost power for days at a time in the past (about 6 times in 5 years). Our street is one of the last in the City of Concord to come back on after a large outage.	I do not have a problem about the teams of repair men - BUT - the BIG PROBLEM is customer service not knowing what is going on (if they are there at all).	I have called Unitil many times to complain and offer advice on how to improve communication to its customers (I am a software developer and I know a great deal about service, customer service and expectations) - BUT - they don't seem to care.	Thank for asking - I will gladly help in any way I can.
Concord	0	0			Lights dimmed a few times, but never lost power			
Concord	0	6	I didn't report the outage but I believe someone else in the household did, not quite sure. As it was pretty widespread, I didn't feel the need to add to Unitil's call volume.	I was satisfied, things weren't bad in the city. It's one of those things where, if you choose to live in rural area, your going to be without certain services a bit longer than if you didn't. I know that's not the case every time but everyone needs to understand that nature can be brutal.	I live in town and it wasn't that bad, roads were taken care of and the status updates were exemplary from both Unitil and the City of Concord.	Get those outside work crews from other areas of Canada and the US ready to help. It's key to have those agreements in place and we're lucky they will help us.	I was reasonably satisfied with the response	Obviously, the utility infrastructure needs to be maintained and upgraded. I would like the PUC to make sure a fair dollar amount each year is mandated to do this. No need for all that 'monopoly' money to go to salaries and dividends....part of the trade off of having a monopoly is above average capital improvements in my mind.
Concord	0	10	Yes, Extremely helpful. They even called to check that service was restored.	My phone service requires electricity to run a modem so by default, we lost phone service with the storm when we lost power. I don't really know if we lost service at all.	We lost power around midnight on Saturday, by Sunday at 10:30, we had power restored. We called first thing in the morning and Unitil said that they were working on the situation and we could expect power to be restored within 6 hours. They did just that!	My expectation would be that power would be restored ASAP and information on when could be provided so that I can make decisions for my family to either wait it out or make other arrangements.	Nothing more, they did what I expected	
East Kingston	1	2	Very	Completely	Power outage for 26 hours.	To do their best during a tough situation. I find it offensive that somebody or group is trying to point fingers and demonize these hard working folks. Funding for this witchunt should be scrutinized and made public. Do you think the	Communication is always the key, Unitil did a better job than they did during the last ice storm and I suspect they will do even better next time, not because gov't agencies waste our time and money pointing fingers at them and	Finger pointing gov't agencies like this are one of the reasons our economy is hurting, waste, waste, waste, must be Massachusetts transplants running this witch hunt.

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						Japanese are wasting time and money looking for a scapegoat for the Tsunami and Earthquake? No they are focusing their energies on helping those that are still hurting from an "act of nature." We should be doing the same.	others but because it makes good business sense to always provide better customer service and communication to customers.	
Exeter	0	8	Nope		Had a house full of guests so it was quite annoying.	You don't deserve our comments, but I am pretty sure you know that we feel this is the lousiest service in the recent years your companies have ever provided.		
Exeter	0	9	Somewhat. Naturally, I would have liked some info about when the power would be restored - a window of time. I hate the recorded message. Everyone does. But realize it is difficult to find a real person in an emergency situation to answer phones - but someone should be thinking about solving that particular problem.	Relative to family and friends` experiences, I felt pretty lucky - only hours for me vs many days without power for too many others. Having lived in Europe where this problem is unheard of (cable is underground??), I am aghast at how poorly Americans fare when there is a storm. I also lived for many years in a developing country in Southeast Asia where we experienced rolling black-outs - but even there at least we knew what to expect concerning number of hours without power (usually 2-3). Even there, the length of the inconvenience was fairly predictable - unlike in New England where everyone is left in the dark - literally and figuratively! The situation here, frankly, is shockingly backward!	Power went out in the middle of the night and was on by early morning. i suspect because we live in a town, not rural area.	More preventive measures ahead of time. Think about putting cables underground - slowly over many years. Better communication re WHEN will be restored (not vague estimations that are sure to be inaccurate).	??	
Exeter	0	6			Not hard to deal with - we have a gas powered generator. The 6 hours we were without electricity was tolerable.			
