

Doyle, Dan

From: MacDonald, David
Sent: Tuesday, September 20, 2011 11:46 AM
To: AfterIreneCT
Subject: FW: Performance of Utility Companies During Hurricane Irene

From: John Harkins [mailto:john.harkins@gmail.com]
Sent: Monday, September 19, 2011 7:13 PM
To: MacDonald, David
Cc: psnhreq@psnh.com
Subject: Performance of Utility Companies During Hurricane Irene

Hi!

I couldn't be more pleased with the performance of the utility companies in Old Greenwich. Our power was out for a mere 16 hours, during which we survived splendidly. Would I have been as happy if the outage had been twice as long? Perhaps not, but it's important to express thanks for a job well done. I observed the nearly tireless efforts by CNG and Northeast Utilities in our area. I observed abusive words from some of my neighbors directed to the utility workers. How very unfortunate! These folks were doing a monumental job with great spirit. I never passed a truck without extending a thank-you... even before our power was restored. Are we so special that cannot understand how difficult the task is to restore service?

Let's individually and collectively thank those who served us so well. Let us also be sure that we have personal disaster plans that include preserving food by, for example, cooking what can be cooked so that less refrigeration is needed. Let us determine if a home generator would be helpful--the cost is now almost inconsequential; for example, Costco has one model that could keep the refrigeration going in most households for a mere \$650. Hardly a big deal when you consider the cost of replenishing a refrigerator or freezer.

So, rather than belly-ache about conditions during a hurricane, let's extend heartfelt thanks to the utility companies who brought in extra workers from sites across the United States.

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