

## PSNH Ready for 2013 Hurricane Season

**MANCHESTER N.H. (June 19, 2013)** -- The official start of summer has barely begun, but heavy rains from the remnants of Tropical Storm Andrea earlier this month are reminders that hurricane season in New England can begin early and last into late fall. If and when a major storm hits this year, Public Service of New Hampshire (PSNH) is ready to meet the challenges, with recent enhancements focusing on improved system reliability and more timely information for customers.

"Once again, PSNH continues to be proactive in our reliability enhancement program throughout our service territory," says Don Nourse, PSNH's manager of operations support. "This year, for example, we've been reclaiming power line rights-of-way, conducting aggressive underground and overhead system inspections as well as replacement of high-failure-rate equipment, and enhancing our outage management system so that it provides better information to our customers during outage events."

Such advanced preparations proved to be instrumental in helping PSNH complete restoration within 72 hours to about 137,000 customers who lost power during Hurricane Sandy last October -- the fourth highest number of outages in PSNH's 87-year history -- and PSNH is looking to further improve its response and service to customers.

In the most forested state in the country, more than 90 percent of outages on the PSNH system are caused by trees and tree limbs, making vegetation management a top priority in every season. "We will perform more than 2,600 miles of trimming on our lines this year, and are pursuing a more aggressive clearance zone through our enhanced tree trimming program that will help provide improved reliability on those lines that impact a large number of customers," says Bob Allen, supervisor of PSNH's vegetation management program. "Fortifying our storm response this year will be the availability of additional tree contractors, which will provide PSNH with greater resources during significant weather events."

PSNH customers are increasingly looking for timely updates on the restoration process, and will benefit from several improvements to information access, including enhanced awareness and preparation communications via phone and email well in advance of a major storm. "Communication is critical, and we are committed to providing the most current storm and restoration information so that we can serve our customers most effectively," says Jessica Fitzgerald, manager of parent company Northeast Utilities' Manchester Call Center. Increased use of social media, such as Facebook and Twitter, and the addition of a mobile version of [psnh.com](http://psnh.com) will also help customers stay up to date on restoration efforts.

Throughout this summer, PSNH and the other Northeast Utilities companies will be using the hashtag #PrepTip on their Twitter and Facebook accounts to provide tips to customers about how to prepare for hurricanes and other emergencies.

Whether during hurricane season or any major weather event, PSNH urges customers to consider how they will individually respond, especially in the event of a power outage that lasts for several days. Tips and reminders on how to prepare are posted at [psnh.com](http://psnh.com) and at [nh.gov/readynh/](http://nh.gov/readynh/).

*Public Service of New Hampshire, a Northeast Utilities company (NYSE:NU), is New Hampshire's largest electric utility, serving more than 500,000 homes and businesses in 211 cities and towns. For more information, please visit [psnh.com](http://psnh.com) or [psnhnews.com](http://psnhnews.com), and follow us on [Twitter](#) and [Facebook](#).*