

118 S. Plaisted Avenue
Hauppauge, NY 11788
November 10, 2012


To Whom It May Concern:

I would just like to send a letter of commendation for the work that was done by your employees in my neighborhood on Thursday, November 8. My town, as well as other towns on Long Island, suffered severe damage as a result of Hurricane Sandy. LIPA, our power company, was very slow to restore power and I had no heat or electricity in my house for ten days. Having recently moved my eighty-six year old mother-in-law to my house from Florida, I was faced with a difficult situation because she is an invalid and unable to walk. As a result, she had to remain upstairs for ten days because the chairlift that I just installed was not working. Needless to say, she and other members of my family had to deal with the fifty degree temperatures at night.

Fortunately for us, one of your crews arrived in our neighborhood on November 8. I spoke with Doug, one of your employees, and asked that every effort be made to restore power. He, as well as other of your employees, were very considerate and said that they would do their best to restore power. They fanned out in the neighborhood and immediately began to trace the problems, replace transformers, and fix downed power lines. Throughout the day, I drove around the neighborhood and saw them working diligently to restore power. By six o'clock that evening, we had power restored. My family and I were thrilled that we once again had heat and electricity.

Again, I would like to thank your company for sending such a competent and hard working crew to Long Island. You should be proud that you have such dedicated employees.

Sincerely,



Michael Dunn

Tom Boyd

From: McCann, Michael C. [Michael.McCann@nationalgrid.com]

Sent: Friday, November 30, 2012 12:11 PM

To: tboyd@grattanline.com

Cc: Szczepanek, Michael S.

Subject: Grattan Line / Hurricane Sandy

Tom,

I hope your well and rested after the long 17 days we spent together, restoring power in Rhode Island and Long Island. It was a new experience for me as a contractor supervisor, and I could not have asked for better people to work with. Both yourself and your supervisors (Brian, Curt & Gerry), made my job easy, as you all conducted yourselves very professionally, and very safely. Your organization of the men, and of the daily workload was impressive as well. It was very apparent they respected your direction and decision making. Additionally, the crew members were a supportive hard working group. Doug, Mike, Ken, come to mind, as well as many other, as very conscientious and customer orientated. Whether climbing back yard poles in the dark (Bow Street), or Brian climbing the pole at dusk, to energize the Military Reserve Base, they never hesitated when asked to help with a task or job to be done. I hope I have the pleasure to work with you, and this group in the future.

your help and support

Thanks, again to you personally for

Sincerely

Mike McCann
Resource Planning
National Grid
Waltham, MA

I hope these come through.
I only wish I had taken more.

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