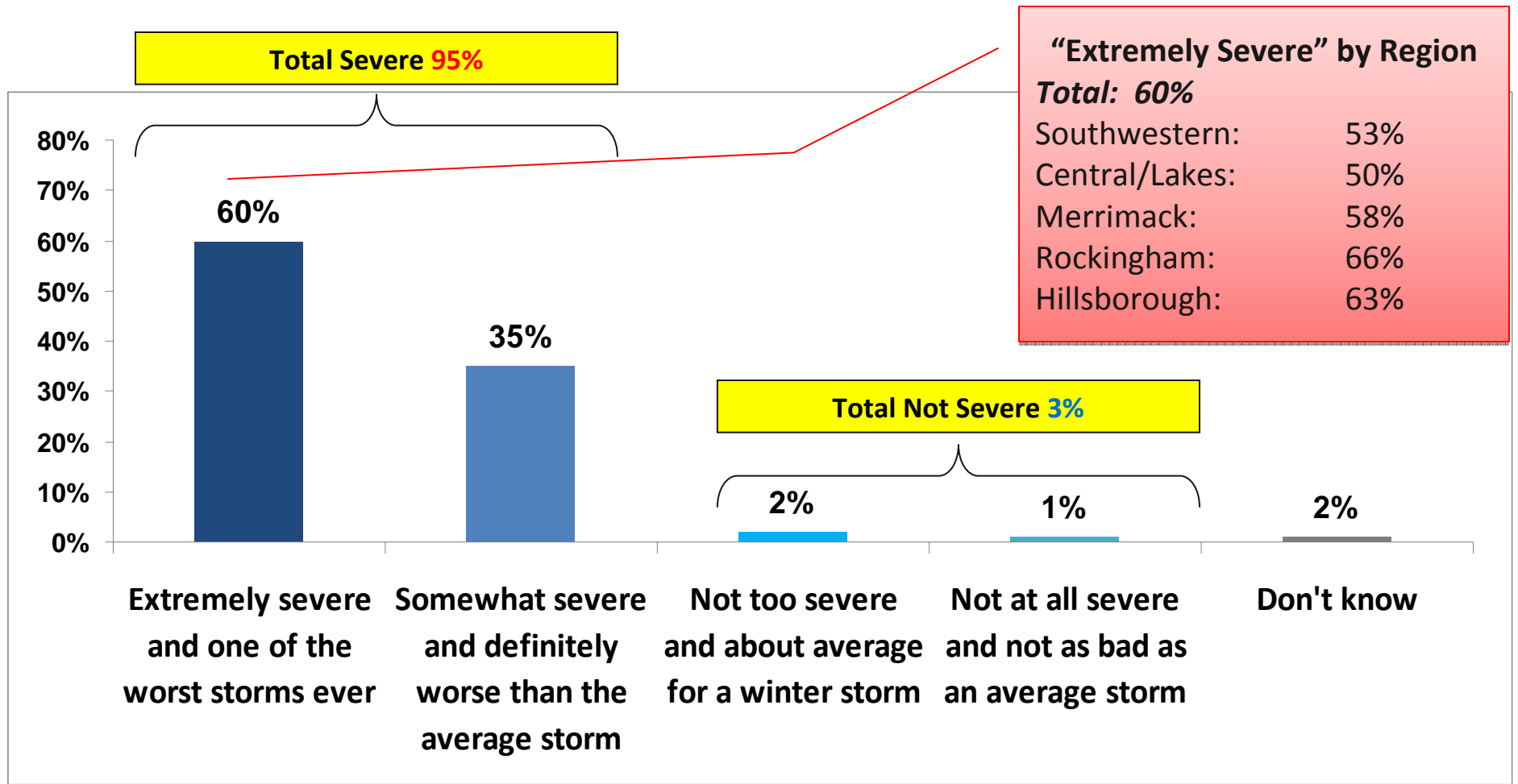


Survey Design and Methodology

- Total n=400 New Hampshire Registered Voters who are PSNH customers
- Margin of error is +/- 4.85% at the 95% level of confidence
- Interviews conducted via telephone
November 8 - 11, 2009