Exeter	1	17	No it was just a pre-recording saying they were aware of outages and working to correct them. No ETA was given. They asked you to go online for more updates (hard to do without any POWER).	Not very satisfied at all. I've lived hear 8 1/2 years and the last 3 the power goes out at the drop of a hat. It also went out 2 other times for a few hours 2 weeks following the storm. No reasons were given for the other two outages.	We lost food due to the long outage. We recieved food stamps and tried to apply for replacement food stamps with DHHS due to the storm. However they tell me since they have no record of my town being w/o power I needed a note from Unitil. I call unitil they mailed it to me 10 days after the deadline that it needed to be in to DHHS.	I would like when I call they have some sort of acurate recordings. This is taking longer and longer for power to be restored during these "storms.". It is also happening more frequently. Then when you need documation after the fact they claim it comes from New Jersery but really came from Concord NH.	Stop making stupid excuses like "leaves" were the reason we had no power. What about the 2xs after the storm was it that the wind blew? communitaction would be nice instead of directing customers to Twitter which is absurd because again w/o electricity you can't get online.	
Exeter	2	0	Somewhat. They don't give	So so.	I live on the outskirts west of town.	I think they do the best they can	Give an honest estimate how long	

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			any specifics. Also, it would be nice to know how the grid is set up and how it workes. Why do some areas get power before we do. We seem to loose power a lot.		I have a generator. We get by.	under the conditions.	power will be out. That way we can plan for our needs. le: do I need more or less fuel and food.	
Exeter	2	48	No. From the very first call, we had to deal with a recording. It indicated their recorded message would be update regularly but we found that the same message was on the phone for several hours and of no real value. We lost our power in the very first couple of hours when the storm was nothing but rain! There are too many trees hanging over power lines in Stratham and we are at the end of the Exeter power grid going into Stratham. Homes nearby had power when we did not. Makes no sense. It was amusing to us that the recorded messages encouraged us to go on line to Unitil's website for up to date information. Without electricity, we were not able to turn on our computer.	After the power was restored we recieved a recorded telephone call with an apology for loss of service. They should be giving us a credit for the inconveniece from both Unitil and Comcast for our phone service.	One expects to have some disruption but not repeated several times over. We have a transformer platform near our property and it `exploded` several times. At one point, the sky was like a fireworks display. The power would fade in and out while this was going on. We live in an `active adult` community and have some special needs. My wife has had two heart attacks and the stress of events like this take their toll. We are fortunate to have natural gas, so our fireplace was operating and have water circulating by a generator to keep the water sprinklers functional. However, we had to put some food in the trash from both the freezer and the refrigerator. That is money down the drain.	We want to talk to a live person when we call the 800 number. We want realistic estimates of when power will be restored and stick to them. We should not have the power go on and they in an hour go off again (this is how people get stuck in our elevator). We had to resort to a cell phone to contact Unitil but when the same message was played back hours later, it convinced us they really do not know what they are doing nor do they really care about us.	Most of this response is in #9. We are not convinced that Unitil has done all it could or should have done to keep many of the trees and limbs from growning directly over their wires.	There needs to be priority given to a development like Sterling Hill where we have residents on medical support systems, poor health in general so they are not able to use stairs from 4 floors up. Residences such as ours MUST be placed on some type of priority by the PUC and progress monitored by the PUC during a clean up/restoration period to make sure the utility companies are living up to their commitments. When full power is restored in the neighborhood (Guinea Road) long before we are, there has to be something wrong with their priorities.
Exeter	0	20	Yes, as they have always been.	Very satisfied with Unitil under the conditions in which they were working.	I had no problemns. The Twon as well as Unitil kept us up to date with frequent posts on their Twitter and Facebook pages.	Having worked in the Pubilc servant sector, I expected them to go as safely as possible and keep people informed.	I think they have done a much better job since the ice storm of 2008, and have done all that was exoected of them under adverse conditions.	
Hampton	0	12	yes	not		less than two hours of outage	With cooperation of local and state governments, resolve the PROBLEM; TREES. Have a continuous program to trim branches and remove trees.	
