



September 26, 2011

Chuck Rubeski  
Grattan Line Construction Crop  
35 Sullivan Road  
N. Billerica, MA 01863

Dear Colleague,

We would like to thank you for your assistance with restoring power to National Grid customers impacted by Hurricane Irene.

The impacts of this storm were felt up and down the eastern seaboard as well as across our entire service area. At the peak, 1.4 million National Grid customers were without power. Thousands of National Grid field crews and contractors worked side-by-side around the clock to support the restoration efforts. The teamwork we have seen from all employees and contractors has been impressive and was recognized by many of our communities and customers.

Over the course of 8 days, we steadily restored our customers, and we couldn't have done it without our contractor and mutual aid partners. The response to this record-breaking storm was professional, well executed, and most importantly safe.

Hurricane Irene hit the east coast just prior to a long holiday weekend. To further complicate matters many college students and families were visiting over the weekend and had secured numerous hotel rooms. This timing resulted in issues both logistically and personally for many involved in the restoration. We would like to acknowledge and thank all of you for working tirelessly especially in light of these issues. As with all storms, we conduct after action reviews to search for further improvements.

Thank you for your contributions to National Grid and our customers. We very much appreciate your dedication and focus on safety throughout the restoration

With Appreciation,

A handwritten signature in black ink that reads "Tom King". The signature is written in a cursive style with a large, sweeping "K".

Tom King  
President  
National Grid, USA

A handwritten signature in black ink that reads "Ellen Smith". The signature is written in a cursive style with a large, sweeping "S".

Ellen Smith  
Chief Operating Officer  
National Grid, USA