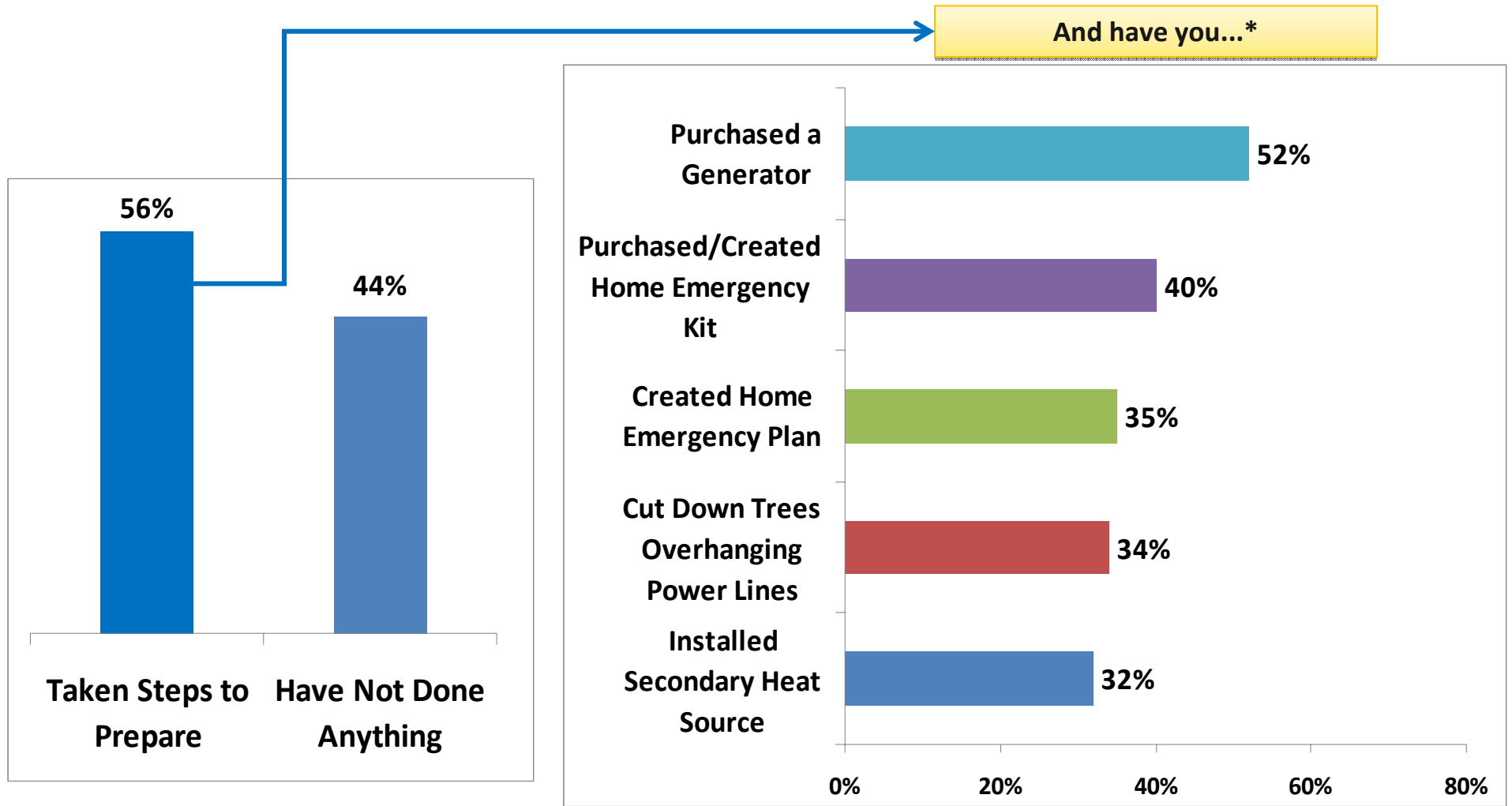
Public Believes the December 2008 Ice Storm was Severe



Question Wording:

In your opinion, how severe was the December, 2008 ice storm in terms of its disruption of ordinary life and damage to property and landscape, compared to other storms you have experienced while living in New Hampshire?

