



**Public Service
of New Hampshire**

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The Northeast Utilities System

March 24, 2009

Attorney Lynn Fabrizio
State of New Hampshire
Public Utilities Commission
21 S. Fruit Street, Suite 10
Concord, NH 03301-2429

Re: Docket No. NHPUC December 2008 Ice Storm Review

Dear Attorney Fabrizio:

This letter provides responses to the requests for information listed below.

Response to SET 2 Interrogatories dated 03/06/2009
STAFF-017*, 018, 022*

The response to SET 2, Q-STAFF-002 will be filed under separate cover with a Motion for Protective Order.

Very truly yours,

A handwritten signature in black ink that reads "Allen M. DeLencin / for".

Stephen R. Hall, Manager
Rate & Regulatory Services

cc: Service List

* Bulk material provided to Steve Mullen only.

Service List
2008 Ice Storm Review Docket

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**Public Service Company of New
Hampshire
Docket NHPUC December 2008 Ice
Storm Review**

Data Request SET 2

Dated: 03/06/2009

Q-STAFF-017

Page 1 of 1

Witness: Robert T. Hybsch
Request from: New Hampshire Public Utilities Commission Staff

Question:

PSNH Only: Shortly after the ice storm, PSNH began releasing a series of estimates by town of restoration levels and projected dates. Please supply all releases of information disseminated to the public.

Response:

Please see the attached document.

* Bulk material provided to Steve Mullen.

**Public Service Company of New
Hampshire
Docket NHPUC December 2008 Ice
Storm Review**

Data Request SET 2

Dated: 03/06/2009

Q-STAFF-018

Page 1 of 1

Witness: Robert T. Hybsch
Request from: New Hampshire Public Utilities Commission Staff

Question:

PSNH Only: For each such update provided to the public, please provide actual restoration dates as compared to the estimated dates given - i.e., did the 95% of customers of a particular community get completed on the date of estimated restoration time. Please identify comparisons per release in question 17 above.

Response:

PSNH is unable to provide a response to this question. The 95% restoration estimate reports were ad hoc reports created manually throughout the storm event.

The actual restoration times were tracked through PSNH's TR/UPER system. The TR/UPER system is unable to correlate actual restoration times with the estimated restoration times as the TR/UPER data is tracked by circuit which can include multiple towns.

**Public Service Company of New
Hampshire
Docket NHPUC December 2008 Ice
Storm Review**

Data Request SET 2

Dated: 03/06/2009

Q-STAFF-022

Page 1 of 1

Witness: Robert T. Hybsch
Request from: New Hampshire Public Utilities Commission Staff

Question:

Please provide copies of maps or series of maps that indicate restoration completed by date and by circuit with accompanying information, including crews, work orders, materials replaced, length of circuit repaired/restored and number of customers. Please also indicate the amount of primary and secondary wire required. NB: It is anticipated that this will be a very large amount of data or visual representation. A single copy to the PUC is sufficient. Prior to preparing this response, please contact Tom Frantz or Randy Knepper to determine the best way to provide the requested information.

Response:

PSNH's Trouble Report / Unsatisfactory Performance Equipment Report (TRUPER) is used to track and document restoration locations, times, dates, circuit information, voltage, isolating devices, number of customers affected and associated repair information. Attached below is a spreadsheet containing the information as documented in TRUPER. There were in excess of 9,000 TRUPERs created for the December ice storm. TRUPER documentation was used in all the Area Work Centers as well as the satellite locations. The satellite facilities used an additional method of tracking immediate repairs and restoration dates during the storm event by using PSNH's primary maps. The satellite areas used the map method to reduce their immediate administrative tasks allowing the staff to focus on restoration planning and execution until TRUPERs could be initiated. PSNH will provide to Staff, under separate cover, copies of maps used in the three satellite offices.

A work order was established for the December ice storm and all equipment and material issued or returned during the event was charged directly to the work order using the Northeast Utilities Material Information Management System (MIMS). Each Area Work Center storeroom has access to this electronic database and would document each issue or return of material and equipment in MIMS. A total of 501,466 feet of Primary/Neutral wire and 146,230 feet of secondary wire was used during the storm.

Bulk material provided to Steve Mullen.