

April 24, 2006
by hand

Hon. Jaclyn A. Brillling
Secretary
State of New York
Public Service Commission
Three Empire State Plaza - 19th Floor
Albany, New York 12223 - 1350

Re: System Storm Emergency Restoration Report

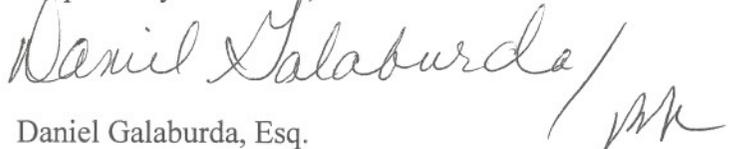
Dear Secretary Brillling:

Enclosed please find for filing an original and five copies of the Niagara Mohawk Power Corporation, d/b/a National Grid "System Storm Emergency Restoration Report". National Grid has drafted and is filing this System Storm Emergency Restoration Report in accordance with the Commission's regulations in 16 NYCRR § 3.5 and pursuant to 16 NYCRR § 105.4(c).

The enclosed System Storm Emergency Restoration Report reviews all aspects of National Grid's preparation and system restoration performance regarding a severe wind storm that initially impacted the New York region on February 17, 2006.

Kindly acknowledge receipt and filing of this submittal by date-stamping the enclosed copy of this letter and returning it in the postage-paid envelope provided for your convenience.

Respectfully submitted,


Daniel Galaburda, Esq.

Encl.

cc: Mike Worden
Bob Visalli

**NATIONAL GRID
SYSTEM STORM
EMERGENCY RESTORATION**

FEBRUARY 17 THROUGH FEBRUARY 22, 2006

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This report of the windstorm impacting all divisions and regions of National Grid's service territory is compiled in accordance with System Electric Emergency Procedure EEP.08.

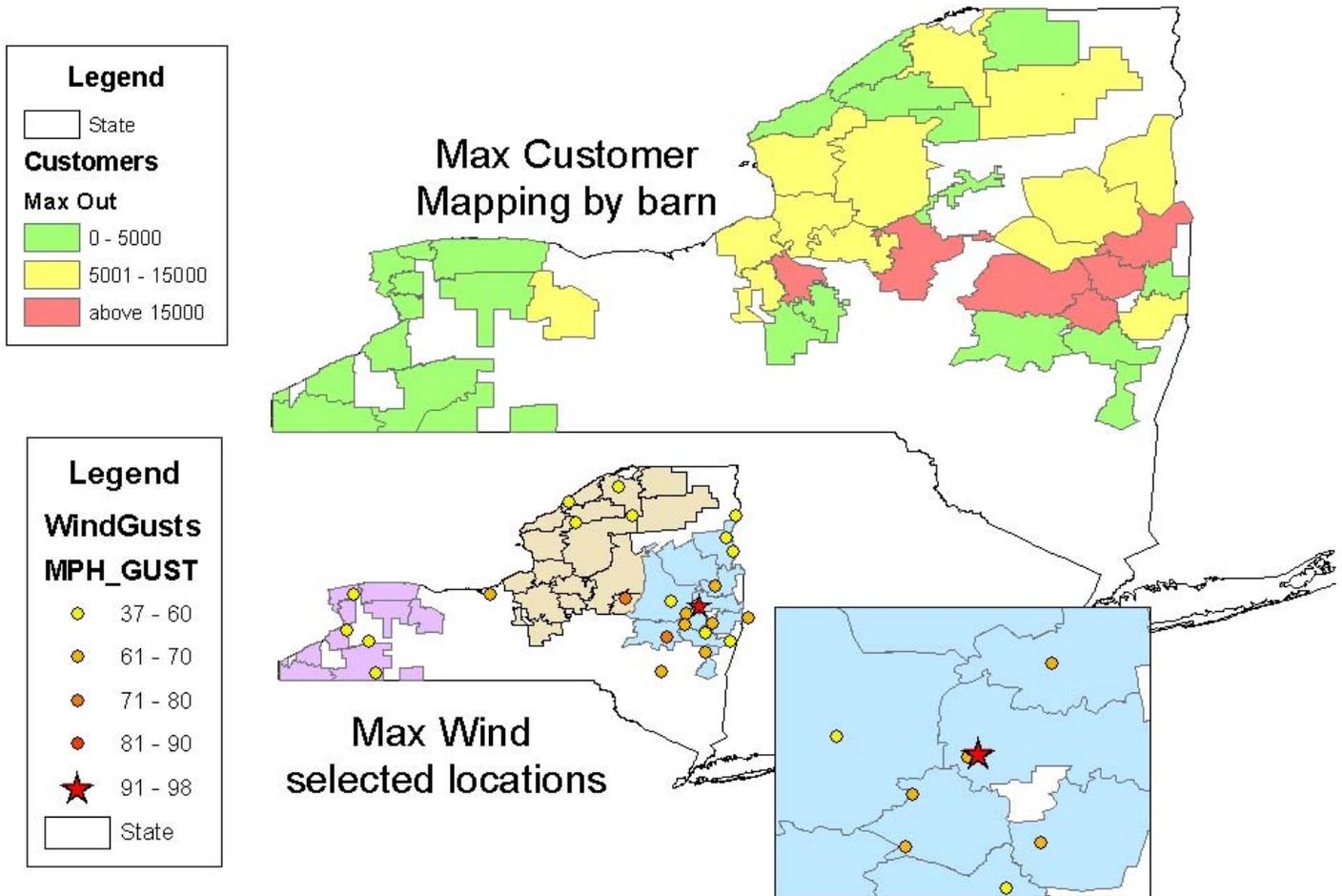
I. Introduction

On Wednesday February 15, 2006, National Grid received a weather forecast of concern from WSI, its weather service provider. The forecast predicted wind gusts up to 55 mph on Friday February 17, 2006. National Grid held a storm conference call on the morning of Thursday February 16, 2006 to review the most current weather forecast and to make storm preparedness arrangements for Friday morning. At the time of Thursday morning's call, WSI had high confidence in an event with 50 – 60 mph gusts. The weather service also noted that greater wind gusts could occur in the Western division along the lake shore and at higher elevations in the Northern region. Based on this weather forecast, National Grid made arrangements on Thursday, February 16th to place 49 line contract crews currently working on National Grid property on standby for the morning of Friday, February 17th. Additionally, National Grid requested 25 additional line contract crews for February 17th.

Further, National Grid made arrangements to open storm rooms prior to the arrival of the weather event in each division. Specifically, the System Emergency Restoration Room was opened at 0500 on February 17th. The Customer Contact Center was staffed appropriately for the expected call volume due to the impending weather.

Notwithstanding National Grid's best efforts in the days leading up to the storm, the morning of February 17, 2006 produced a windstorm that resulted in significant damage to National Grid's infrastructure across its New York State service territory. The winds arrived at approximately 0500 in National Grid's Western Division. The forecast called for wind gusts in excess of 70 mph to impact the Southwest Region around 0500 and to impact the rest of the division by 0700. Winds spread to the Central Division with gusts reported as high as 81 mph with heavy, driving rain. Power outages commenced at approximately 0730. The Eastern Division felt the impact of the storm by 0930 with winds exceeding 65 mph, peaking at 98 mph at the Saratoga County Airport. The wind continued through the afternoon of February 17th, only gradually decreasing by the evening of February 18th. The New York region had not seen such a sustained, severe windstorm in over a decade, and National Grid experienced outages to 229,025 customers as a result of this historic storm event. The map below shows the maximum number of customers without power and the severity of wind gusts by region.

February 17, 2006 Wind Storm



The following chart summarizes the damage impact to the National Grid electric system.

Damage	West	Central	East
Wind Gusts	70 mph	81 mph	98 mph
Customers Out	20,654	86,683	121,688
Broken Poles	35	158	240
Transmission Lockouts	5	4	5
Subtransmission Line Lockouts	8	15	17
Distribution Feeder Lockouts	7	69	44

Due to the severity of the storm, external labor resources in addition to National Grid's own internal crews were required to affect restoration. The System Emergency Center arranged for mutual aid crews as well as contracted crews to assist the Divisions. Despite the widespread nature of the outage and the severity of the storm damage, restoration was completed on February 22, 2006 at 2000.

As this report demonstrates, National Grid adhered to its Emergency Plan. The Company was proactive in its pre-storm planning to ensure that needed supplies and crews were available. The Company also sought mutual aid early on in the process. National Grid provided frequent updates on restoration efforts to the media and worked closely with state and local emergency management officials throughout the restoration effort. At peak, National Grid had an estimated 1570 employees fully dedicated to the storm response, including 647 crews.

The Company faced many challenges throughout the February 2006 wind storm. Unlike the ice storms of 2002 and 1999, which were isolated in only one or two of National Grid's regions, the February 2006 storm affected all of National Grid's eight regions. Further, the February 2006 wind storm's widespread impact and devastation limited National Grid's ability to move crews to support other regions. Similarly, the February 2006 storm limited mutual aid because all of the other upstate utilities were consumed with their own restoration efforts.

Among National Grid's many challenges, the PowerOn tool failed on a couple of occasions during the restoration period due to the sheer volume of information flooding the system. Unfortunately and as a result, Customer Contact Center representatives were unable to supply accurate restoration information to customers during those periods. National Grid is committed to customer service and understands the importance of providing accurate information to customers during storm events for their planning purposes. National Grid is working diligently to address the challenges we faced with the PowerOn tool in order to continue to provide excellent customer service during future emergencies.

II. Emergency Plans

1. Regional Emergency Plans – Regional planning procedures were implemented during the restoration utilizing the Regional Electric Emergency Procedures Manual. Each division reported that the procedures were followed strictly and that the Regional Electric Emergency Procedures provided appropriate guidance. By way of

brief background, the plans are drilled within each region and updated twice annually. These drills and updates provide National Grid employees with an opportunity to practice emergency procedures and assess plan adequacy.

2. System Emergency Plans – The System Electric Emergency Procedures (SEEP) provides direction to National Grid employees pre-emergency, during an emergency and post-emergency for power restoration. Training on the SEEP was conducted for all divisions during the summer of 2005. Updated twice annually, the SEEP served as a useful checklist and resource reference during restoration.

Conclusion

The Regional Electric Emergency Procedures and System Electric Emergency Procedures were adequate and the procedures therein were followed.

3. Organization – The storm response organization began advance preparation for the storm on February 16, with all divisions participating. Both Storm Room Operations and Field Crews were in place at the onset of the damaging winds. Divisions requiring additional personnel resources notified the System Emergency Restoration Room. The System Emergency Restoration Room then subsequently initiated mutual aid contacts. The Construction & Maintenance Services organization retained additional contracted labor to increase the additional workforce requirements. The Customer Contact Center began planning for the wind storm on Thursday, February 16 by developing a 24 hour/ day management and senior representative coverage plan for Friday, February 17 through Monday, February 20. National Grid assembled representative callout listings and pertinent reference materials including key contact information listings. This plan was updated as conditions changed.

Conclusion

- a. The storm response organization was correctly structured and responded appropriately in accordance with good utility practice.

III. Training

1. All appropriate training and number of practice sessions were provided to core personnel as required by Public Service Part 105 prior to the onset of the storm. Drills were completed per the following schedule:

Region	Spring Drill	Fall Drill
Capital Region		
• Albany/Troy/Hudson	5/12/05	9/29/05*
• Schenectady/Cobleskill/Gloversville	5/12/05	9/29/05*
Northeast Region		
• Saratoga	4/26/05	9/29/05*
• Glens Falls	4/26/05	9/29/05*
• Warrensburg/Ticonderoga	4/26/05	9/29/05*
Northern Region		
	5/25/05	9/29/05*
Mohawk Valley		
	3/16/05	9/29/05*
Western Region		
• Fredonia/Olean	3/21/05	9/29/05*
• Batavia/Avon/Albion	3/21/05	10/13/05
• Buffalo	5/12/05	10/13/05
Central Region		
• Volney, Pulaski, Cortland	5/10/05	9/29/05*
• Syracuse	5/10/05	9/29/05*

*Class IV emergency: Per Procedure EEP.04.2, a Class IV or V emergency can serve for one training/drill per year.

2. National Grid utilizes PowerOn, an outage management tool based on its Geographic Information System, to facilitate storm restoration. The February 2006 storm event was the largest storm to occur since PowerOn was implemented. The storm response process revealed several gaps in PowerOn performance that require attention. One of the items that requires improvement is that PowerOn support experts were not available to all divisions across National Grid. This expert support would enable the divisions to achieve greater functionality of the outage management tool.

3. National Grid NY has recently begun to implement a storm support program, the Storm Emergency Assignment List (“SEAL”), wherein every employee will have a storm emergency assignment. This program will be managed through a database developed for tracking and designating employee’s primary and secondary storm assignments. Completion of SEAL will not only provide additional personnel to support storm restoration activities but will also assist in the review of National Grid’s compliance with training requirements.

Conclusion:

- a. More support departments require PowerOn training to be able to assist during a storm of this magnitude.
- b. The implementation of the SEAL database for NY will continue to ensure that all employees are trained and cognizant of storm assignments.

IV. Emergency Preparation

1. Materials – Supplies were heavily utilized during the storm, particularly poles. Adequate materials were available and storerooms were staffed where required.

Conclusion:

- a. Materials and supply needs were adequately met.
2. Transportation – The Fleet organization performed commendably. All vehicles and repair needs were met and special equipment was received as requested. Equipment operator requests were timely filled. Fueling took place during the nighttime hours at hotels and parking yards.

Conclusion:

- a. All transportation needs were sufficiently met.

V. Restoration

1. Evaluation of Emergency Damage
 - a. Mobilization – Work done prior to the arrival of the storm afforded National Grid the benefit of putting crews on advance notice. Personnel were prepared to evaluate storm damage when so directed. See Exhibit 1 for transmission lockouts. See Exhibit 2 for distribution lockouts.
2. Damage Assessments/Surveys
 - a. Damage assessments were initiated immediately on February 17th and were concluded on February 18th.
 - b. Aerial transmission surveys by helicopter were delayed due to high winds and snow. The surveys were completed on February 18th.

Conclusion:

- a. Damage assessments were conducted appropriately and in accordance with good utility practice. Unfortunately, high winds and snow impeded the completion of surveys.

3. Crew Utilization

a. Mobilization – As crews were placed on advance notice, personnel were prepared to manage storm restoration functions when so directed. Additional tree and line crews were requested. On February 16th, National Grid made arrangements with all 49 line contract crews working on National Grid NY property to be on standby for the predicted event of Friday, February 17th. The provisions for standby were required because the contracted workforce works 10-hour days, Monday through Thursday. Also on February 16th, National Grid made arrangements for an additional 25 line contract crews to arrive on February 17th and to support the restoration efforts. In Western NY, crews and storm room support were staffed by 0400 on February 17th for the predicted event in order to ensure preparedness. In the Central and Eastern NY Storm Rooms, staffing was completed prior to the arrival of the weather affecting the service territories. Due to the timing of the event, call outs were not necessary. (See Exhibit 3 for total crew counts)

b. Assistance Requests

i. System Emergency Restoration Room: The Central and Eastern Divisions requested additional crew resources to respond to storm outages and were prompt in the initial phase of the storm to assess crew requirements and register need with the System Emergency Restoration Room. All requests for assistance made by the divisions could not be met in a timely manner as the vast majority of utilities in the Northeast were in a hold position due to the ongoing weather.

ii. Mutual Aid: In the System Emergency Restoration Room, additional crew resources were acquired from the following utilities: Orange & Rockland, Consolidated Edison and National Grid New England. Commitments of contracted line and forestry crews were retained prior to the storm's arrival. Additional contracted support, including contracted transmission crews, was acquired after the storm's arrival, National Grid participated in conference calls (on 2/16 at 1530, on 2/17 at 0930 and 1800, and on 2/18 at 0730) with the New York Mutual Assistance Group and with the MidAtlantic Mutual Assistance group during which National Grid requested mutual assistance from all member utilities. On February 17th, all relevant utilities were holding their crews for their own restoration. Commitments were given for assistance from Consolidated Edison in New York for 12

crews, and from Orange and Rockland for 8 crews for Saturday afternoon and evening arrival. Further, National Grid contacted PP&L, Hydro Quebec, Energy East, Central Hudson, KeySpan, Hydro One and Northeast Utilities for assistance. It was also noted on a NYMAG conference call that the Great Lakes Assistance group members were also working on storm damage from the day's events. In total, National Grid NY received 65 mutual assistance utility crews, 124 contract line crews, and 158 contract forestry crews to assist with restoration efforts. In 2005, National Grid NY updated its lodging capability for mutual assistance crews. Due to the widespread nature of the February 2006 event, hotel accommodations were in high demand, limiting the ability to house support personnel.

