

For Immediate Release

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NSTAR Restores Power to 165,000 Customers in Two Days

Historic Nor'easter Causes Widespread Damage Across the Region

(BOSTON – October 31, 2011) Less than 48 hours after an unprecedented October nor'easter hit New England, NSTAR has restored power to 165,000 customers whose service was affected by the storm. As soon as the heavy wet snow and strong winds combined with a full fall tree canopy and began taking down wires, NSTAR crews and support staff were responding to assess and repair the damage.

“For the second time since late August, Mother Nature challenged the region’s electric system,” said Tom May, NSTAR Chairman, President and CEO. As millions of electric customers lost power across New England, NSTAR employees have been up to the task of safely and professionally making the repairs necessary to bring our customers back online.”

Having activated Level 5 of its Emergency Response Plan – the same severity level activated during Tropical Storm Irene – NSTAR immediately began its full deployment of line and tree crews, field-support workers and customer care staff to assist in the restoration effort. NSTAR has also secured additional line crews from as far away as Michigan, Ohio, South Carolina, and Florida. A total of nearly 600 field crews are currently committed to the restoration effort, along with all of NSTAR’s employees.

As of 1PM today, approximately 42,000 customers remained without power across NSTAR’s service territory. Due to downed trees limiting access in some areas, and the severe damage done to NSTAR’s system, the company expects the clean-up and power restoration work will be a multi-day effort.

The storm by the numbers

- Feet of electric wire replaced: 90,000
- Total outage calls handled: 125,300
- Average call-answer time: less than one second
- Total website hits: 41,000

NSTAR encourages customers whose electric service is affected to report it either on the company website at www.nstar.com or by calling 1-800-592-2000. As always, people are strongly urged to stay away from all down wires and to report them using the above phone number and calling local emergency officials.

NSTAR is the largest Massachusetts-based, investor-owned electric and gas utility. The company transmits and delivers electricity and natural gas to 1.4 million customers in Eastern and Central Massachusetts, including more than one million electric customers in 81 communities and 300,000 gas customers in 51 communities. For more information, visit www.nstar.com.