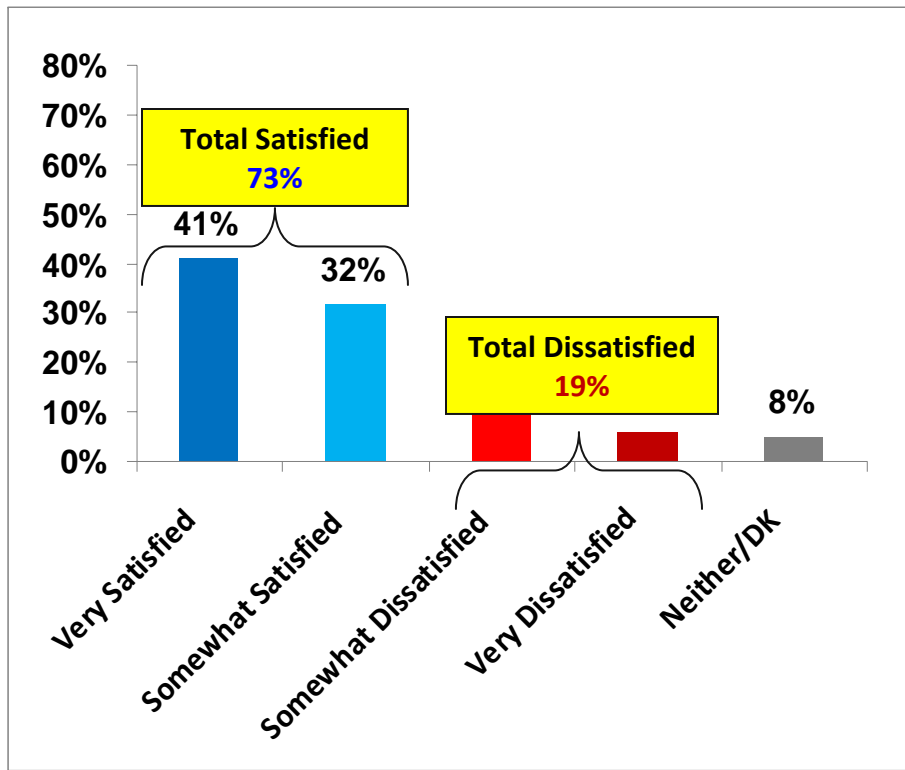
Many Have Taken Steps to Prepare for Future Storms



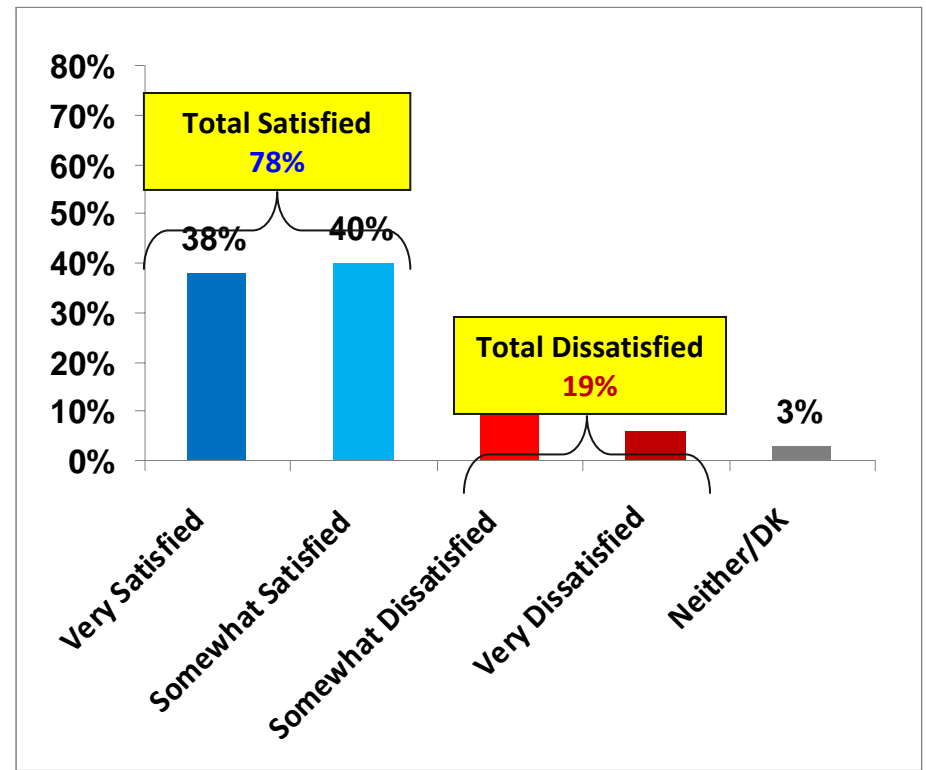
*Base for these questions is those who have taken steps to better prepare.