- iii. Internal Resources: The Western Division was the first to recover from the storm and it sent 13 line crews with 3 supervisors to the Central Division on Friday, February 17. The Western Division sent an additional 17 line crews with 3 Supervisors and 6 forestry crews with 2 Supervisors to the Central Division on Saturday, February 18. The Division also sent 4 T&D Supervisors and 1 T&D Superintendent to manage contractor crews in the Eastern Division on Saturday, February 18th. National Grid New England supported the restoration efforts by sending 47 line crews between 2/17 and 2/19. The New England crews were delayed as they responded to outages in their own home service territories as a result of the storm. National Grid utilized its existing relationship with line contractors to receive an additional 99 line crews in aid between February 17th and 19th. National Grid also utilized internal service restoration crews comprised of subway mechanics, splicers, station mechanics, and service representatives. These crews responded to individual service calls, increasing the number of line crews on primary outages. Each division managed the down wire and service restoration process effectively. Gas mechanics were utilized in some locations to assist with the setting of poles.

Conclusion:

- a. The divisions requested mutual assistance upon review of the Outage Management System and field surveys as appropriate.
- b. The System Emergency Restoration Room's response for additional resources was appropriate and timely; however, the pool of resources for this event was severely limited due to the

severity of the storm and the extent of the damage to other utilities' systems.

- c. As the prevailing weather pattern moves west to east, the ability to depend upon contracted or mutual assistance from areas east of a storm front is difficult because all utilities, as a general practice, place their resources on hold when confronted with impending weather.
 - d. Actual crew arrival times from mutual assistance were delayed in many cases as outside crews were working on restoration efforts elsewhere prior to release.
 - e. Although the organization recently updated purchasing agreements with hotels for crew lodging, finding housing locations for all out of town crews remained a challenge during the storm event.
4. Crew Management
- a. The majority of crews worked during daylight hours utilizing operational efficiencies. A small number of local crews worked at night to respond to 911 emergencies and service restoration.
 - b. Tree crews were utilized ahead of line crews where possible.
 - c. Transmission crews were utilized on the transmission outages and were very effective.
 - d. Five supervisory personnel were sent from the Western Division to support Eastern Division management of foreign crews.

Conclusion:

- a. Supplemental supervision provided from the Western division did an outstanding job to ensure proper utilization of foreign crews.
5. Data Collection
- a. Data was collected pursuant to the System and Regional Electric Emergency Procedures. National Grid's outage management system, PowerOn, is a predictive tool to locate distribution outages. PowerOn was utilized to manage assigned and completed work. It also served as a vehicle for maintaining estimated times of restoration for cities, towns and villages in the National Grid service territory. The PORTIS function was utilized to provide updates on restoration status to senior management and to the New York Public Service Commission.
 - b. A number of functional issues related to the use of PowerOn during storms has raised some follow up concerns regarding:

- i. training
- ii. consistency of utilization among the divisions
- iii. upgrades/corrections of problematic functions
- iv. software functions to be utilized for future storms
- v. deployment of trained program experts in future storms

A team has been assembled and is addressing these critique issues.

Conclusion:

- a. Data collection and distribution were adequate and sufficient to provide the necessary internal organizations with the information necessary to complete required storm assignments.
6. Priorities and Restoration Time
- a. Requests for specific areas of restoration from Emergency Management entities were reviewed and assessed for work processing integration. Because National Grid's approach to restoration is to return to service those areas of large population first, those outlying areas, particularly at the end of the delivery system, experienced lengthier outages.
 - b. Estimated times of restoration were assigned on Day 2 of the storm, and these times were publicized to the Emergency Management Community and media.
 - c. An estimated time of restoration feature exists in PowerOn. This feature allows the regional storm boards to insert a restoration time to which the Customer Contact Center can refer and it enables the Customer Contact Center to counsel customers to either a) notify the company of an outage; or b) ask for a restoration update. This feature also can be used at a circuit level or by predicted device of the outage. In most cases, the information is entered by circuit. To provide even more accurate information during a storm event, National Grid will attempt to enter the restoration information by predicted device going forward. This should work to increase the accuracy of the information that the Customer Contact Center gives to customers..

Conclusion:

- a. During the February 2006 storm event, all crews observed restoration priority per established procedure.
- b. Due to the incredible volume of calls that flooded the PowerOn system during the storm event, the system did not always work

properly and some customers did not receive correct information on estimated restoration times. National Grid will strive to enhance its use of the outage management tool feature to improve the information on estimated restoration times given to its customers.

7. Corporate Staff Involvement

a. Corporate staff was included in the storm through a series of conference calls, between two and three each day, on February 16, 17, 18, 19, 20 and 21. Notifications of the storm conference calls were disseminated prior to each call to ensure appropriate notice. Calls were held for NY Corporate Staff at the following times:

1. 2/16/06: 1400 (NY & New England)
2. 2/17/06: 0830 1300, 1700, 2200
3. 2/18/06: 1100, 1500, 2200
4. 2/19/06: 1000, 1500, 2000
5. 2/20/06: 1000, 1900
6. 2/21/06: 1000, 1700

b. Corporate staff was also copied on all storm reports sent to the Public Service Commission.

Conclusion:

a. All corporate staff involvement was timely and appropriate.

VI. Emergency Communications

1. Crew to Crew and Crew to Storm Board

a. Cell phones and radios were utilized to communicate with local crews. Cell phones were utilized by mutual assistance crews to communicate with the local storm boards while in the field.

Conclusion:

a. Communications between crews and the storm boards were adequate and in accordance with good utility practice.

2. Storm Boards to Customer Contact Center:

a. The Customer Contact Center participated in each divisional and system conference call with Operations. These calls provided the Customer Contact Center with appropriate information for the call center to develop storm restoration messages for customers who were calling in.

- b. Additionally, the Customer Contact Center utilized divisional contacts when necessary to provide more specific information to customers.

Conclusion:

- a. Communications between the Customer Contact Center and the Storm boards was adequate and in accordance with good utility practice.
3. National Grid communication to the general public through the Customer Contact Center representatives, media and corporate communications:
- a. Communications through Customer Contact Center representatives to the general public by way of customers calling in to the phone center in search of updates was not adequate. On several occasions, the outage management tool, PowerOn, experienced difficulties due to outage volume. On these occasions, the Customer Contact Center representatives lacked the ability to provide accurate information on estimated restoration times for the caller. Estimated restoration times were loaded by circuit which meant that all customers on a circuit received the estimate of the last customer to be restored. A restoration time estimate of the last customer to be restored may not have been a true representation of the estimated restoration time for any particular customer calling in search of an estimated restoration time.
 - b. National Grid provided timely and comprehensive updates to the media on storm damage and restoration efforts throughout the storm period through a combination of news releases, regularly updated special media recordings, and a combination of outreach to reporters and response to media inquiries.
 - i. As part of its normal business, National Grid's Corporate Communications department is available around-the-clock to respond to media inquiries. To facilitate access for reporters to timely information about this event, National Grid regularly recorded comprehensive briefings on a dedicated media phone line that detailed restoration efforts and estimated restoration times by region, including specific references to the hardest-hit areas. These comprehensive updates were available beginning Friday, February 17th through Wednesday, February 22nd. In total, more than 16 briefings were recorded. National Grid believes that this type of communication is the most efficient and effective way to provide reporters with timely, accurate and specific information about restoration

efforts in their respective coverage areas, particularly with respect to smaller media outlets. Typically, these briefings were updated to accommodate the morning, noon, afternoon and evening news cycles.

- ii. Throughout the storm, reporters who required additional information always had the option to speak to a Corporate Communications representative. In fact, over 200 individual interviews were conducted during the restoration effort. The media message scripts used during the storm are attached to this report. Critical information was typically read into the storm update recording directly off a storm outage reporting system computer screen or print out.
- iii. In addition, National Grid also used formal news releases in anticipation of the storm (to advise customers on responsible storm preparation) and at the end of the storm (to request customers who were still out of service to report the outage). The news releases are also attached. Finally, the company submitted a letter to newspaper editors serving the hardest hit areas, thanking customers for their patience and emergency services organizations for their support. See attached Exhibit 5.

Conclusion:

- a. National Grid has created a team to review the performance of the outage management tool, PowerOn, and to brainstorm ways to improve the accuracy of restoration information disseminated to customers when customers call in.
 - b. Media and corporate communications to the general public were timely and appropriate during the storm event.
4. National Grid contact with life support customers
- a. National Grid attempted to contact all life support customers during the storm event. National Grid failed to contact only one out of the 140 affected life support customers.

Conclusion:

- a. National Grid will solidify its life support contact process internally to ensure that all contacts are made as required.
5. Contact with critical customers
- a. National Grid contacted critical customers through Consumer Representatives, Business Services, and Emergency Planning staff.

Conclusion:

- a. Contacts made with critical customers were adequate.
- 6. Divisional Storm Boards to System Storm Boards
 - a. Communications were made between Divisional and System Emergency Restoration Rooms throughout the event several times daily by corporate storm calls as well as individually for specific requests.

Conclusion:

- a. Divisional Storm Board to System Storm Board communications were adequate.
- 7. National Grid communications with governmental authorities
 - a. National Grid communicated with County Emergency Management offices through a team managed by National Grid Emergency Planning. The National Grid Emergency Planning team contacted all affected counties to provide storm updates and contact information.
 - b. Business Services contacted municipal authorities in affected areas.
 - c. National Grid received feedback from several customers and elected officials in the North Country concerning storm restoration and reliability. In response, the Company has met with the Supervisors in the Towns of Ticonderoga and Westport, State Senator Betty Little and Assembly member Theresa Sayward to discuss their concerns. National Grid is investigating what can be done to address the situation and will be meeting with the Town Supervisors and customers later this spring. National Grid will keep the Department of Public Service Staff advised of progress.

Conclusion:

- a. National Grid communications with governmental authorities were adequate.
- 8. Customer communications with National Grid.
 - a. The Customer Contact Center was appropriately staffed for the duration of the storm event. A conference call was held on 2/16 to discuss the impending storm event and actions required for early Friday morning, February 17th.
 - b. At various times on Friday, February 17th during peak volume, National Grid experienced an overload on the trunk capacity

resulting in a “trunk busy condition.” IVR ports were also at capacity forcing calls to representatives. Both conditions were corrected as call volume leveled out.

- c. A circuit outage lasting approximately 10 minutes occurred Friday at 1508 resulting in loss of phones for Syracuse, Buffalo, and NCO Contact Centers. This outage was caused by a tree that fell on a fiber optic line.
- d. The Buffalo Contact Center lost computers for approximately 40 minutes on February 17th from 1130 to 1210.
- e. The outage management tool, PowerOn, crashed several times on February 17th and created additional challenges for the Customer Contact Center representatives. To resolve the problem, extra memory was supplied and an additional server installed within hours of the crashes resulting in improved outage management tool performance.
- f. The Customer Contact Center made appropriate arrangements for employee welfare during the event and maintained excellent communications with divisional operations. Frequent, scheduled Regional/ Divisional/ System/ Public Affairs conference calls were held several times daily and were very useful. Each conference call was followed up with an updated Wind Storm Status Sheet/Script distributed to all Contact Center employees in Syracuse and Buffalo.
- g. Each Region kept the estimated restoration times updated in the PowerOn outage management system. These updated and centrally located estimates were useful in managing National Grid’s Customer expectations, in the event that customers needed to find alternate shelter. In cases where more specific information was needed, the Customer Contact Center had ongoing discussions with each of the Storm Boards.
- h. National Grid’s Service Quality Standard for average speed of answer (ASA) is 76% of calls answered in less than 30 seconds. For the storm period of 2/17/06 to 2/21/06, the combined service level was 85% of the calls answered in less than 30 seconds. Customer Contact Center performance data is provided in Exhibit 4.

Conclusions:

- a. The Customer Contact Center staffing was adequate to support good customer communication with National Grid.
- b. The Buffalo Contact Center computer loss requires investigation and correction.
- c. An internal team was developed to review and recommend required remediation actions with regard to the performance of the outage management tool, PowerOn.

VII. Recommendations and Action Items

1. National Grid will investigate and resolve loss of computers at the Buffalo Contact Center. *Due: 7/1/06*
2. National Grid has assembled a team to review outage management tool performance issues, and the team will complete its assessment with recommendations. The assessment and recommendations will include the recommendation of storm board use of PowerOn or PORD, proper procedure for entering ETR's, training, and whether a larger pool of skilled users to support operations should be established. Additionally, the team will review and recommend for enhancement technical performance issues of the system. *Due: 7/1/06*
3. Divisions shall review and enhance purchase agreements for lodging capabilities. *Due: 7/1/06*
4. National Grid will update the Electric Emergency Procedure Manual with regard to the PowerOn outage management tool. *Due: 8/1/06*
5. National Grid will review the feasibility of rescheduling a percentage of the contractors that currently work four, 10-hour days, Monday through Thursday, to work Tuesday through Friday in order to ensure better crew coverage on Fridays. *Due: 6/1/06*
6. National Grid will provide a review and refresher training course on the life support contact process and system to all the divisions. *Due: 7/1/06*
7. National Grid will ensure that Operations and all other organizations providing support during a storm event will train their employees in the appropriate support activities. *Due: 8/1/06*
8. Due to organizational changes, National Grid will perform a divisional review of respective storm plans to ensure that these changes have been included in their plans. *Due: 9/1/06*