Hampton Falls	2	0	There were 2 outages. They lied about the first one being storm related - I know from a law enforcement source with knowledge of it that they had	It was all strategic communication. They provided some factual information but mostly they were using their twitter feed to shape public perceptions that they were	No heat, no lights, no water. It was cold, it was miserable. I have some arthritis and it gets very painful when exposed to ongoing cold like that. It isn't a problem when	I expect them to do the things that makes their lines stay up during a three inch snowfall or-gasp- falling ice. I expect them to have done the work that keeps them out of these	Prune trees near the lines on right of ways during the summer (we haven't seen Unitil do this in the whole time we've lived here). Rebuild your infrastructure to	Please take this company's license to operate as a public utility in the state away. They are a menace to public health and safety. Power outages happen but Unitil's poor

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			a mechanical failure in a substation in Seabrook not storm related. The woman who answered about the first outage yelled at my question that "there was a big storm and didn't I know that?" Like I wasn't aware of that and, in their preparation for winter in New England, her company shouldn't have been aware that this kind of storm can happen here because it has before. Then the outage turned out to be caused by something else all together. The second time a different woman, also with a great deal of snarky attitude, took my information. She too made some comment about there being a big storm and this kind of thing being normal so it is clearly part of the Unitil business plan to not take care of what needs to be taken care of in the summer and instead just to clean up after the lights go out. My guess is that it ends up being cheaper for them to proceed in this way than it would be to either do preventive work in the summer or actually build a grid to withstand the weather we have.	on top of the situation when they clearly were not. In addition, after a long period of time had passed, they switched from talking about the outage to talking about how wonderful their employees are. This is a common perception management technique. The wonderfulness of their employees has nothing to do with the lights going off because of poor planning or an intentional business plan (take your pick) but it can deflect attention away from the corporate strategy onto the folks who really do a good job restringing lines in difficult conditions. Thus, creating a perception that Unitil itself had done a good job when it clearly had failed again in its objective task of providing reliable energy service to its customers. All in all, I'm not satisfied with their performance or their easily seen through perception management communications strategy. I'd rather they focus on doing line work during the summer than public relations but that costs more money than this wildly profitable company is interested in spending.	walking around on a chilly day but hour after hour of it causes me great pain. Further, we have dogs, cats and horses that were also distressed by this situation. We use an electric fence for the horses and they could have just taken off if they'd wanted to. The dogs and cats were just cold. We distrust unitil based on its performance enough that we stockpile water so that wasn't an issue. The fact that we think to do that shows exactly how poor this company's performance has been in the four plus years that we've lived in NH and it is consistent with what our neighbors told us when we moved in: "buy a generator, the lights go off all the time here." Now we finally have bought a generator. The only humorous thing about this situation was we started a pool about how soon the lights would go out once the wind started blowing (not the actual snow falling mind you) and it took about 20 minutes for that to have happened. This is how awful this electric company's performance in a winter weather situation is- you can bet on, not if it is going to fail because it regularly does, but how long it will take to fail. The second part of the pool was how long it would take in hours to get the lights back on and Unitil performed down to data based expectations there as well. Longer was the way to bet and longer won again as it has in all of the other Unitil power outage events we have experienced. Please make this company do the right things in the summer time and prepare for stuff like this event.	avoidable situations. Beyond that, I expect them to get the power back on very quickly. They fail consistently on both counts.	endure the weather we actually have and figure out which places in the world do well with these climate situations because there are some then implement their policies. This will, in fact, cost money but, hey, they're going to get to pass the cost of this event onto us anyway and our electricity costs are relatively high for the nation, so requiring them to reinvest some of that in a system that actually works is a reasonable public good that the state can require.	preparation and performance in all sorts of weather conditions were well known in our community prior to the ice storm and the subsequent events including this one have done nothing to alter those perceptions. Unitil cares only about its bottom line and its share holders' return on investment. It cares nothing about what the customer base gets in terms of service and how they are inconvenienced by the Unitil business model. This commission has an opportunity to send a strong message to the other utilities in our state by dispensing a clear punishment to a company that behaves as does this one.
