

THE STATE OF NEW HAMPSHIRE



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**FOR IMMEDIATE RELEASE**

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**PUC CONDUCTING AFTER ACTION REVIEW OF  
OCTOBER 2011 SNOW STORM  
SEEKS PUBLIC COMMENT**

**CONCORD, N.H.** - The New Hampshire Public Utilities Commission today described the details of its after action review of the efforts of New Hampshire's electric utility companies in preparing for and responding to the October snow storm. "Over 300,000 New Hampshire customers were without power as a result of the October snowstorm," said PUC Chairman Thomas Getz. "The Commission is conducting a thorough review of utility readiness and response by examining actions before and during the storm."

PUC Staff has already begun its review of utility actions. The Director of the PUC's Safety Division, Randy Knepper, pointed out that, "We have compiled data from the storm, including weather reports leading up to the storm, daily crew reports from each electric utility, outage reports and estimated restoration times, and have issued a number of follow-up questions to the utilities." In addition, the electric utilities are required to file reports on their performance by December 30, including a forensic assessment of weather data.

On December 8, 2009, the PUC issued its “December 2008 Ice Storm Assessment Report” on the after action review it conducted of the December ’08 Ice Storm in which 400,000 customers were without power within the first 24 hours. Tom Frantz, Director of the PUC’s Electric Division said, “A number of action items were identified in the December’08 Ice Storm Report. We intend to use the December ‘08 report as a benchmark to evaluate utility response to the October storm.”

Among the issues under review by the PUC are: 1) analysis of weather data; 2) timing and manner of crew acquisition; 3) communications with state officials and local emergency management directors; 4) communications with customers; and 5) status of vegetation management efforts. The review will also consider telecommunications company preparedness and response.

PUC Executive Director Debra Howland stated, “The Commission will use the results of this after action review as the starting point for determining whether a utility’s preparedness or response merits a disallowance of costs or the imposition of penalties as part of the annual storm cost recovery proceedings in 2012.” In addition, according to Ms. Howland, as part of the upcoming repromulgation of Chapter 300 of the PUC’s Administrative Rules for Electric Service, the Commission intends to codify issues raised in the December ’08 report and will consider other appropriate rule changes.

The PUC is interested in receiving public comment on utility company response. Comments may be filed through the PUC’s website at [www.puc.nh.gov](http://www.puc.nh.gov). Comments may also be submitted in writing to Debra A. Howland, Executive Director, New Hampshire Public Utilities Commission, 21 South Fruit Street, Suite 10, Concord, NH 03301.

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