9. National Grid will define and implement a consistent down wire management process. *Due: 8/1/06*

**Exhibit 1 - System Transmission Outages
2/17/06 Wind Storm**

Line Name and Number	Voltage (kv)	Date & Time Damage Occurred	Date & Time Line Re-energized
Falconer / Homer Hill #154	115	2/17/06 @ 07:26	2/18/06 @ 14:47
Mortimer/Golah #110	115	2/17/06 @ 07:03	2/17/06 @ 23:08
Pannell/Geneva #4	115	2/17/06 @ 08:20	2/18/06 @ 13:23
Mortimer/Elbridge #2	115	2/17/06 @ 07:32	2/17/06 @ 17:33
Niagara/Gardenville #180	115	2/17/06 @ 08:24	2/17/06 @ 09:14
Golah/South Perry #853	69	2/17/06 @ 06:59	2/19/06 @ 17:56
Sherman/Ashville #863	34.5	2/17/06 @ 04:49	2/19/06 @ 18:58
Dunkirk/Hartfield #852	34.5	2/17/06 @ 05:34	2/17/06 @ 13:28
N. Angola/N. Ashford #861	34.5	2/17/06 @ 06:12	2/17/06 @ 22:34
Golah/N. Lakeville #216	34.5	same as #110 line 2/17/06 @07:03	2/17/06 @ 23:34
N. Lakeville/Richmond #224	34.5	2/17/06 @ 10:00	2/17/06 @ 19:50
Waterport/Brockport #307	34.5	2/17/06 @ 07:09	2/18/06 @ 21:10
Hartfield/Ashville #854	34.5	2/17/06 @ 09:00	2/17/06 @ 14:45
Attica/Weathersfield # 209	34.5	2/17/06 @ 06:39	2/17/06 @ 19:49
Canajoharie-Marshville #8	69	2/17/2006 / 9:29	2/17/06 / 9:57
Gloversville-Canajoharie #6	69	2/17/06 / 9:29	2/19/06 / 22:05
Gloversville-Hill Street #3	69	2/17/06 / 11:22	2/17/06 / 20:12
Meco-Rotterdam #10	115	02/17/2006 / 15:08	2/19/06 / 8:08
Northville-Mayfield #8	69	2/18/06 / 9:57	2/18/06 / 13:04
Vischer-Woodlawn #3	34.5	2/17/06 / 10:05	2/17/06 / 17:15
Chestertown-North Creek #2	34.5	2/17/06 / 11:47	2/17/06 / 20:33
Mechanicville-Clay Hill #2	34.5	2/17/06 / 10:16	2/17/06 / 23:35
Rotterdam-New Scotland #19	115	2/17/06 / 10:24	2/18/06 / 18:00
Cambridge-Hoosick #3	34.5	2/17/06 / 10:22	2/18/06 / 15:07
Cambridge-Hoosick #3	34.5	2/17/06 / 10:22	2/18/06 / 15:07
Saratoga-Ballston #11	34.5	2/17/06 / 10:01	2/19/06 / 4:09
Saratoga-Ballston 10 tap to South St.	34.5	2/17/06 / 11:33	2/19/06 / 4:30
Saratoga-Ballston 10 / Spier-Brook 3	34.5	2/17/06 / 11:33	2/19/06 / 4:30
Spier-Saratoga 12	34.5	2/17/06 / 13:30	2/19/06 / 17:08
Spier-Saratoga 12	34.5	2/17/06 / 13:30	2/19/06 / 17:08
Spier-Brook 3	34.5	2/17/06 / 13:30	2/19/06 / 16:46

Exhibit 1 (Cont'd) System Transmission Outages 2/17/06 Wind Storm			
Line Name and Number	Voltage (kv)	Date & Time Damage Occurred	Date & Time Line Re-energized
Queensbury-Warrensburg 9	34.5	2/17/06 / 11:47	2/17/06 / 21:45
Queensbury-Warrensburg 9	34.5	2/17/06 / 11:47	2/17/06 / 21:45
Queensbury-Warrensburg 9	34.5	2/17/06 / 11:47	2/17/06 / 21:45
Warrensburg - Ft. Gage #8	34.5	2/17/06 / 11:47	2/28/06 / 09:35
Warrensburg - Ft. Gage #8	34.5	2/17/06 / 11:47	2/17/06 / 21:45
Spier-Glens Falls #8	34.5	2/17/06 / 13:30	2/22/06 / 15:38
Spier-Glens Falls #8	34.5	2/17/06 / 13:30	2/22/06 / 15:38
Randall Rd-Ballston #9 tap to West Milton	34.5	2/17/06 / 11:02	2/20/06 / 20:29
Randall Rd-Ballston #9 tap to West Milton	34.5	2/17/06 / 11:02	2/20/06 / 20:29
Randall Rd-Ballston #9 tap to West Milton	34.5	2/17/06 / 11:02	2/20/06 / 20:29
Spier-Rotterdam #1 & 2	115	2/17/06 / 12:02	2/18/06 / 7:06
Spier-Rotterdam #1 & 2	115	2/17/06 / 12:02	2/18/06 / 7:06
Spier-Rotterdam #1 & 2	115	2/17/06 / 12:02	2/18/06 / 7:06
Spier-Rotterdam #1 Tap to West Milton	115	2/17/06 / 12:02	2/18/06 / 22:14
Ticonderoga-Republic #2	115	2/17/06 / 11:25	2/17/06 / 21:54
Trenton/Deerfield #27 and #21 Double Circuit Structures	46	2/17/06 8:57	2/17/06 20:42
Trenton/Whitesboro #25	46	2/17/06 9:26	2/17/06 23:06
Trenton/Middleville #24	46	2/17/06 9:26	2/18/06 15:21
Teall/Dewitt #4	115	2/17/06 9:19	2/17/06 11:55
Teall #23	34.5	2/17/06 9:17	2/18/06 12:49
Woodard/Teall #32	34.5	2/17/06 9:19	2/18/06 1:27
Bombay/Spencers Corners #22	34.5	2/17/06 11:15	02/17/2006 12:00
Taylorville/Mosher #7	115	2/17/06 9:43	02/19/2006 2032
Taylorville/Specialty Paper #23	23	2/17/06 11:11	02/18/2006 1607
Browns Falls/Colony #2	34.5	2/17/06 10:12	02/17/2006 12:23
Browns Falls/Newton Falls #22	34.5	2/17/06 10:24	02/17/2006 12:30
Lowville/Boonville #22	23	2/17/06 15:36	02/20/2006 17:24
Colton/Browns Falls #1	115	2/17/06 9:46	02/18/2006 19:00

Exhibit 1 (Cont'd) System Transmission Outages 2/17/06 Wind Storm			
Line Name and Number	Voltage (kv)	Date & Time Damage Occurred	Date & Time Line Re-energized
Balmat/Fowler #27 Balmat/Emeryville #24 Emeryville/Mine Rd #23 Emeryville/Loomis #2 (23KV)	23	2/17/06 11:07	#24 and #27 on 02/17/2006 at 21:30. #2 and #23 on 02/18/2006 at 08:30
Black River /Lighthouse Hill #5 & #6	115	2/17/06 11:00	02/17/2006 1845
Old Forge-Raquette Lake #22	46	2/17/06 9:35	2/17/2006 at 20:45
Lake Colby-Franklin #31	46	2/17/06 11:15	02/17/2006 22:08
High Falls-Union #37	46	2/17/06 11:15	02/18/2006 20:37
Woodard #29	34.5	2/17/06 8:27	02/22/2006 17:50

Exhibit 2 – Distribution Lockout

Station/Circuit (Feeder)	# Customers	Date Off	Time Off	Date On	Time On
Swaggertown 36452	2184	02/17/2006	9:53	02/18/2006	7:38
Church Street 04356	1524	02/17/2006	10:02	02/17/2006	13:49
Schoharie 23452	1494	02/17/2006	10:04	02/17/2006	14:41
Church Street 04352	1681	02/17/2006	10:05	02/17/2006	16:18
Inman 37057	487	02/17/2006	10:06	02/17/2006	11:00
Wilton 32951	1737	02/17/2006	10:07	02/17/2006	17:12
Rotterdam 13850	1757	02/17/2006	10:08	02/17/2006	11:07
Ogdenbrook 42353	1582	02/17/2006	10:10	02/17/2006	10:54
Hudson Falls 08851	1595	02/17/2006	10:14	02/17/2006	22:25
Elnora 44256	1936	02/17/2006	10:17	02/17/2006	13:44
Weibel 41551	1734	02/17/2006	10:23	02/18/2006	9:56
Liberty 09493	44	02/17/2006	10:28	02/17/2006	19:22
Sycaway 37254	647	02/17/2006	10:28	02/17/2006	12:39
Ballston 01254	934	02/17/2006	10:47	02/18/2006	15:38
Corinth 28551	1444	02/17/2006	11:00	02/19/2006	13:47
Corinth 28552	1654	02/17/2006	11:00	02/19/2006	13:47
Smith Bridge 46453	2757	02/17/2006	11:03	02/18/2006	14:29
EJ West 03841	1072	02/17/2006	11:07	02/18/2006	17:59
Wilton 32952	1987	02/17/2006	11:12	02/17/2006	18:45
Schoharie 23452	1494	02/17/2006	11:13	02/17/2006	14:41
Brook Road 36955	2958	02/17/2006	11:25	02/18/2006	15:01
Delanson 26952	1645	02/17/2006	11:28	02/17/2006	14:17
Grooms 34555	1519	02/17/2006	11:32	02/17/2006	21:42
North Creek 12251	1779	02/17/2006	11:33	02/17/2006	13:02

EXHIBIT 2 (Cont'd)

Station/Circuit (Feeder)	# Customers	Date Off	Time Off	Date On	Time On
Weibel 41554	934	02/17/2006	11:37	02/18/2006	9:56
Weibel 41551	1734	02/17/2006	11:43	02/18/2006	9:56
Swaggertown 36453	1350	02/17/2006	11:49	02/18/2006	9:44
Warrensburg 32152	2072	02/17/2006	11:52	02/17/2006	20:09
Curry Rd 36556	1188	02/17/2006	11:58	02/17/2006	14:18
Butler 36251	1951	02/17/2006	12:03	02/18/2006	20:46
Curry Rd 36557	1296	02/17/2006	12:16	02/17/2006	17:41
Grooms 34555	1519	02/17/2006	12:34	02/17/2006	21:42
Sycaway 37253	2435	02/17/2006	12:51	02/17/2006	13:55
Weibel 41552	413	02/17/2006	13:29	02/18/2006	9:56
Center St 37953	475	02/17/2006	13:44	02/18/2006	10:42
Butler 36252	2633	02/17/2006	13:54	02/17/2006	22:38
Johnson 35252	2288	02/17/2006	14:06	02/17/2006	16:19
Bolton 28451	1092	02/17/2006	14:19	02/18/2006	19:48
Curry Rd 36557	1296	02/17/2006	14:25	02/17/2006	17:41
Liberty 09453	433	02/17/2006	16:41	02/17/2006	19:22
Queensbury 29553	823	02/17/2006	17:19	02/17/2006	22:19
Queensbury 29554	934	02/17/2006	17:19	02/17/2006	18:32
Queensbury 29556	1653	02/17/2006	17:19	02/17/2006	19:44
Birch Ave 32252	1460	02/17/2006	21:35	02/17/2006	23:01
Niles 29451	1724	02/17/2006	7:36	02/17/2006	14:37
W Adams 87551	1909	02/17/2006	8:14	02/17/2006	22:10
Euclid 26753	1916	02/17/2006	8:22	02/17/2006	20:14
Euclid 26751	741	02/17/2006	8:23	02/17/2006	20:14

EXHIBIT 2 (Cont'd)

Station/Circuit (Feeder)	# Customers	Date Off	Time Off	Date On	Time On
Walesville 33153	532	02/17/2006	8:35	02/17/2006	15:06
Clinton 60454	896	02/17/2006	8:38	02/17/2006	19:43
Hopkin 25355	2301	02/17/2006	8:52	02/17/2006	15:55
E Malloy 15153		02/17/2006	8:53	02/17/2006	17:57
Pinegrove 5958	1214	02/17/2006	8:59	02/17/2006	20:49
Teall Ave 7255	1776	02/17/2006	9:09	02/17/2006	21:00
Hopkin 25358		02/17/2006	9:09	02/17/2006	16:50
Bridge St 29552	132	02/17/2006	9:15	02/18/2006	20:10
Little River 95556	2	02/17/2006	10:10	02/18/2006	0:10
Terminal 65151	697	02/17/2006	10:14	02/17/2006	17:24
Oneida 50153	1340	02/17/2006	9:57	02/17/2006	16:54
Jewett 29155	563	02/17/2006	9:58	02/17/2006	14:37
Salisbury 67856	556	02/17/2006	9:40	02/17/2006	18:21
Lowville 77354	27	02/17/2006	9:53	02/18/2006	23:01
Pinegrove 5951	1010	02/17/2006	9:25	02/17/2006	21:16
Pinegrove 5953	2764	02/17/2006	9:27	02/17/2006	13:34
Peterboro 51453	2474	02/17/2006	12:12	02/17/2006	16:09
Terminal 65150	2177	02/17/2006	13:58	02/17/2006	18:32
Bartell 32556	527	02/17/2006	14:36	02/17/2006	15:50
Lowville 77351	802	02/17/2006	15:13	02/18/2006	22:56
Piercefield 82961	367	02/17/2006	15:22	02/18/2006	12:30

EXHIBIT 2 (Cont'd)

Station/Circuit (Feeder)	# Customers	Date Off	Time Off	Date On	Time On
Hancock 13772	1347	02/17/2006	11:12	02/18/2006	15:32
Bridgeport 16853	1214	02/17/2006	9:28	02/17/2006	21:15
Central Square 1562	591	02/17/2006	9:13	02/18/2006	3:49
Butternut 25554	792	02/17/2006	10:26	02/17/2006	16:13
Butternut 25555	1158	02/17/2006	10:27	02/17/2006	12:05
Butternut 25556	359	02/17/2006	10:28	02/17/2006	12:05
Fly Rd 26151	425	02/17/2006	10:32	02/17/2006	13:54
Fly Rd 26152	865	02/17/2006	10:32	02/17/2006	13:54
Fly Rd 26153	592	02/17/2006	10:32	02/17/2006	13:54
West Monroe 27451	2482	02/17/2006	9:52	02/17/2006	23:37
Bridge St 29551	554	02/17/2006	10:47	02/17/2006	16:14
Phoenix 5165	853	02/17/2006	9:49	02/17/2006	11:12
Substation 057	292	02/17/2006	10:14	02/17/2006	15:27
Pinegrove 5955	1723	02/17/2006	10:03	02/17/2006	13:54
Pinegrove 5957	2234	02/17/2006	10:11	02/17/2006	13:20
Antwerp 80161	565	02/17/2006	10:54	02/17/2006	18:32
E Watertown 81756	1811	02/17/2006	10:28	02/17/2006	13:12
Third St 21673	653	02/17/2006	9:18	02/17/2006	13:49
Colosse 32151	2546	02/17/2006	8:48	02/17/2006	14:37
Sherman 33351	812	02/17/2006	10:27	02/19/2006	9:19
Sherman 33352	1355	02/17/2006	9:42	02/17/2006	21:06
Old Forge 38362	650	02/17/2006	10:06	02/18/2006	14:54
Old Forge 38363	366	02/17/2006	10:06	02/18/2006	14:54
Poland 62257	491	02/17/2006	9:38	02/18/2006	17:39
Whitesboro 63261	959	02/17/2006	14:55	02/18/2006	11:23
Schuyler 66351	2598	02/17/2006	11:57	02/17/2006	17:49
Stittville 67053	883	02/17/2006	10:56	02/17/2006	19:12
Alder Creek 70152	877	02/17/2006	9:18	02/17/2006	21:01
Alder Creek 70161	804	02/17/2006	9:18	02/19/2006	14:15
Turin Rd 65358	1905	02/17/2006	10:21	02/17/2006	17:51

EXHIBIT 2 (Cont'd)