Kensington	0	12	N/A	N/A	Power went out about midnight - no lights, no heat, no water. Chilly in the morning, but nothing like the ice storm a couple of years ago.	I expect a professional well managed restoration process.	N/A	

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Kensington	1	20	Reported outage through an automated reporting system. After 10 hours, the batteries powering our local telephone central office died, so I had no phone service until the power was restored.	With no phone or internet or cable, and local radio stations running standard programming, I had little information for the state as a whole and no local information.	Power back on around noon. No big deal. I have a portable generator for situations such as these, so I had power for heat, well pump refrigeration and lights. I also have a Coleman white gas stove for cooking.	The utility should first work on main lines, then branch lines and then individual houses.	Since I was incommunicado after the phone lines and cable went out, I have no idea what they said or did during my outage. After I got my power and communications, back Manchester`s WMUR 9 gave general information, but I did not go to UNITIL or PSNH web sites to see what information they were providing.	
Kensington, NH	2	16	On my initial call to Fairpoint the rep was helpful, however, after waiting 2 days without hearing anything + still no service I called back. I was told the ticket was "closed" because servoce was restored. I got a royal run around when trying to explain service was NOT restored. Finally asked to speak with a supervisor who told me they "have no information about whether or not service is restored" because they are "just a call center." He said he would research + call me back but never did. I contacted a friend who knows someone in the Fairpoint corporate office. Only after that person was contacted (after 5 days with no service) did trucks appear on our street. My main concern, which I expressed to Fairpoint, was my 95 year old neighbor who lives alone, does not have a cell phone, and whose Lifeline was not usable during the week long outage.	Electric was ok. Info from Fairpoint non-existent.	See above	I expect to receive accurate info when calling to report + outage + inquire as to the situation.	The customer service reps at Fairpoint, after the initial call, were useless. They couldn`t tell me anything or gave me incorrect info. Finally when the phone techs were on the street + at the house they seemed very knowledgeable, but they were the ONLY ones. Customer service stunk! They were not helpful + did not listen + could not give me any info.	I will be dropping Fairpoint soon.
Kingston	11	0		pretty well satisfied	without power, phone and of course water from our well for 24 - 26 hours. pleasantly surprised that we got our power back so quickly as we were without for 6 days			

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					during December 2008 storm. Many of our neighbors were out for almost a week.			
Newton	4	0	Not at all! The customer service representatives have a set line of information they are allowed to give and its very generally with absolutely no specific or helpful information. More than once they have give us wrong information. They`ve stated the cause of a power outage and we`ve later found out directly from our police or fire department that the statement Unitil made was entirely wrong. The numbers would fluxuate up and down as to how many were restored power, the customer service line never had coordinating information with the Unitil website.	Again, terrible. We got our power back within 4 days of the Halloween ice storm, only to again lose it for a period of 4-5 hours each day over the next week. We ended up not having power at some point in the day for at least a week / week and 1/2. After that we lost it sporatically throughout the next few weeks. Also when I called to find out why we lost power, on a sunny, warm 65 degree day after just getting back I was screamed at and hung up on by a Unitil Customer Service rep. named Bob (he refused to give me more information, like a last initial or employee ID number, and told me his managers were not available - it was around 2pm on a weekday).	We lost power around 8:30pm that Saturday night, October 28th. Losing power for us means spoiled food, and no food, no running water, no showers, filling up 10 gallon buckets to flush a tiolet, and staying warm under blankets in a bed because we have no heat. We can`t afford to throw a couple thousand dollars away on a generator because our electric company is unprepared. I knew the storm was coming and so in the up coming days we ate what we could that spoiled and I refused to go grocery shopping. After throwing away thousands of dollars worth of food of the past years due to power loss, we prepare. If the weather predicts literally any kind of constant or heavy precipitation, we plan to lose power. Lately, we`ve also lost power when weather conditions are in no way a factor, like the 65 degree sunny day I mentioned earlier.	