PSNH Received High Marks from Customers for Its Response to the Ice Storm

Are you satisfied or dissatisfied with the way that PSNH responded to your power outage or other service disruption?



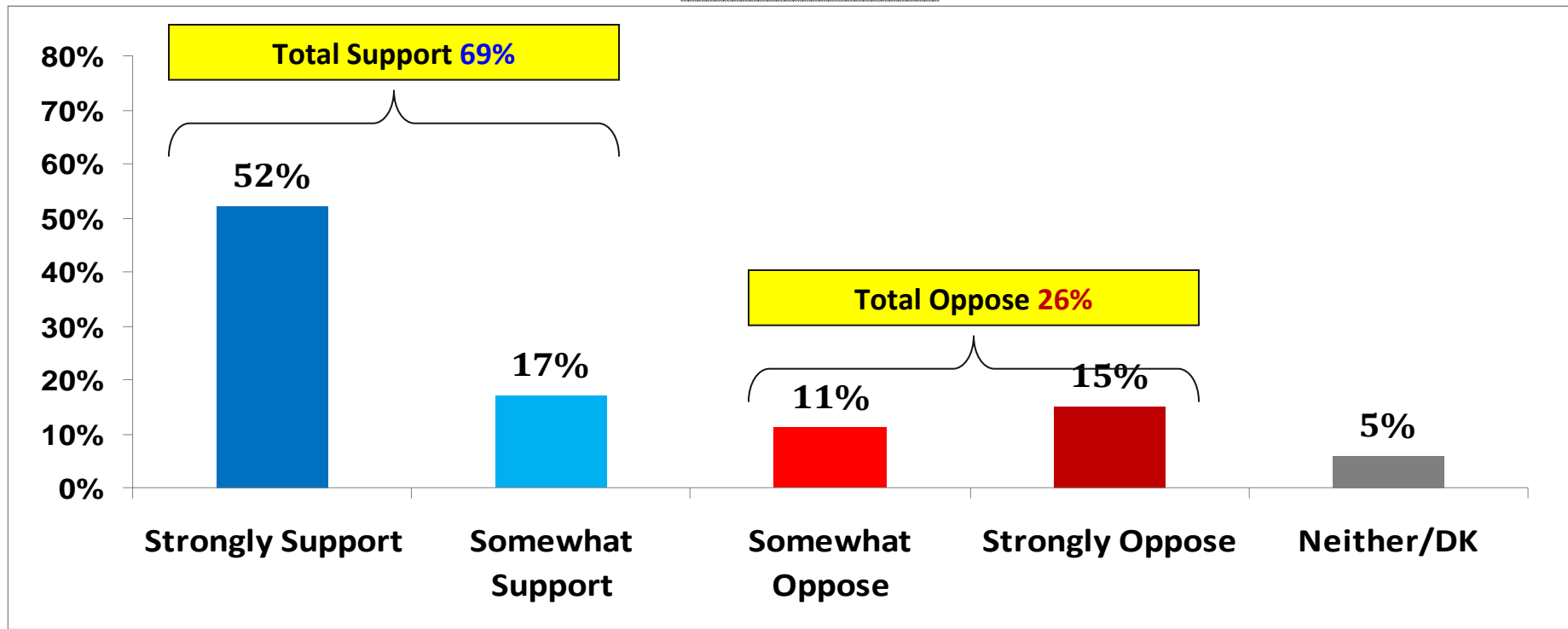
Are you satisfied or dissatisfied with the way that PSNH responded to power outages generally in New Hampshire?



Public Supports Greater Leeway to Trim Trees Near Power Lines

Do you support or oppose giving utilities more leeway to trim or cut down trees on private property that might interfere with power lines during a storm?

Net Support +43



Full Question Wording: As you may already know, downed trees and tree branches were a major cause of outages in the December 2008 ice storm, accounting for 86 percent of all power outages. One reason that trees were such a factor is because utilities must receive permission from property owners before trimming trees that overhang power lines. Knowing this, do you support or oppose giving utilities more leeway to trim or cut down trees on private property that might interfere with power lines during a storm?