Station/Circuit (Feeder)	# Customers	Date Off	Time Off	Date On	Time On
S Washington 61452	1018	02/17/2006	10:09	02/17/2006	15:28
Middleville 66671	764	02/17/2006	10:59	02/18/2006	16:46
Lowville 77353	10	02/17/2006	10:12	02/18/2006	19:25
N Carthage 81654	1837	02/17/2006	9:05	02/17/2006	22:23
Sunday Creek 87651	233	02/17/2006	9:34	02/19/2006	21:47
Gabriels 83561	752	02/17/2006	10:00	02/18/2006	17:52
Bloomington 84162	710	02/17/2006	12:42	02/17/2006	17:36
Ausable Forks 84661	562	02/17/2006	12:51	02/17/2006	22:21
Lake Colby 92758	2453	02/17/2006	14:29	02/17/2006	18:09
Higley 92451	938	02/17/2006	10:48	02/17/2006	12:45
State St 95464	437	02/17/2006	11:00	02/17/2006	16:56
Lawrence Ave 97655	1063	02/17/2006	11:41	02/17/2006	12:55
Bombay 89761	519	02/17/2006	12:17	02/17/2006	17:44
Balmain 90461	456	02/17/2006	9:22	02/17/2006	20:53
Buffalo 1208	5	02/17/2006	4:15:00	02/18/2006	3:34:00
Buffalo 3462	713	02/17/2006	8:07:00	02/17/2006	10:38:00
Buffalo 20655	2744	02/17/2006	7:40:00	02/17/2006	8:45:00
French Creek 5651	494	02/17/2006	5:00:00	02/17/2006	6:06:00
Collins 8361	931	02/17/2006	7:20:00	02/17/2006	7:42:00
Sheppard Rd 2951	407	02/17/2006	6:06:00	02/17/2006	10:21:00
W. Hamlin 8252	324	02/17/2006	7:32:00	02/17/2006	9:34:00

Exhibit 3 – Daily Crew Counts

FEB. 17-22, 2006 WINDSTORM

02/16/2006 - WORKING & COMMITTED CREWS (End of Day)					<i>Non-Storm Day</i>
Baseline NGRID - NY Crews	Western	Central	Eastern	TOTAL	
Standard Line Crews	60	94	66	220	
NGRID - Western Div. Line Crew Transfers	0	0	0	0	
OPC's	15	11	14	40	
Forestry	12	14	11	37	
BASELINE NGRID-NY TOTALS	87	119	91	297	
NGRID - New England Line Crew Transfers	0	0	0	0	
Other Utility Mutual Aid - Line	0	0	0	0	
Contractors - Line	0	0	0	0	
Contractors - Forestry	0	0	0	0	
Contractors - Transmission (8 person Crews)	0	0	0	0	
NGRID-NY CONTRACTOR TOTALS	0	0	0	0	
NGRID- TOTALS	87	119	91	297	

EXHIBIT 3 (Cont'd)				
02/17/2006 WORKING & COMMITTED CREWS (Start of Day)				
Baseline NGRID - NY Crews	Western	Central	Eastern	TOTAL
Standard Line Crews	55	56	15	126
NGRID - Western Div. Line Crew Transfers	0	0	0	0
OPC's	10	7	10	27
Forestry	12	14	11	37
BASELINE NGRID-NY TOTALS	77	77	36	190
NGRID - New England Line Crew Transfers	0	0	0	0
Other Utility Mutual Aid - Line	0	0	0	0
Contractors - Line	16	10	20	46
Contractors - Forestry	21	17	25	63
Contractors - Transmission (8 person Crews)		1		1
NGRID-NY CONTRACTOR TOTALS	37	28	45	110
NGRID- TOTALS	114	105	81	300

Storm Day 1

EXHIBIT 3 (Cont'd)				
02/17/2006 WORKING & COMMITTED CREWS (12:00)				
Baseline NGRID - NY Crews	Western	Central	Eastern	TOTAL
Standard Line Crews	55	56	15	126
NGRID - Western Div. Line Crew Transfers	0	0	0	0
OPC's	10	7	10	27
Forestry	12	14	11	37
BASELINE NGRID-NY TOTALS	77	77	36	190
NGRID - New England Line Crew Transfers	0	0	0	0
Other Utility Mutual Aid - Line	0	0	0	0
Contractors - Line	16	10	20	46
Contractors - Forestry	21	17	25	63
Contractors - Transmission (8 person Crews)		1		1
NGRID-NY CONTRACTOR TOTALS	37	28	45	110
NGRID- TOTALS	114	105	81	300

Storm Day 1

EXHIBIT 3 (Cont'd)				
02/17/2006 WORKING & COMMITTED CREWS (16:00)				
Baseline NGRID - NY Crews	Western	Central	Eastern	TOTAL
Standard Line Crews	45	94	66	205
NGRID - Western Div. Line Crew Transfers	10	0	0	10
OPC's	15	0	0	15
Forestry	11	14	16	41
BASELINE NGRID-NY TOTALS	81	108	82	271
NGRID - New England Line Crew Transfers	0	0	0	0
Other Utility Mutual Aid - Line	0	0	0	0
Contractors - Line	29	24	34	87
Contractors - Forestry	24	37	40	101
Contractors - Transmission (8 person Crews)		1		1
NGRID-NY CONTRACTOR TOTALS	53	62	74	189
NGRID- TOTALS	134	170	156	460

Storm Day 1

EXHIBIT 3 (Cont'd)				
02/18/2006 WORKING & COMMITTED CREWS (12:00)				
Baseline NGRID - NY Crews	Western	Central	Eastern	TOTAL
Standard Line Crews	35	94	66	195
NGRID - Western Div. Line Crew Transfers		30		30
OPC's	10	11	14	35
Forestry	0	21	11	32
BASELINE NGRID-NY TOTALS	45	156	91	292
NGRID - New England Line Crew Transfers			42	42
Other Utility Mutual Aid - Line	0	0	20	20
Contractors - Line	0	36	84	120
Contractors - Forestry	0	65	64	129
Contractors - Transmission (8 person Crews)		1		1
NGRID-NY CONTRACTOR TOTALS	0	102	210	312
NGRID- TOTALS	45	258	301	604

Storm Day 2

EXHIBIT 3 (Cont'd)				
02/18/2006 WORKING & COMMITTED CREWS (16:00)				
Baseline NGRID - NY Crews	Western	Central	Eastern	TOTAL
Standard Line Crews	30	94	66	190
NGRID - Western Div. Line Crew Transfers		30		30
OPC's	15	11	14	40
Forestry	0	21	11	32
BASELINE NGRID-NY TOTALS	45	156	91	292
NGRID - New England Line Crew Transfers			42	42
Other Utility Mutual Aid - Line	0	0	20	20
Contractors - Line	0	36	85	121
Contractors - Forestry	0	65	79	144
Contractors - Transmission (8 person Crews)		1		1
NGRID-NY CONTRACTOR TOTALS	0	102	226	328
NGRID- TOTALS	45	258	317	620

Storm Day 2

EXHIBIT 3 (Cont'd)				
02/19/2006 WORKING & COMMITTED CREWS (12:00)				
Baseline NGRID - NY Crews	Western	Central	Eastern	TOTAL
Standard Line Crews	30	94	66	190
NGRID - Western Div. Line Crew Transfers		30		30
OPC's	15	11	14	40
Forestry	0	21	12	33
BASELINE NGRID-NY TOTALS	45	156	92	293
NGRID - New England Line Crew Transfers			41	41
Other Utility Mutual Aid - Line	0	0	20	20
Contractors - Line	0	36	87	123
Contractors - Forestry	0	65	93	158
Contractors - Transmission (8 person Crews)		1		1
NGRID-NY CONTRACTOR TOTALS	0	102	241	343
NGRID- TOTALS	45	258	333	636

Storm Day 3

EXHIBIT 3 (Cont'd)				
02/19/2006 WORKING & COMMITTED CREWS (16:00)				
Baseline NGRID - NY Crews	Western	Central	Eastern	TOTAL
Standard Line Crews	30	94	66	190
NGRID - Western Div. Line Crew Transfers		30		30
OPC's	15	11	14	40
Forestry	0	21	12	33
BASELINE NGRID-NY TOTALS	45	156	92	293
NGRID - New England Line Crew Transfers			44	44
Other Utility Mutual Aid - Line	0	0	20	20
Contractors - Line	0	27	97	124
Contractors - Line Crews being Transferred	0	9	0	9
Contractors - Forestry	0	65	93	158
Contractors - Transmission (8 person Crews)		1		1
NGRID-NY CONTRACTOR TOTALS	0	102	254	356
NGRID- TOTALS	45	258	346	649

Storm Day 3

EXHIBIT 3 (Cont'd)				
02/20/2006 WORKING & COMMITTED CREWS (12:00)				
Baseline NGRID - NY Crews	Western	Central	Eastern	TOTAL
Standard Line Crews	30	94	66	190
NGRID - Western Div. Line Crew Transfers		25	5	30
OPC's	15	11	14	40
Forestry	0	21	12	33
BASELINE NGRID-NY TOTALS	45	151	97	293
NGRID - New England Line Crew Transfers			44	44
Other Utility Mutual Aid - Line	0	0	20	20
Contractors - Line	0	14	102	116
Contractors - Forestry	0	65	93	158
Contractors - Transmission (8 person Crews)		1		1
NGRID-NY CONTRACTOR TOTALS	0	80	259	339
NGRID- TOTALS	45	231	356	632

Storm Day 4

EXHIBIT 3 (Cont'd)				
02/20/2006 WORKING & COMMITTED CREWS (16:00)				
Baseline NGRID - NY Crews	Western	Central	Eastern	TOTAL
Standard Line Crews	30	94	66	190
NGRID - Western Div. Line Crew Transfers		25	5	30
OPC's	15	11	14	40
Forestry	0	21	12	33
BASELINE NGRID-NY TOTALS	45	151	97	293
NGRID - New England Line Crew Transfers			46	46
Other Utility Mutual Aid - Line	0	0	20	20
Contractors - Line	0	14	99	113
Contractors - Forestry	0	60	81	141
Contractors - Transmission (8 person Crews)		0		0
NGRID-NY CONTRACTOR TOTALS	0	74	246	320
NGRID- TOTALS	45	225	343	613

Storm Day 4

EXHIBIT 3 (Cont'd)				
02/21/2006 WORKING & COMMITTED CREWS (12:00)				
Baseline NGRID - NY Crews	Western	Central	Eastern	TOTAL
Standard Line Crews	30	94	66	190
NGRID - Western Div. Line Crew Transfers	25	0	5	30
OPC's	15	11	0	26
Forestry	0	21	10	31
BASELINE NGRID-NY TOTALS	70	126	81	277
NGRID - New England Line Crew Transfers			41	41
Other Utility Mutual Aid - Line	0	0	20	20
Contractors - Line	0	0	102	102
Contractors - Forestry	0	60	48	108
Contractors - Transmission (8 person Crews)		0	2	2
NGRID-NY CONTRACTOR TOTALS	0	60	213	273
NGRID- TOTALS	70	186	294	550

Storm Day 5

EXHIBIT 3 (Cont'd)				
02/21/2006 WORKING & COMMITTED CREWS (16:00)				
Baseline NGRID - NY Crews	Western	Central	Eastern	TOTAL
Standard Line Crews	55	94	66	215
NGRID - Western Div. Line Crew Transfers	0	0	5	5
OPC's	15	11	0	26
Forestry	0	21	10	31
BASELINE NGRID-NY TOTALS	70	126	81	277
NGRID - New England Line Crew Transfers			46	46
Other Utility Mutual Aid - Line	0	0	20	20
Contractors - Line	0	0	108	108
Contractors - Forestry	0	60	28	88
Contractors - Transmission (8 person Crews)		0		0
NGRID-NY CONTRACTOR TOTALS	0	60	202	262
NGRID- TOTALS	70	186	283	539

Storm Day 5

EXHIBIT 3 (Cont'd)					
02/22/2006 WORKING & COMMITTED CREWS (12:00)					
Baseline NGRID - NY Crews	Western	Central	Eastern*	TOTAL	*Eastern Div. (12 crews) Niskayuna Outage
Standard Line Crews	55	94	66	215	
NGRID - Western Div. Line Crew Transfers	5	0	0	5	
OPC's	15	11	14	40	
Forestry	12	14	11	37	
BASELINE NGRID-NY TOTALS	87	119	91	297	
NGRID - New England Line Crew Transfers			0	0	
Other Utility Mutual Aid - Line	0	0	0	0	
Contractors - Line	0	0	46	46	
Contractors - Forestry	0	11	10	21	
Contractors - Transmission (8 person Crews)		0		0	
NGRID-NY CONTRACTOR TOTALS	0	11	56	67	
NGRID- TOTALS	87	130	147	364	

EXHIBIT 3 (Cont'd)					
02/22/2006 WORKING & COMMITTED CREWS (16:00)					
Baseline NGRID - NY Crews	Western	Central	Eastern*	TOTAL	*Eastern Div. (12 crews) Niskayuna Outage
Standard Line Crews	60	94	66	220	
NGRID - Western Div. Line Crew Transfers	0	0	0	0	
OPC's	15	11	14	40	
Forestry	12	14	11	37	
BASELINE NGRID-NY TOTALS	87	119	91	297	
NGRID - New England Line Crew Transfers			0	0	
Other Utility Mutual Aid - Line	0	0	0	0	
Contractors - Line	0	0	46	46	
Contractors - Forestry	0	11	10	21	
Contractors - Transmission (8 person Crews)		0		0	
NGRID-NY CONTRACTOR TOTALS	0	11	56	67	
NGRID- TOTALS	87	130	147	364	

EXHIBIT 4 – SUMMARY – CUSTOMER CONTACT CENTER DATA

Date	Day	Calls Rcv'd	Calls Answd	Calls Abandoned	Avg Speed of Answer (sec)	Avg Time to Abandon(sec)	% Calls Answd	# Calls Answd <30 secs	% Calls Answd <30 secs	Calls that Heard Outage Info Message	Calls Resolved After Hearing Outage Info Message	% Calls Resolved After Hearing Outage Info Message	Calls Accptd at IVR	Calls Compltd at IVR	% Compltd at IVR
2/17/06	Fri	28670	27281	1389	19	21	95%	23090	85%	58803	34306	58%	73733	46752	63%
2/18/06	Sat	15911	14424	1487	62	200	91%	10499	73%	31838	18845	59%	48048	34924	73%
2/19/06	Sun	10977	10336	641	78	171	94%	8839	86%	8378	4214	50%	19708	10121	51%
2/20/06	Mon	7881	7718	163	25	86	98%	6385	83%	7410	2546	34%	6252	3528	56%
2/21/06	Tue	10780	10659	121	16	51	99%	8910	84%	218	24	11%	2791	1939	69%
Totals		74219	70418	3801			91%	57723	85%	106647	59935	56%	150532	97264	65%