PREPARE BEFORE HAND! Unitil can`t sit around and do nothing until a situation occurs. Ride around checking branches, trim trees braches, back them off power lines. I live on a main road, Route 108 in Newton, and we have places all up and down the road where there are not just braches, but entire sections of trees just dangling over the road and over the wires. What does Unitil think is going to happen when we get more snow? Its going to fall on the wires. Common Sense. Check old transformers, make sure they`re working up to par, so when we get more than an inch of rain they don`t blow. Check un sturdy wires, fit hey aren`t attached correctly or they`re old, then replace them! Being Proactive means you can take less time when you need to be reactive. AND if the company knows they are too small to handle weather that s coming in then prepare for backup, call out of state crews and line up them to come out here before they need to be here. It doesn`t help any body when Unitil calls for crew 3 days after the storm and then has to wait a week for them to get here.	It would have made us feel alot better if instead of numbers of restored customers, because honestly that means nothing to me, if I can know what the crews are doing. I`d much rather hear "crews have just restored power to X-town, from there they are headed to Y-town". I know they`re out there working, but if I don`t see it and I can`t know what they`re doing or how fast progress is happening, or happening near my town it doesn`t make a difference. Also, the power outage recording is ridiculous, that should be updated at least every hour on the hour with new information, and to have the suggestion of checking out Unitils website is ridiculous, how do you suggest we use the internet while we have no power?	Having a power outage costs customers unbelievable amounts of money. Just of the top of my head, theres all the groceries thrown out, feeding your family while the power is out is extremely expensive, like \$20-\$50 every time - even for cheap food like Dunkin Donuts or McDonalds. If someone is lucky enough to have a generator, they have to pay for the gas to constantly run it. I never remember losing power for days or weeks at a time and I`ve lived in the same town my whole life. My boyfriend has lived all over New Hampshire and he said Newton is the first town where he`s lost power on a regular basis. I would feel a lot better about the electirc company if I knew they were preparing for these storms like everyone else has to and not sitting around until something is a crisis and then taking 3 days to "assess the damages" before they act.
Newton	4	0	NO! I got no information. The answering service was completely automated so you talked to no one. I requested a phone call when my power was turned back on and I got nothing. The only updates were thru twitter ehich I don`t have. On the website there was only how many people were out of power. I dont care how many people are out, I just want top know	I received no information after the power was restored even when I asked for it.	I luckily have a generator so I can have running water and lights, but I have electric heat and I can not afford a big enough generator to run my heat. So if I lose power and its cold, I get to freeze to death!	Have a better way to communicate to people where they are in restoration and be more prepared. Trees should not be haging over wires after what the situation has been the past few years. There is never an attempt to make sure this is not an issue in the future.	They could use their website to update people not just twitter. Also if I request a phone call when my power is turned on (which is an option they have), I expect that phone call.	

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			where you are working and where you are going next and there was none of that. On top of that, my electric bill increased due to the icestorm and unitil not being prepared and they still are never prepared for a storm. Why is it everytime the wind blows wrong I have to lose power for DAYS??????					
Plaistow, NH	0	47						Well, with little children in the home we are lucky that it was not extremely cold outside. A half mile away the used car lots, the adult book store all had power. Strange that places like this has power but a residential area with children did not. Very sad indeed.
Plasitow	2	46	The representative acknowledged that electrical service was out, but had no idea about restoration time nor any estimate.	Satisfied that someone was kind enough to answer the phone. Much improved response as compared to 2008 ice storm.	Much tree damage on property, but service lines OK. Have possible burned out water softener control unit due to power surges that took place over a three hour period. I eventually shut off main breaker to disconnect from line.	My expectations are to be able to observe active restoration effort. This was the case in parts of Plaistow. Much improved over 2008 storm when no activity was observed for days.	The "tweets" are not very effective for getting the message out to the elderly and those who do not have smart phones or portable computers. Please set up a phone line or web-site with updated info. Our computers do not work well without power.	Again, Unitil communications are much improved over the 2008 event when we were without service for 9 days and with absolutly no comunication from Unitil. Unitil or municipal entity must continue with tree trimming work over lines.