**EXHIBIT 4 (Cont'd)
02/18/06 DATA**

Intervals		Calls Recv'd	Calls Answd	Calls Abandoned	Avg Speed Answd (sec)	Avg Abandon Time(sec)	Max Delay (sec)	Max in Queue	% Calls Answd	# Calls Answd in 30 sec	% Calls Answd < 30 sec	Staffing	Calls Heard Outage Info Messg	Calls Resolved After Hearing Outage Info Messg	% Calls Resolved After Hearing Outage Info Messg	Calls Accptd at IVR	Calls Compltd at IVR	% Compltd at IVR
0:00	0:30	61	60	1	3	1	48	4	98%	57	95	20	193	113	59%	225	150	67%
0:30	1:00	72	70	2	11	9	89	4	97%	60	86	16	175	110	63%	237	154	65%
1:00	1:30	47	47	0	1	0	5	1	100%	47	100	15	127	75	59%	178	143	80%
1:30	2:00	39	39	0	1	0	4	1	100%	39	100	14	116	68	59%	141	109	77%
2:00	2:30	44	42	2	8	2	130	3	95%	39	93	7	119	71	60%	170	135	79%
2:30	3:00	39	37	2	64	5	293	6	95%	18	49	5	106	56	53%	160	122	76%
3:00	3:30	36	32	4	53	18	156	4	89%	13	41	5	94	55	59%	152	123	81%
3:30	4:00	42	41	1	22	13	182	3	98%	31	76	5	110	62	56%	184	146	79%
4:00	4:30	45	40	5	61	74	297	8	89%	26	65	4	132	75	57%	246	200	81%
4:30	5:00	47	39	8	87	65	530	10	83%	17	44	4	152	96	63%	215	171	80%
5:00	5:30	47	35	12	241	121	668	31	74%	8	23	4	183	125	68%	331	272	82%
5:30	6:00	77	51	26	540	402	2337	29	66%	11	22	5	301	178	59%	406	322	79%
6:00	6:30	163	157	6	180	176	2327	20	96%	105	67	16	434	209	48%	650	492	76%
6:30	7:00	246	223	23	58	92	312	42	91%	127	57	18	865	458	53%	1317	1054	80%
7:00	7:30	407	259	148	226	169	1278	144	64%	129	50	22	1489	801	54%	2104	1613	77%
7:30	8:00	493	297	196	470	341	1763	178	60%	176	59	23	1781	912	51%	2364	1790	76%
8:00	8:30	630	465	165	438	469	1895	184	74%	315	68	43	2068	1179	57%	2406	1710	71%
8:30	9:00	663	493	170	300	383	2141	126	74%	265	54	51	2084	1242	60%	2256	1593	71%
9:00	9:30	538	441	97	215	233	1517	82	82%	282	64	55	1707	1064	62%	1893	1372	72%
9:30	10:00	544	482	62	117	104	1064	56	89%	292	61	59	1555	977	63%	1626	1186	73%
10:00	10:30	561	518	43	37	30	923	40	92%	282	54	62	1578	993	63%	1783	1304	73%
10:30	11:00	504	474	30	11	14	410	15	94%	373	79	65	1433	851	59%	1602	1183	74%
11:00	11:30	453	438	15	2	14	114	9	97%	393	90	66	1377	863	63%	1531	1150	75%
11:30	12:00	494	485	9	2	37	129	10	98%	443	91	68	1294	792	61%	1438	1051	73%
12:00	12:30	488	476	12	2	18	124	6	98%	405	85	75	1263	757	60%	1615	1223	76%
12:30	13:00	491	478	13	4	19	157	19	97%	395	83	75	1219	731	60%	1655	1237	75%
13:00	13:30	498	491	7	2	68	237	14	99%	462	94	66	1399	834	60%	1525	1140	75%

2/18/06 DATA (Cont'd)

Intervals		Calls Recv'd	Calls Answd	Calls Abandoned	Avg Speed Answd (sec)	Avg Abandon Time(sec)	Ma x Delay (sec)	Max in Queue	% Calls Answd	# Calls Answd in 30 sec	% Calls Answd < 30 sec	Staffing	Calls Heard Outage Info Messg	Calls Resolved After Hearing Outage Info Messg	% Calls Resolved After Hearing Outage Info Messg	Calls Accptd at IVR	Calls Compltd at IVR	% Compltd at IVR
13:30	14:00	508	483	25	3	31	284	14	95%	408	84	67	1282	750	59%	1649	1244	75%
14:00	14:30	566	549	17	4	26	196	14	97%	463	84	70	1229	735	60%	1555	1116	72%
14:30	15:00	501	483	18	1	16	199	7	96%	406	84	71	1202	730	61%	1415	1018	72%
15:00	15:30	682	663	19	7	21	255	21	97%	549	83	71	480	285	59%	1619	1186	73%
15:30	16:00	738	695	43	12	35	285	32	94%	505	73	70	173	80	46%	1573	1171	74%
16:00	16:30	707	676	31	18	34	202	29	96%	440	65	68	372	237	64%	1544	1146	74%
16:30	17:00	683	632	51	42	37	245	36	93%	276	44	66	321	211	66%	1341	950	71%
17:00	17:30	444	429	15	3	57	338	11	97%	376	88	62	957	578	60%	1106	794	72%
17:30	18:00	483	466	17	1	24	247	9	96%	394	85	60	320	175	55%	1168	868	74%
18:00	18:30	440	432	8	2	10	151	9	98%	355	82	59	155	68	44%	982	715	73%
18:30	19:00	364	351	13	2	20	128	8	96%	295	84	59	121	60	50%	954	729	76%
19:00	19:30	303	283	20	1	79	407	7	93%	240	85	55	106	65	61%	755	575	76%
19:30	20:00	265	250	15	3	29	203	22	94%	201	80	51	67	44	66%	703	521	74%
20:00	20:30	296	269	27	19	27	174	18	91%	140	52	45	373	266	71%	669	330	49%
20:30	21:00	264	233	31	10	29	161	15	88%	136	58	43	379	239	63%	598	313	52%
21:00	21:30	215	196	19	21	51	224	16	91%	106	54	37	296	187	63%	537	285	53%
21:30	22:00	184	167	17	13	21	252	13	91%	104	62	35	309	192	62%	404	216	53%
22:00	22:30	148	134	14	32	52	262	13	91%	50	37	23	206	127	62%	358	199	56%
22:30	23:00	150	138	12	1	26	186	6	92%	106	77	22	70	32	46%	290	149	51%
23:00	23:30	128	114	14	9	15	173	10	89%	73	64	21	42	25	60%	257	152	59%
23:30	0:00	73	71	2	7	2	159	10	97%	66	93	21	24	12	50%	161	102	63%
Totals		15911	14424	1487			2337	184	91%	10499	73%		31838	18845	59%	48048	34924	73%

EXHIBIT 4 (Cont'd) 02/19/06 DATA

Intervals		Calls Rec'd	Calls Answd	Calls Abandoned	Avg Speed Answd (sec)	Avg Abandon Time(sec)	Max Delay (sec)	Max in Queue	% Calls Answd	# Calls Answd in 30 sec	% Calls Answd < 30 sec	Staffing	Calls that Heard Outage Info Message	Calls Resolved After Hearing Outage Info Message	% Calls Resolved After Hearing Outage Info Message	Calls Accptd at IVR	Calls Compltd at IVR	% Compltd at IVR
0:00	0:30	57	55	2	49	96	283	7	96	32	58	8	78	47	60%	130	73	56%
0:30	1:00	45	43	2	7	25	66	5	96	39	91	7	80	44	55%	104	57	55%
1:00	1:30	41	40	1	50	83	214	5	98	15	38	7	67	38	57%	64	24	38%
1:30	2:00	20	20	0	3	0	17	1	100	20	100	6	40	24	60%	50	25	50%
2:00	2:30	14	13	1	65	471	471	4	93	8	62	2	50	32	64%	52	25	48%
2:30	3:00	16	13	3	288	242	1010	9	81	1	8	3	37	24	65%	49	28	57%
3:00	3:30	13	6	7	497	507	1465	11	46	0	0	3	16	6	38%	49	34	69%
3:30	4:00	27	22	5	745	107	2948	11	81	4	18	3	50	29	58%	71	41	58%
4:00	4:30	26	26	0	33	0	142	4	100	20	77	4	35	20	57%	50	28	56%
4:30	5:00	28	25	3	56	138	279	7	89	14	56	4	36	24	67%	70	40	57%
5:00	5:30	59	58	1	1	3	4	1	98	58	100	10	35	16	46%	105	48	46%
5:30	6:00	76	75	1	1	1	16	2	99	75	100	12	***	***	***	139	80	58%
6:00	6:30	128	127	1	9	21	67	5	99	118	93	14	***	***	***	248	150	60%
6:30	7:00	157	129	28	120	98	473	42	82	49	38	14	287	199	69%	502	281	56%
7:00	7:30	270	232	38	227	106	847	46	86	77	33	25	644	414	64%	855	435	51%
7:30	8:00	332	244	88	294	121	840	98	73	102	42	25	779	462	59%	963	499	52%
8:00	8:30	379	253	126	512	189	1148	117	67	115	45	25	860	333	39%	1113	572	51%
8:30	9:00	436	285	151	649	226	1396	152	65	129	45	28	1037	379	37%	1097	521	47%
9:00	9:30	450	358	92	561	226	1309	118	80	115	32	36	1100	432	39%	1087	517	48%
9:30	10:00	435	397	38	224	161	673	61	91	132	33	40	1063	550	52%	980	435	44%
10:00	10:30	392	390	2	7	13	347	10	99	366	94	49	920	487	53%	847	415	49%
10:30	11:00	519	515	4	2	1	37	9	99	511	99	52	435	236	54%	878	420	48%
11:00	11:30	543	541	2	3	7	49	13	100	532	98	52	45	34	76%	738	362	49%
11:30	12:00	476	472	4	2	14	137	1	99	467	99	52	98	46	47%	690	378	55%
12:00	12:30	480	478	2	1	13	72	1	100	476	100	52				724	415	57%
12:30	13:00	402	397	5	4	6	124	13	99	380	96	52	169	109	64%	613	320	52%
13:00	13:30	323	322	1	3	3	475	2	100	321	100	50	377	207	55%	617	337	55%

2/19/06 DATA (Cont'd)

Intervals		Calls Rec'd	Calls Answd	Calls Abandoned	Avg Speed Answd (sec)	Avg Abandon Time(sec)	Max Delay (sec)	Max in Queue	% Calls Answd	# Calls Answd in 30 sec	% Calls Answd < 30 sec	Staffing	Calls that Heard Outage Info Message	Calls Resolved After Hearing Outage Info Message	% Calls Resolved After Hearing Outage Info Message	Calls Acptd at IVR	Calls Complt'd at IVR	% Complt'd at IVR
13:30	14:00	373	371	2	1	3	13	1	99	371	100	51	40	22	55%	559	297	53%
14:00	14:30	393	389	4	1	124	396	1	99	388	100	47	***	***	***	534	264	49%
14:30	15:00	354	353	1	1	0	8	1	100	353	100	46	***	***	***	457	246	54%
15:00	15:30	320	319	1	1	4	14	4	100	319	100	38	***	***	***	477	261	55%
15:30	16:00	320	311	9	10	20	68	12	97	270	87	36	***	***	***	460	248	54%
16:00	16:30	350	349	1	1	2	27	3	100	349	100	37	***	***	***	499	259	52%
16:30	17:00	303	303	0	1	0	13	2	100	303	100	36	***	***	***	436	232	53%
17:00	17:30	295	295	0	1	0	24	1	100	295	100	32	***	***	***	373	185	50%
17:30	18:00	259	259	0	2	0	56	4	100	255	98	31	***	***	***	354	178	50%
18:00	18:30	226	226	0	2	0	46	5	100	223	99	29	***	***	***	343	186	54%
18:30	19:00	278	278	0	2	0	35	4	100	277	100	32	***	***	***	401	202	50%
19:00	19:30	237	237	0	2	0	22	3	100	237	100	29	***	***	***	328	166	51%
19:30	20:00	234	233	1	2	0	63	11	100	231	99	28	***	***	***	361	193	53%
20:00	20:30	210	202	8	19	39	123	10	96	157	78	22	***	***	***	295	151	51%
20:30	21:00	168	166	2	13	24	215	4	99	141	85	22	***	***	***	241	125	52%
21:00	21:30	142	140	2	5	3	81	5	99	131	94	20	***	***	***	189	85	45%
21:30	22:00	111	111	0	1	0	24	1	100	111	100	20	***	***	***	150	81	54%
22:00	22:30	102	102	0	3	0	64	3	100	100	98	19	***	***	***	143	84	59%
22:30	23:00	67	66	1	6	0	67	3	99	62	94	17	***	***	***	93	46	49%
23:00	23:30	46	46	0	2	0	20	1	100	46	100	17	***	***	***	77	47	61%
23:30	0:00	45	44	1	2	2	23	1	98	44	100	16	***	***	***	53	25	47%
Totals		10977	10336	641			2948	152	94%	8839	86%		8378	4214	50%	19708	10121	51%
*** Indicate that no messages were necessary during these intervals																		

EXHIBIT 4 (Cont'd) 02/20/06 DATA

Intervals		Calls Recv'd	Calls Answd	Calls Abandoned	Avg Speed Answd (sec)	Avg Abandon Time(sec)	Max Delay (sec)	Max in Queue	% Calls Answd	# Calls Answd in 30 sec	% Calls Answd < 30 sec	Staffing	Calls that Heard Outage Info Message	Calls Resolved After Hearing Outage Info Message	% Calls Resolved After Hearing Outage Info Message	Calls Accptd at IVR	Calls Complt'd at IVR	% Complt'd at IVR
0:00	0:30	41	41	0	2	0	6	1	100	41	100	7	***	***	***	55	26	47%
0:30	1:00	26	26	0	1	0	3	1	100	26	100	7	***	***	***	30	15	50%
1:00	1:30	17	17	0	1	0	4	1	100	17	100	6	***	***	***	23	12	52%
1:30	2:00	12	12	0	1	0	3	1	100	12	100	6	***	***	***	17	9	53%
2:00	2:30	7	6	1	1	0	3	1	86	6	100	2	***	***	***	17	13	76%
2:30	3:00	14	14	0	149	0	280	6	100	4	29	2	***	***	***	22	12	55%
3:00	3:30	18	18	0	59	0	274	2	100	11	61	2	***	***	***	38	21	55%
3:30	4:00	14	14	0	8	0	42	1	100	12	86	2	***	***	***	25	12	48%
4:00	4:30	8	8	0	8	0	65	1	100	7	88	2	***	***	***	15	8	53%
4:30	5:00	14	14	0	6	0	45	1	100	13	93	2	***	***	***	25	15	60%
5:00	5:30	26	26	0	24	0	105	4	100	16	62	2	***	***	***	46	23	50%
5:30	6:00	32	29	3	18	30	84	6	91	23	79	2	***	***	***	77	49	64%
6:00	6:30	67	67	0	8	0	103	3	100	62	93	16	***	***	***	115	59	51%
6:30	7:00	126	125	1	3	10	32	6	99	124	99	16	***	***	***	220	137	62%
7:00	7:30	221	221	0	2	0	47	3	100	219	99	28	***	***	***	274	142	52%
7:30	8:00	263	259	4	9	20	97	13	98	236	91	31	125	44	35%	310	156	50%
8:00	8:30	327	305	22	66	56	278	26	93	134	44	34	392	171	44%	363	180	50%
8:30	9:00	364	337	27	100	67	391	30	93	103	31	36	545	219	40%	359	158	44%
9:00	9:30	375	341	34	108	164	595	33	91	110	32	40	710	242	34%	315	134	43%
9:30	10:00	486	464	22	115	186	831	30	95	219	47	42	751	256	34%	361	162	45%
10:00	10:30	408	407	1	7	0	448	6	100	393	97	42	716	230	32%	280	137	49%
10:30	11:00	423	416	7	5	15	121	13	98	400	96	42	651	198	30%	254	121	48%
11:00	11:30	352	349	3	27	21	308	13	99	281	81	35	591	221	37%	205	101	49%
11:30	12:00	366	366	0	4	0	59	5	100	357	98	36	323	109	34%	154	68	44%
12:00	12:30	376	372	4	5	18	62	6	99	363	98	39	315	112	36%	174	90	52%
12:30	13:00	330	329	1	1	3	6	1	100	329	100	43	143	44	31%	167	97	58%
13:00	13:30	340	336	4	20	63	191	17	99	270	80	44	122	47	39%	174	117	67%

2/20/06 DATA (Cont'd)

Intervals		Calls Recv'd	Calls Answd	Calls Abandoned	Avg Speed Answd (sec)	Avg Abandon Time(sec)	Max Delay (sec)	Max in Queue	% Calls Answd	# Calls Answd in 30 sec	% Calls Answd < 30 sec	Staffing	Calls that Heard Outage Info Message	Calls Resolved After Hearing Outage Info Message	% Calls Resolved After Hearing Outage Info Message	Calls Accptd at IVR	Calls Complt'd at IVR	% Complt'd at IVR
13:30	14:00	323	323	0	1	0	13	2	100	323	100	46	106	32	30%	178	122	69%
14:00	14:30	293	292	1	1	2	10	2	100	292	100	44	18	2	11%	148	106	72%
14:30	15:00	306	300	6	9	25	95	14	98	267	89	44	127	42	33%	264	200	76%
15:00	15:30	266	259	7	19	28	154	10	97	210	81	41	248	83	33%	135	92	68%
15:30	16:00	226	219	7	13	22	142	10	97	185	84	38	353	114	32%	144	92	64%
16:00	16:30	190	189	1	9	2	91	8	99	169	89	40	359	133	37%	140	89	64%
16:30	17:00	166	166	0	5	0	96	3	100	158	95	39	266	84	32%	126	92	73%
17:00	17:30	190	186	4	22	22	141	12	98	137	74	38	121	29	24%	99	64	65%
17:30	18:00	132	132	0	4	0	90	2	100	125	95	38	138	44	32%	103	74	72%
18:00	18:30	101	101	0	1	0	9	1	100	101	100	38	120	48	40%	89	50	56%
18:30	19:00	94	93	1	1	3	9	1	99	93	100	37	77	16	21%	79	50	63%
19:00	19:30	62	62	0	1	0	17	1	100	62	100	36	42	12	29%	68	50	74%
19:30	20:00	79	79	0	2	0	19	1	100	79	100	36	10	1	10%	70	46	66%
20:00	20:30	81	81	0	2	0	21	3	100	81	100	29	***	***	***	93	68	73%
20:30	21:00	91	90	1	2	2	35	2	99	89	99	23	***	***	***	125	77	62%
21:00	21:30	82	81	1	2	1	9	1	99	81	100	20	***	***	***	91	51	56%
21:30	22:00	77	77	0	3	0	32	3	100	76	99	20	9	4	44%	105	68	65%
22:00	22:30	27	27	0	1	0	6	1	100	27	100	20	13	8	62%	33	25	76%
22:30	23:00	18	18	0	1	0	5	1	100	18	100	20	13	0	0%	13	10	77%
23:00	23:30	11	11	0	1	0	4	1	100	11	100	16	6	1	17%	18	16	89%
23:30	0:00	13	13	0	1	0	9	1	100	13	100	16				16	12	75%
Totals		7881	7718	163			831	33	98%	6385	83%		7410	2546	34%	6252	3528	56%
*** Indicate that no messages were necessary during these intervals																		

EXHIBIT 4 (Cont'd) 2/21/06 DATA

Intervals		Calls Recv'd	Calls Answd	Calls Abandoned	Avg Speed Answd (sec)	Avg Abandon Time(sec)	Max Delay (sec)	Max in Queue	% Calls Answd	# Calls Answd in 30 sec	% Calls Answd < 30 sec	Staffing	Calls that Heard Outage Info Message	Calls Resolved After Hearing Outage Info Message	% Calls Resolved After Hearing Outage Info Message	Calls Acceptd at IVR	Calls Compltd at IVR	% Compltd at IVR
0:00	0:30	9	9	0	1	0	3	1	100%	9	100	7	***	***	***	12	9	75%
0:30	1:00	12	12	0	2	0	3	1	100%	12	100	7	***	***	***	22	14	64%
1:00	1:30	5	5	0	1	0	3	1	100%	5	100	5	***	***	***	4	1	25%
1:30	2:00	2	2	0	0	0	0	1	100%	2	100	4	***	***	***	9	5	56%
2:00	2:30	6	6	0	1	0	3	1	100%	6	100	2	***	***	***	8	6	75%
2:30	3:00	3	3	0	8	0	23	1	100%	3	100	2	***	***	***	10	10	100%
3:00	3:30	7	6	1	23	80	94	2	86%	4	67	2	***	***	***	28	24	86%
3:30	4:00	5	5	0	1	0	3	1	100%	5	100	2	***	***	***	18	14	78%
4:00	4:30	7	7	0	1	0	3	1	100%	7	100	2	***	***	***	22	19	86%
4:30	5:00	13	12	1	4	19	33	1	92%	11	92	2	***	***	***	29	19	66%
5:00	5:30	6	6	0	7	0	30	1	100%	6	100	2	***	***	***	26	23	88%
5:30	6:00	17	15	2	47	366	446	3	88%	10	67	3	***	***	***	40	33	83%
6:00	6:30	31	31	0	1	0	3	1	100%	31	100	23	***	***	***	69	40	58%
6:30	7:00	27	27	0	1	0	4	1	100%	27	100	23	***	***	***	59	47	80%
7:00	7:30	93	93	0	3	0	56	4	100%	89	96	42	7	0	0	92	66	72%
7:30	8:00	117	117	0	1	0	4	1	100%	117	100	47	***	***	***	94	67	71%
8:00	8:30	344	343	1	7	10	107	7	100%	307	90	63	***	***	***	87	59	68%
8:30	9:00	488	486	2	7	3	175	13	100%	435	90	79	***	***	***	97	56	58%
9:00	9:30	562	559	3	6	38	152	12	99%	527	94	88	5	0	0	113	70	62%
9:30	10:00	627	622	5	15	16	223	17	99%	496	80	102	32	0	0	130	90	69%
10:00	10:30	627	617	10	15	34	314	20	98%	485	79	105	1	0	0	138	97	70%
10:30	11:00	626	624	2	10	40	180	17	100%	546	87	109	1	1	1	192	135	70%
11:00	11:30	550	538	12	10	88	316	11	98%	464	86	108	***	***	***	130	95	73%
11:30	12:00	559	546	13	23	38	220	20	98%	384	70	111	***	***	***	75	44	59%
12:00	12:30	507	502	5	31	115	332	13	99%	360	72	109	***	***	***	70	53	76%
12:30	13:00	465	462	3	14	8	292	18	99%	376	81	110	***	***	***	74	51	69%
13:00	13:30	461	450	11	58	45	299	26	98%	244	54	109	***	***	***	120	77	64%

2/21/06 DATA (Cont'd)

Intervals		Calls Recv'd	Calls Answd	Calls Abandoned	Avg Speed Answd (sec)	Avg Abandon Time(sec)	Max Delay (sec)	Max in Queue	% Calls Answd	# Calls Answd in 30 sec	% Calls Answd < 30 sec	Staffing	Calls that Heard Outage Info Message	Calls Resolved After Hearing Outage Info Message	% Calls Resolved After Hearing Outage Info Message	Calls Acceptd at IVR	Calls Compltd at IVR	% Compltd at IVR
13:30	14:00	497	494	3	11	33	376	15	99%	418	85	111	***	***	***	77	53	69%
14:00	14:30	558	543	15	19	45	495	26	97%	424	78	110	***	***	***	326	246	75%
14:30	15:00	496	495	1	4	13	229	6	100%	478	97	114	***	***	***	59	41	69%
15:00	15:30	457	452	5	7	55	188	18	99%	412	91	114	***	***	***	69	46	67%
15:30	16:00	431	422	9	36	31	288	16	98%	277	66	94	***	***	***	66	43	65%
16:00	16:30	428	421	7	20	57	300	14	98%	342	81	94	***	***	***	70	44	63%
16:30	17:00	386	383	3	15	13	175	15	99%	325	85	98	***	***	***	115	88	77%
17:00	17:30	317	316	1	3	4	114	8	100%	298	94	98	***	***	***	67	42	63%
17:30	18:00	256	254	2	1	29	82	3	99%	251	99	90	***	***	***	54	39	72%
18:00	18:30	175	175	0	3	0	124	4	100%	172	98	82	***	***	***	31	19	61%
18:30	19:00	131	131	0	1	0	46	2	100%	129	98	62	***	***	***	21	13	62%
19:00	19:30	105	104	1	3	6	75	4	99%	102	98	48	***	***	***	13	6	46%
19:30	20:00	89	89	0	5	0	120	6	100%	85	96	46	40	5	13%	8	5	63%
20:00	20:30	65	64	1	2	2	61	2	98%	63	98	42	32	7	22%	3	1	33%
20:30	21:00	60	59	1	9	20	112	6	98%	53	90	42	27	3	11%	4	3	75%
21:00	21:30	50	49	1	70	240	475	5	98%	23	47	19	25	3	12%	9	4	44%
21:30	22:00	41	41	0	26	0	122	4	100%	28	68	14	20	2	10%	8	4	50%
22:00	22:30	27	27	0	1	0	3	1	100%	27	100	12	18	2	11%	11	9	82%
22:30	23:00	22	22	0	1	0	3	1	100%	22	100	9	10	1	10%	9	7	78%
23:00	23:30	10	10	0	0	0	2	1	100%	10	100	8	***	***	***	2	1	50%
23:30	0:00	3	3	0	1	0	2	1	100%	3	100	7	***	***	***	1	1	100%
Totals		10780	10659	121			495	26	99%	8910	84%		218	24	11%	2791	1939	69%
*** Indicate that no messages were necessary during these intervals																		

News

Exhibit 5 – News Releases

FOR IMMEDIATE RELEASE
Feb. 16, 2006

Contact: Alberto Bianchetti
315.428.6932

NATIONAL GRID OFFERS WIND STORM TIPS

SYRACUSE, N.Y. – Forecasts for tonight and tomorrow are calling for high winds throughout National Grid's New York service territory. National Grid offers the following tips to help you during wind storms:

- Never touch fallen power lines or anything in contact with fallen wires such as a car, fence or tree.
- If your home is without power and you believe National Grid is not aware of the outage, call the company's power outage number, 1-800-867-5222.
- Disconnect sensitive appliances such as VCRs, televisions, computers and microwave ovens to avoid potential power surge damage when electricity is restored.
- Turn off any appliances that were on when power went off, but leave one light on so you will know when power is restored.
- Keep refrigerator and freezer doors shut. Food will stay six to nine hours in a refrigerator without spoiling. Frozen foods will keep about 24 hours.
- Burn only wood or newspapers in your fireplace.

Take special precautions if you use a portable space heater to keep warm during a power outage. Some types of kerosene and propane portable space heaters get hot enough to ignite nearby draperies, carpet, paper, clothing or furniture. It's important to periodically check nearby objects to see if they feel hot. It's also important to choose a model that has an Underwriters Laboratories label, which means it has passed certain safety tests. If you must use a portable space heater, check to make sure it has a safety information label and an automatic shutoff device that turns the heater off if it tips over or becomes too hot.

National Grid Offers Wind Storm Tips / 2

If you choose to use a portable generator during a power outage you must make sure the main circuit breaker in your electric service panel box is in the OFF position or, in older electric service panel boxes, that the main fuse block is removed. This is necessary to prevent your generator's electricity from going back into the power lines in the street and potentially endangering the lives of line crews and other emergency workers. Generator exhaust contains deadly carbon monoxide – never run an electric generator inside your house.

National Grid, through the transmission and distribution of electricity and natural gas, serves 3.3 million customers across 29,000 square miles of Massachusetts, New Hampshire, New York and Rhode Island.

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EXHIBIT 5 (Cont'd)

Script – Friday, February 17, 2006 – 4:30 p.m.

Hello. It's 4:30 p.m. on Friday, Feb. 17th. This is (name) with National Grid's Corporate Communications department and the following is an update on power outages as a result of high winds that are sweeping across our New York service territory. This message will be updated at approximately 9:30 this evening.

The storm that began very early this morning in our western division has intensified as it moved east, as we are experiencing a very high volume of outages in central and eastern New York as a result. Very strong winds began to move through our western division early this morning, and continue to move east across our service territory. Sustained winds in the 40 to 50 mph range with gusts in some areas near 70 mph have brought down trees, limbs and power lines in many areas. At this hour we continue to experience strong winds across most of the New York service territory, with particularly high winds in our eastern division.

The company has its full contingent of company and contract field crews, and we expected more crews to arrive from our sister utilities in New England. Approximately 700 employees across New York are currently dedicated to storm response.

Statewide, we have approximately 211,000 customers in more than 475 communities without service, which is a dramatic increase from earlier today. Central and eastern New York numbers have grown dramatically as the storm intensified with its eastern track across the state. This is the largest number of customers out as the result of a storm in more than five years.

Here is a more detailed divisional assessment, moving from west to east across our system.

In the company's Western Division, there are now about 3,000 customers without power, down from a peak of nearly 20,000 earlier this morning. Most of the remaining outages are in our Genesee region, and we expect to have the vast majority restored by late this evening. The Western Division has already dispatched some of its crews to harder hit areas in Central New York and, as work on the remain customers without power is completely, additional crews will be shifted east.

Moving to the Central Division, which includes Central New York, Northern New York and the Mohawk Valley there now almost 89,000 customers without power. The company serves approximately 530,000 customers in its Western Division

The area hardest hit by the storm so far is in our Central division from Cortland, up through Syracuse and on into the Oswego area, where we currently have about 35,000 customers affected. Many of these customers are in the City of Syracuse and its neighboring suburbs, although virtually all areas are experiencing some outages.

In the Mohawk Valley we now have about 29,500 customers out all across that region. In our Northern region we have about 24,500 customers, with nearly every community impacted in some way.

Although crews continue to work on priority circuits and outages, we anticipate that many customers will remain without power well into the weekend..

In our Eastern Division, which includes the greater Capital Region and areas from Essex to Columbia counties, we have seen the number of customers affected by these winds grow dramatically as the day progressed, with nearly 120,000 customers currently out of service. That number breaks down as follows -- In the immediate capital area we now have about 10,000 customers affected, with another 38,000 out of service in the areas south and west of the capital. In our Northeast region there are now nearly 70,000 customers out, as we continue to experience new outages even at this hour.

Again, crews are working on current outages in the east, but as the storm moves through we expect restoration work to continue tonight and into the weekend.

In the hardest hit areas, crew work on priority circuits first, generally the bulk power transmission and sub-transmission lines. Restoration of these circuits are necessary to provide energy to large numbers of people and help us determine what other downstream damage may exist on the more local distribution lines.

(Optional, safety messages, good during early phases of storms: Please remember these two important safety messages:

- NEVER touch fallen power lines or anything touching fallen wires.
- If you intend to use a portable generator, make sure the main circuit breaker in your electric service panel box is in the 'off' position or the main fuse block is removed. This is necessary to prevent your generator's electricity from going back into the power lines in the street, which could endanger the lives of line crews and other emergency workers.
- Also, please remember, generators should be properly vented, because their exhaust contains deadly carbon monoxide. Never use an electric generator inside your house.)

(If necessary: This message will be updated again (at time, date)).

EXHIBIT 5 (Cont'd)

Script – Saturday, February 18, 2006 – 4:45 pm

Hello. It's 4:45 PM on Saturday 18th. This is Tom Corbett with National Grid's corporate communications department and the following is an update of power outages as a result of high winds that swept across our New York service territory. This message will be updated again at 9:30 PM this evening.

The storm that began in our western division early Friday morning intensified as it moved across the state resulting in a very high volume of outages. Sustained winds in the 40 to 50 mph range with gusts up to 70 mph have uprooted trees and brought down limbs and power lines.