Raymond	0	12	N/A	N/A	Power was established relatively quickly for us.	Considering the widespread outages, I am satisfied	nothing	
Seabrook	1.5	36	no	not satisfied at all	they didn't know anything when we called, they said they were working on it and when we went out looking for workers in seabrook they were not to be found anywhere..... lines were down trees were down,	they should actually work on it when they say they are and not just 1 person, stop lying to the customers yes we are frustrated with unitil cos for 7 years we have complained to them about surges and outages and they keep giving us some excuse..	spend time here actually fixing the problem and not worry about the other harder hit towns that they were sent to help out	tired of rate hikes and power outage excuses and delays....
Stratham	2	21	No, initially, which is usual for UNITIL during the first several days. As the outage progressed the recordings and when you could finally contact a person, the information improved.	Not very good. Visited Stratham's City Manager on Monday to see if they had better information. He was out, but staff indicated that there were spot outages throughout the town. In fact, three of the staff were still without power all within a one mile radius of City Hall.	My condo community has 51 units plus there are several large houses on the Peninsula. Our UTILITIES are buried and we can usually drive around the adjacent neighborhoods and identify down lines, which service our community. In this case at the corner of Evergreen and Winding Brook a line was down. A neighbor put out orange cones and identified the fallen tree to UNITIL on Sunday, 30 October. This same	My expectations are that identified down lines should be repaired within one - two days.	It would be nice to speak to a person to report the down line and receive better feedback on repair prognosis. For the two most recent major outages there has been very little personal contact and feedback. In this day of the computer the personal contact could at least advised you on the latest update for your segment of the community.	It is apparent that the electrical power utilities need to return to the 80's and spend funds to trim trees for improved power line protection. It is my opinion that the electrical utility should know the character of a neighborhood and/or disabled or impaired occupants of a residence, A simple survey for the utilities database seems appropriate or at least notification to the residence that they can input

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					<p>neighbor had identified the fallen tree in the summer of 2011 to UNITIL has a problem waiting to occur. No action arrived until a young man from Long Island, whose company had been hired by UNITIL to identify fallen lines came by early afternoon of Monday, 31 October. He reported the problem and waited for about two hours as he was told to do so. A repair crew arrived between 7 - 8 PM and repairs were completed as the electrical service came on around 6:30 AM on Tuesday, 1 November. During the ice storm of December 2008 the condo community lost electrical power for five days. Again it was a down tree on Patriot Lane that was identified the first day of outage to UNITIL. In this case Unitil told the City that our neighborhood was restored. The City Emergency Management informed them otherwise and I understand the City hired trucks on Sunday to help clear trees for UNITIL. In my condo community there appears to be several issues with UNITIL and Peninsula at Winding Brook Condominium Association.</p> <p>(1) We are a very low priority in UNITIL's Emergency Plan with 58 units (7 private houses on peninsula) even though we have buried electrical utilities. (2) UNITIL does not appear to have a priority system which may include consideration that this is an elderly community with over 30 percent in their eighties and over 55 percent as widowed women. I personally have not tried to impress these statistics with Unitil. (3) As a condominium association with its own water and eight septic systems we can not utilize generators for power and are dependent upon consistent electrical service.</p>		<p>priority rationale to the utility for inclusion in their Emergency Plan.</p>	

Utility Name Not Provided – Responses from Residential Customers

City/ town	Days W/O Electricity	Hours W/O Electricity	Information Received From Cust Svc Rep Helpful	How Satisfied With Info Received	Describe Your Situation And Experience During Storm	Describe Expectations Of Utility During Major Event	What Could Utility Have Done To Improve Situation	Additional Comments
	0	0						Need to perform more tree trimming during the year. It is expensive but this cost is minimal compared to the funds spent restoring power after a major event.
Wolfeboro	0	0						I wanted to write a general comment regarding this storm and the one the night before Thanksgiving. I believe the outages are caused by insufficient tree clearing along the lines. The storm before Thanksgiving was only 8 inches and we lost power for almost 12 hours in Wolfeboro. People shouldn't be losing power for small storms under a foot of snow unless something is wrong with the system. The utility companys do some limb clearing, but no where near enough. They need to start cutting down big trees, not just limbing them. As I drive around I see many trees and limbs hanging over the lines just waiting to take the lines down. It seems like it would be much cheaper to do more clearing instead of waiting for the trees to take down poles and lines that have to be repaired at a higher cost. Require the utilities to do more tree and limb work.