Approximately 1,200 field and 300 support personnel are dedicated to the storm response effort. This was the largest storm related outage in our New York service territory in more than five years. Crews have come from sister National Grid companies in New England, neighboring utilities and from as far as Canada to support this restoration effort.

Statewide, we have approximately 105,000 customers without service, down from more than 225,000 customers without service at the peak of the outage.

Here is a more detailed divisional assessment, moving from west to east across our system.

In our Western Division, major restoration efforts are complete after losing 20,000 customers when the storm first hit. We serve approximately 520,000 customers in western New York. Some of the crews from this area have been dispatched to assist in the central New York restoration efforts.

Moving to our Central Division, which includes Central and Northern New York and the Mohawk Valley, there remain approximately 23,000 customers without power down from 85,000 when the storm hit this area. We serve approximately 540,000 customers in this area of the state.

In the Greater Syracuse area and Oswego, approximately 4,200 customers are without power primarily in (Top 5). More than xx other communities are also reporting outages.

In the Mohawk Valley area, approximately 8,800 customers are without power primarily in (Top 5). More than xx other communities are also reporting outages.

In northern New York, approximately 9,400 customers are without power primarily in (Top 5). More than xx other communities are also reporting outages.



Most of the restoration in these areas is expected to be completed overnight tonight although the some of the hardest hit communities including Saranac Lake, Forestport, Remsen, Webb, Trenton and Lowville may not be restored until mid-day Sunday.

In our Eastern Division, which includes the greater Capital Region and areas from Essex to Columbia counties, there remain approximately 82,000 customers without power down from 120,000 originally affected by the storm. We serve approximately 520,000 customers in this area.

In the Capital area, approximately 4,000 customers are without power primarily in (Top 3). Power in these areas is expected to be restored tonight.

In the area west of the Capital, approximately 18,000 customers are without power primarily in (Top 5). More than xx other communities are reporting outages. Most Service in this area is expected to be restored by Sunday night.

In the hardest hit northeast (Saratoga, Glens Falls, Warrensburg) area, approximately 61,000 customers are without power primarily in (Top 10).

This area was the hardest hit in the storm, with estimates of more than 100 poles being damaged and hundreds of wires down. The northeast New York area has suffered the most extensive damage from the storm's devastating wind gusts. Transmission and distribution facilities in many outlying and remote areas have been impacted making restoration and repairs both time-consuming and difficult.

Crews are expected to be working into late Wednesday for full restoration to the northeast New York area.

Crews are working diligently and in extreme weather conditions to restore power as safely and efficiently as possible. Crews are strategically deployed to repair circuits that restore the largest numbers of customers first. Then power is restored by area until all customers are back to their full service prior to the storm.

Please remember these important safety messages:

- NEVER touch fallen power lines or anything touching fallen wires.
- If you intend to use a portable generator, make sure the main circuit breaker in your electric service panel box is in the 'off' position or the main fuse block is removed. This is necessary to prevent your generator's electricity from going back into the power lines in the street, which could endanger the lives of line crews and other emergency workers.
- Also, please remember, generators should be properly vented, because their exhaust contains deadly carbon monoxide. Never use the generator inside your house.
- If you plan to use a kerosene heater, please follow the safety instructions.



In light of the continued restoration efforts and single digit temperatures, the Company recommends that homeowners who are without electric service to consult with local plumbing and heating contractors to develop plans to mitigate the possibility of water damage. The Company suggests that customers consider taking preventative measures such as turning water sources off as close as possible to their service entrance and recommends draining pipes from the highest point (in the residence) to the lowest point (in the residence). In addition, the

Company recommends that when customers restore water service that they do it slowly and use a high point vent to remove air from the system; this procedure will mitigate a potentially damaging phenomenon commonly referred to as water hammer.

This message will be updated again at 9:30 PM this evening. Thank you!

EXHIBIT 5 (Cont'd)

Script – Saturday, February 18, 2006 – 9:30 pm

Hello. It's 9:30 PM on Saturday, February 18th. This is Tom Corbett with National Grid's corporate communications department and the following is an update of power outages as a result of high winds that swept across our New York service territory. This message will be updated again at 7 AM Sunday, February 19th.

The storm that began in our western division early Friday morning intensified as it moved across the state resulting in a very high volume of outages. Sustained winds in the 40 to 50 mph range with gusts up to 70 mph have uprooted trees and brought down limbs and power lines.

Approximately 1,200 field and 300 support personnel are dedicated to the storm response effort. This was the largest storm related outage in our New York service territory in more than five years. Crews have come from sister National Grid companies in New England, neighboring utilities and from as far as Canada to support this restoration effort.

Statewide, we have approximately 76,000 customers without service, down from more than 225,000 customers without service at the peak of the outage.

Here is a more detailed divisional assessment, moving from west to east across our system.

In our Western Division, major restoration efforts are complete after losing 20,000 customers when the storm first hit. We serve approximately 520,000 customers in western New York. Some of the crews from this area have been dispatched to assist in the central New York restoration efforts.

Moving to our Central Division, which includes Central and Northern New York and the Mohawk Valley, there remain approximately 14,000 customers without power down from 85,000 when the storm hit this area. We serve approximately 540,000 customers in this area of the state.

In the Greater Syracuse area and Oswego, approximately 2,700 customers are without power primarily in (Top 5).

In the Mohawk Valley area, approximately 4,700 customers are without power primarily in (Top 5).

In northern New York, approximately 6,400 customers are without power primarily in (Top 5).



Most of the restoration in these areas is expected to be completed overnight tonight although the some of the hardest hit communities including Saranac Lake, Forestport, Remsen, Webb, Trenton and Lowville may not be restored until mid-day Sunday.

In our Eastern Division, which includes the greater Capital Region and areas from Essex to Columbia counties, there remain approximately 62,000 customers without power down from 120,000 originally affected by the storm. We serve approximately 520,000 customers in this area.

In the Capital area, approximately 658 customers are without power primarily in (Top 5). Power in this area is expected to be restored tonight.

In the area west of the Capital, approximately 11,000 customers are without power primarily in (Top 5). Most service in this area is expected to be restored by Sunday night.

In the hardest hit northeast (Saratoga, Glens Falls, Warrensburg) area, approximately 50,000 customers are without power primarily in (Top 10).

This area was the hardest hit in the storm, with estimates of more than 100 poles being damaged and hundreds of wires down. The northeast New York area has suffered the most extensive damage from the storm's devastating wind gusts. Transmission and distribution facilities in many outlying and remote areas have been impacted making restoration and repairs both time-consuming and difficult.

National Grid is expected to be working into late Wednesday for full restoration to the northeast New York area.

Crews are working diligently and in extreme weather conditions to restore power as safely and efficiently as possible. Strategically deployed, crews repair circuits that restore the largest numbers of customers first. Then power is restored by area until all customers are back to their full service prior to the storm.

Please remember these important safety messages:

- NEVER touch fallen power lines or anything touching fallen wires.
- If you intend to use a portable generator, make sure the main circuit breaker in your electric service panel box is in the 'off' position or the main fuse block is removed. This is necessary to prevent your generator's electricity from going back into the power lines in the street, which could endanger the lives of line crews and other emergency workers.
- Also, please remember, generators should be properly vented, because their exhaust contains deadly carbon monoxide. Never use the generator inside your house.
- If you plan to use a kerosene heater, please follow the safety instructions.



In light of the continued restoration efforts and single digit temperatures, the Company recommends that homeowners who are without electric service to consult with local plumbing and heating contractors to develop plans to mitigate the possibility of water damage. The Company suggests that customers consider taking preventative measures such as turning

water sources off as close as possible to their service entrance and recommends draining pipes from the highest point (in the residence) to the lowest point (in the residence). In

addition, the Company recommends that when customers restore water service that they do it slowly and use a high point vent to remove air from the system; this procedure will mitigate a potentially damaging phenomenon commonly referred to as water hammer.

This message will be updated again at 7 AM tomorrow. Thank you!

EXHIBIT 5 (Con'td)

Script – Sunday February 19, 2006 – 7:00 am

Hello. It's 7 AM on Sunday, February 19th. This is Tom Corbett with National Grid's corporate communications department and the following is an update of power outages as a result of high winds that swept across our New York service territory. This message will be updated again at 4 PM later today.

The storm that began in our western division early Friday morning intensified as it moved across the state resulting in a very high volume of outages. Sustained winds in the 40 to 50 mph range with gusts up to 70 mph have uprooted trees and brought down limbs and power lines.

Approximately 1,200 field and 300 support personnel are dedicated to the storm response effort. This was the largest storm related outage in our New York service territory in more than five years. Crews have come from sister National Grid companies in New England, neighboring utilities and from as far as Canada to support this restoration effort.

Statewide, we have approximately 56,000 customers without service, down from more than 225,000 customers without service at the peak of the outage.

Here is a more detailed divisional assessment, moving from west to east across our system.

In our Western Division, major restoration efforts are complete after losing 20,000 customers when the storm first hit. We serve approximately 520,000 customers in western New York. Some of the crews from this area have been dispatched to assist in the central New York restoration efforts.

Moving to our Central Division, which includes Central and Northern New York and the Mohawk Valley, there remain approximately 8,000 customers without power down from 85,000 when the storm hit this area. We serve approximately 540,000 customers in this area of the state.

In the Greater Syracuse area and Oswego, approximately 1,800 customers are without power primarily in (Top 5).

In the Mohawk Valley area, approximately 3,400 customers are without power primarily in (Top 5).

In northern New York, approximately 2,800 customers are without power primarily in (Top 5).



Most of the restoration in these areas is expected to be completed today although the some of the hardest hit communities including Saranac Lake, Forestport, Remsen, Webb, Trenton and Lowville may not be fully restored until mid-day Monday.

In our Eastern Division, which includes the greater Capital Region and areas from Essex to Columbia counties, there remain approximately 48,000 customers without power down from 120,000 originally affected by the storm. We serve approximately 520,000 customers in this area.

In the Capital area, approximately 583 customers are without power primarily in [\(Top 5\)](#). Power in this area is expected to be restored today.

In the area west of the Capital, approximately 8,600 customers are without power primarily in [\(Top 5\)](#). Most service in this area is expected to be restored tonight.

In the hardest hit northeast (Saratoga, Glens Falls, Warrensburg) area, approximately 39,000 customers are without power primarily in [\(Top 10\)](#).

This area was the hardest hit in the storm, with estimates of more than 100 poles being damaged and hundreds of wires down. The northeast New York area has suffered the most extensive damage from the storm's devastating wind gusts. Transmission and distribution facilities in many outlying and remote areas have been impacted making restoration and repairs both time-consuming and difficult.

National Grid is expected to be working into late Wednesday for full restoration to the northeast New York area.

Crews are working diligently and in extreme weather conditions to restore power as safely and efficiently as possible. Strategically deployed, crews repair circuits that restore the largest numbers of customers first. Then power is restored by area until all customers are back to their full service prior to the storm.

Please remember these important safety messages:

- NEVER touch fallen power lines or anything touching fallen wires.
- If you intend to use a portable generator, make sure the main circuit breaker in your electric service panel box is in the 'off' position or the main fuse block is removed. This is necessary to prevent your generator's electricity from going back into the power lines in the street, which could endanger the lives of line crews and other emergency workers.
- Also, please remember, generators should be properly vented, because their exhaust contains deadly carbon monoxide. Never use the generator inside your house.



- If you plan to use a kerosene heater, please follow the safety instructions.

In light of the continued restoration efforts and single digit temperatures, the Company recommends that homeowners who are without electric service to consult with local plumbing and heating contractors to develop plans to mitigate the possibility of water damage. The Company suggests that customers consider taking preventative measures such as turning water sources off as close as possible to their service entrance and recommends draining pipes from the highest point (in the residence) to the lowest point (in the residence). In addition, the Company recommends that when customers restore water service that they do it slowly and use a high point vent to remove air from the system; this procedure will mitigate a potentially damaging phenomenon commonly referred to as water hammer.

This message will be updated again at 4 PM today. Thank you!

EXHIBIT 5 (Con'td)

Script – Sunday February 19, 2006 – 4:30 p.m.

Hello. It's 4:30 pm on Sunday, Feb. 19th. This is Steve Brady with National Grid's corporate communications department and the following is an update of power outages as a result of high winds that swept across our New York service territory. This message will be updated again at 9:30 tonight.

The storm that began in our western division early Friday morning intensified as it moved across the state resulting in a very high volume of outages. Sustained winds in the 40 to 50 mph range with gusts up to 70 mph have uprooted trees and brought down limbs and power lines.

Approximately 1,200 field and 300 support personnel are dedicated to the storm response effort. This was the largest storm related outage in our New York service territory in more than five years. Crews have come from sister National Grid companies in New England, neighboring utilities and from as far as Canada to support this restoration effort.

Statewide, we have approximately 44,700 customers without service, down from more than 225,000 customers without service at the peak of the outage.

Here is a more detailed divisional assessment, moving from west to east across our system.

In our Western Division, major restoration efforts are complete after losing 20,000 customers when the storm first hit. We have just a handful of single NO LIGHTS calls we are responding to, and have otherwise resumed normal operations. Some of the crews from this area have been dispatched to assist in the central and eastern New York restoration efforts.

Moving to our Central Division, which includes Central and Northern New York and the Mohawk Valley, there remain approximately 3,800 customers without power down from 85,000 when the storm hit this area. We serve approximately 540,000 customers in this area of the state.

In the Greater Syracuse area and Oswego, approximately 600 customers are without power, with these outages expected to be largely completed this evening. Sections of Baldwinsville and the Rte. 31/Henry Clay Blvd. areas are the primary trouble spots but should be cleared by late evening. We expect to be dealing with only single customer issues tomorrow.

In the Mohawk Valley area, approximately 1330 customers are without power. We expect to restore the majority of these customers by late this evening, with single



customer issues carrying over into tomorrow. The only exception in this area could be the Old Forge area where we still are dealing with pockets of outages.

In northern New York, approximately 1,870 customers remain without power, with the Lowville and Chasm Falls areas hit the hardest. Most customers should be restored later this evening, with those two communities and other single customer issues being wrapped up tomorrow.

In our Eastern Division, which includes the greater Capital Region and areas from Essex to Columbia counties, there remain approximately 39,000 customers without power down from 120,000 originally affected by the storm. We serve approximately 520,000 customers in this area.

In the Albany, Schenectady, Troy, Hudson and Cobleskill regions, were adown to several hundred customers remaining with out power, and expect to complete those restorations by late this evening or early morning. These are generally small, scattered outages.

In the Gloversville and Amsterdam areas, we are down to about 5,500 customers still without power, spread across a large number of townships in that region. We are expected to have the majority of those customers restored by later afternoon tomorrow, but expect to be dealing with single-customer issues into Tuesday.

In the hardest hit northeast (Saratoga, Glens Falls, Warrensburg) area, approximately 33,600 customers are without power, with the largest concentrations in Saratoga and Warren Counties.

This area was the hardest hit in the storm, with estimates of more than 100 poles being damaged and hundreds of wires down. The northeast New York area has suffered the most extensive damage from the storm's devastating wind gusts. Transmission and distribution facilities in many outlying and remote areas have been impacted making restoration and repairs both time-consuming and difficult.

National Grid expects to make significant progress through the balance of this evening, but we will not complete work in this areas until mid-week. We continue to shift additional crews into these areas as work is completed elsewhere.

Crews are working diligently and in extreme weather conditions to restore power as safely and efficiently as possible. Strategically deployed, crews repair circuits that restore the largest numbers of customers first. Then power is restored by area until all customers are back to their full service prior to the storm.

Please remember these important safety messages:

- NEVER touch fallen power lines or anything touching fallen wires.

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- If you intend to use a portable generator, make sure the main circuit breaker in your electric service panel box is in the 'off' position or the main fuse block is removed. This is necessary to prevent your generator's electricity from going back into the power lines in the street, which could endanger the lives of line crews and other emergency workers.
- Also, please remember, generators should be properly vented, because their exhaust contains deadly carbon monoxide. Never use the generator inside your house.
- If you plan to use a kerosene heater, please follow the safety instructions.

In light of the continued restoration efforts and single digit temperatures, the Company recommends that homeowners who are without electric service to consult with local plumbing and heating contractors to develop plans to mitigate the possibility of water damage. The Company suggests that customers consider taking preventative measures such as turning water sources off as close as possible to their service entrance and recommends draining pipes from the highest point (in the residence) to the lowest point (in the residence). In addition, the Company recommends that when customers restore water service that they do it slowly and use a high point vent to remove air from the system; this procedure will mitigate a potentially damaging phenomenon commonly referred to as water hammer.

This message will be updated again at 9:30 this evening. Thank you!

EXHIBIT 5 (Con'td)

Script – Sunday February 19, 2006 – 9:30 p.m.

Hello. It's 9:30 pm on Sunday, Feb. 19th. This is Tom Corbett with National Grid's corporate communications department and the following is an update of power outages as a result of high winds that swept across our New York service territory. This message will be updated again at 7 AM Monday morning on February 20th.

The storm that began in our western division early Friday morning intensified as it moved across the state resulting in a very high volume of outages. Sustained winds in the 40 to 50 mph range with gusts up to 70 mph have uprooted trees and brought down limbs and power lines.

Approximately 1,200 field and 300 support personnel are dedicated to the storm response effort. This was the largest storm related outage in our New York service territory in more than five years. Crews have come from sister National Grid companies in New England, neighboring utilities and from as far as Canada to support this restoration effort.

Statewide, we have approximately 30,000 customers without service, down from more than 225,000 customers without service at the peak of the outage.

Here is a more detailed divisional assessment, moving from west to east across our system.

In our Western Division, major restoration efforts are complete after losing 20,000 customers when the storm first hit. We have just a handful of single NO LIGHTS calls we are responding to, and have otherwise resumed normal operations. Some of the crews from this area have been dispatched to assist in the central and eastern New York restoration efforts.

Moving to our Central Division, which includes Central and Northern New York and the Mohawk Valley, there remain approximately 2,000 customers without power down from 85,000 when the storm hit this area. We serve approximately 540,000 customers in this area of the state.

In the Greater Syracuse area and Oswego, approximately 150 customers are without power, with these outages expected to be largely completed this evening. We expect to be dealing with only single customer issues tomorrow.

In the Mohawk Valley area, approximately 1,200 customers are without power. We expect to restore the majority of these customers by late this evening, with single customer issues carrying over into tomorrow. The only exception in this area could be the Old Forge area where we still are dealing with pockets of outages.



In northern New York, approximately 1,900 customers remain without power, with the Watson and Clifton areas remaining as the hardest hit. Most customers should be restored later this evening, with other single customer issues being wrapped up tomorrow.

In our Eastern Division, which includes the greater Capital Region and areas from Essex to Columbia counties, there remain approximately 28,000 customers without power down from 120,000 originally affected by the storm. We serve approximately 520,000 customers in this area.

In the Albany, Schenectady, Troy, Hudson and Cobleskill regions, we are down to about 150 customers remaining without power, and expect to complete those restorations by late this evening or early morning. These are generally small, scattered outages.

In the Gloversville and Amsterdam areas, we are down to about 3,000 customers still without power, spread across a large number of townships in that region. We are expected to have the majority of those customers restored by late day tomorrow.

In the hardest hit northeast (Saratoga, Glens Falls, Warrensburg) area, approximately 25,000 customers are without power, with the largest concentrations in Saratoga and Warren Counties. We are making significant progress in these areas however full restoration will continue into Wednesday.

This area was the hardest hit in the storm, with estimates of more than 200 poles being damaged and hundreds of wires down. The northeast New York area has suffered the most extensive damage from the storm's devastating wind gusts. Transmission and distribution facilities in many outlying and remote areas have been impacted making restoration and repairs both time-consuming and difficult.

National Grid expects to make significant progress through the balance of this evening, but we will not complete work in these areas until mid-week. We continue to shift additional crews into these areas as work is completed elsewhere.

Crews are working diligently and in extreme weather conditions to restore power as safely and efficiently as possible. Strategically deployed, crews repair circuits that restore the largest numbers of customers first. Then power is restored by area until all customers are back to their full service prior to the storm.

Please remember these important safety messages:

- NEVER touch fallen power lines or anything touching fallen wires.
- If you intend to use a portable generator, make sure the main circuit breaker in your electric service panel box is in the 'off' position or the main fuse block is removed. This is necessary to prevent your generator's electricity from



going back into the power lines in the street, which could endanger the lives of line crews and other emergency workers.

- Also, please remember, generators should be properly vented, because their exhaust contains deadly carbon monoxide. Never use the generator inside your house.
- If you plan to use a kerosene heater, please follow the safety instructions.

In light of the continued restoration efforts and single digit temperatures, the Company recommends that homeowners who are without electric service to consult with local plumbing and heating contractors to develop plans to mitigate the possibility of water damage. The Company suggests that customers consider taking preventative measures such as turning water sources off as close as possible to their service entrance and recommends draining pipes from the highest point (in the residence) to the lowest point (in the residence). In addition, the Company recommends that when customers restore water service that they do it slowly and use a high point vent to remove air from the system; this procedure will mitigate a potentially damaging phenomenon commonly referred to as water hammer.

This message will be updated again at 7 AM tomorrow morning. Thank you!

EXHIBIT 5 (Cont'd)

Script – Monday, February 20, 2006 – 7:00 a.m.

Hello. It's 7 am on Monday, Feb. 20th. This is Alberto Bianchetti with National Grid and the following is an update of restoration efforts after a wind storm swept across our New York service territory Friday. Sustained winds in the 40 to 50 mph range with gusts up to 70 mph have uprooted trees and brought down limbs and power lines.

This message will be updated again at 11:30 a.m. today.

Approximately 1,200 field and 300 support personnel are dedicated to the storm response effort. This was the largest storm related outage in our New York service territory in more than five years. More than 300 utility poles were damaged by the storm, in addition to damage to other outdoor electrical equipment used to serve National Grid customers. Crews have come from sister National Grid companies in New England, neighboring utilities and from as far as Canada to support this restoration effort.

Since Friday, we have restored power to more than 200,000 customers, with fewer than 25,000 customers currently without service as a result of the damaging storm.

Here is a more detailed divisional assessment, moving from west to east across our system.

In our Western Division, major restoration efforts are complete.

Moving to our Central Division, which includes Central and Northern New York and the Mohawk Valley, only a few hundred customers are currently without service, many in rural seasonal homes in the Adirondack foothills. Crews are still hard at work in the areas and customers who do not have service in this area are asked to call National Grid at 1.800.867.5222 to let us know that they remain without power.

In our Eastern Division, which includes the greater Capital Region and areas from Essex to Columbia counties, significant restoration effort continues there are approximately 25,000 customers without power down from 120,000 originally affected by the storm. We serve approximately 520,000 customers in this area.

No significant outages remain in the city of Albany and nearby communities.

In areas west of Albany, there are approximately 1,500 customers without service, primarily in the communities of Clifton Park, Ephratah, Providence, Johnstown, Amsterdam and Glen. Crews continue to work in this area and restoration is expected to be completed tonight.



In the hardest hit northeast (Saratoga, Glens Falls, Warrensburg) area, fewer than 24,000 customers are without power, with the largest concentrations in Saratoga and Warren Counties. Restoration is nearly complete in the Cities of Saratoga and Glens

Falls, which in report fewer than 350 customers without power, down from more than 10,000 over the weekend.

The northeast New York area has suffered the most extensive damage from the storm's devastating wind gusts. Transmission and distribution facilities in many outlying and remote areas have been impacted making restoration and repairs both time-consuming and difficult.

This area was the hardest hit in the storm, with estimates of more than 200 poles being damaged and hundreds of wires down.

More than 100 utility bucket trucks are assigned to the regional even more resources are expected to arrive today as National Grid completes restoration work in Central New York

The hardest hit communities include

National Grid expects to make significant progress today, but we will not complete major restoration work in this area until Wednesday. We continue to shift additional crews into these areas as work is completed elsewhere.

Crews are working diligently and in extreme weather conditions to restore power as safely and efficiently as possible. Strategically deployed, crews repair circuits that restore the largest numbers of customers first. Then power is restored by area until all customers are back to their full service prior to the storm.

Please remember these important safety messages:

- NEVER touch fallen power lines or anything touching fallen wires.
- If you intend to use a portable generator, make sure the main circuit breaker in your electric service panel box is in the 'off' position or the main fuse block is removed. This is necessary to prevent your generator's electricity from going back into the power lines in the street, which could endanger the lives of line crews and other emergency workers.
- Also, please remember, generators should be properly vented, because their exhaust contains deadly carbon monoxide. Never use the generator inside your house.
- If you plan to use a kerosene heater, please follow the safety instructions.
- Drivers are asked to be careful around utility crews, please slow down when driving past utility crews.



In light of the continued restoration efforts and single digit temperatures, the Company recommends that homeowners who are without electric service to consult with local plumbing and heating contractors to develop plans to mitigate the possibility of water damage. The Company suggests that customers consider taking preventative measures such as turning water sources off as close as possible to their service entrance and recommends draining pipes from the highest point (in the residence) to the lowest point (in the residence). In addition, the Company recommends that when customers restore water service that they do it slowly and use a high point vent to remove air from the system; this procedure will mitigate a potentially damaging phenomenon commonly referred to as water hammer.

This message will be updated again at 1130 AM. Thank you!

EXHIBIT 5 (Con'td)

Script – Monday, February 20, 2006 – 11:30 a.m.

Hello. It's 11:30 am on Monday, Feb. 20th. This is Tom Corbett with National Grid and the following is an update of restoration efforts after a wind storm swept across our New York service territory Friday. Sustained winds in the 40 to 50 mph range with gusts up to 70 mph have uprooted trees and brought down limbs and power lines.

This message will be updated again at 4:30 p.m. this afternoon.

Approximately 1,200 field and 300 support personnel are dedicated to the storm response effort. This was the largest storm related outage in our New York service territory in more than five years. More than 300 utility poles were damaged by the storm, in addition to damage to other outdoor electrical equipment used to serve National Grid customers. Crews have come from sister National Grid companies in New England, neighboring utilities and from as far as Canada to support this restoration effort.

Since Friday, we have restored power to more than 190,000 customers, with fewer than 22,000 customers currently without service as a result of the damaging storm.

Here is a more detailed divisional assessment, moving from west to east across our system.

In our Western Division, major restoration efforts are complete.

Moving to our Central Division, which includes Central and Northern New York and the Mohawk Valley, only a few hundred customers are currently without service, many in rural seasonal homes in the Adirondack foothills. Crews are still hard at work in the areas and customers who do not have service are asked to call National Grid at 1.800.867.5222 to let us know that they remain without power.

In our Eastern Division, which includes the greater Capital Region and areas from Essex to Columbia counties, significant restoration efforts continue. There are approximately 20,000 customers without power down from 120,000 originally affected by the storm. We serve approximately 520,000 customers in this area.

No significant outages remain in the city of Albany and nearby communities.

In areas west of Albany, there are approximately 1,500 customers without service, primarily in the communities of Ephratah, Perth, Providence, Johnstown, Glen and Amsterdam. Crews continue to work in this area and most restoration is expected to be completed tonight and into the early morning tomorrow.

In the hardest hit northeast (Saratoga, Glens Falls, Warrensburg) area, fewer than 18,000 customers are without power, with the largest concentrations in Saratoga and Warren Counties. Crews will be focused on restoration in these areas tonight, tomorrow and into Wednesday.

The northeast New York area has suffered the most extensive damage from the storm's devastating wind gusts. Transmission and distribution facilities in many outlying and remote areas have been impacted making restoration and repairs both time-consuming and difficult.

This area was the hardest hit in the storm, with estimates of more than 200 poles being damaged and hundreds of wires down.

More than 100 utility bucket trucks have been assigned to the region with additional resources expected to arrive as National Grid completes restoration work in the Central New York area.

The hardest hit communities include: (Top 10)

National Grid expects to make significant progress today, but we will not complete major restoration work in these areas until Wednesday. We continue to shift additional crews into these areas as work is completed elsewhere.

Crews are working diligently and in extreme weather conditions to restore power as safely and efficiently as possible. Strategically deployed, crews repair circuits that restore the largest numbers of customers first. Then power is restored by area until all customers are back to their full service prior to the storm.

Please remember these important safety messages:

- NEVER touch fallen power lines or anything touching fallen wires.
- If you intend to use a portable generator, make sure the main circuit breaker in your electric service panel box is in the 'off' position or the main fuse block is removed. This is necessary to prevent your generator's electricity from going back into the power lines in the street, which could endanger the lives of line crews and other emergency workers.
- Also, please remember, generators should be properly vented, because their exhaust contains deadly carbon monoxide. Never use the generator inside your house.
- If you plan to use a kerosene heater, please follow the safety instructions.
- Drivers are asked to be careful around utility crews, please slow down when driving past utility crews.



In light of the continued restoration efforts and single digit temperatures, the Company recommends that homeowners who are without electric service to consult with local plumbing and heating contractors to develop plans to mitigate the possibility of water damage. The Company suggests that customers consider taking preventative measures such as turning water sources off as close as possible to their service entrance and recommends draining pipes from the highest point (in the residence) to the lowest point (in the residence). In addition, the Company recommends that when customers restore water service that they do it slowly and use a high point vent to remove air from the system; this procedure will mitigate a potentially damaging phenomenon commonly referred to as water hammer.

This message will be updated again at 4:30 PM. Thank you!

EXHIBIT 5 (Cont'd)

Script – Monday, February 20, 2006 – 4:30 p.m.

Hello. It's 4:30 pm on Monday, Feb. 20th. This is Tom Corbett with National Grid and the following is an update of restoration efforts after a wind storm swept across our New York service territory Friday. Sustained winds in the 40 to 50 mph range with gusts up to 70 mph have uprooted trees and brought down limbs and power lines.

This message will be updated again at 9:30 p.m. later tonight.

Approximately 1,200 field and 300 support personnel are dedicated to the storm response effort. This was the largest storm related outage in our New York service territory in more than five years. More than 300 utility poles were damaged by the storm, in addition to damage to other outdoor electrical equipment used to serve National Grid customers. Crews have come from sister National Grid companies in New England, neighboring utilities and from as far as Canada to support this restoration effort.

Since Friday, we have restored power to more than 195,000 customers, with fewer than 18,000 customers currently without service as a result of the damaging storm.

Here is a more detailed divisional assessment, moving from west to east across our system.

In our Western Division, major restoration efforts are complete.

Moving to our Central Division, which includes Central and Northern New York and the Mohawk Valley, only about 100 customers are currently without service, many in rural seasonal homes in the Adirondack foothills. Crews are still hard at work in the areas and customers who do not have service are asked to call National Grid at 1.800.867.5222 to let us know that they remain without power.

In our Eastern Division, which includes the greater Capital Region and areas from Essex to Columbia counties, significant restoration efforts continue. There are approximately 18,000 customers without power down from 120,000 originally affected by the storm. We serve approximately 520,000 customers in this area.

No significant outages remain in the city of Albany and nearby communities.

In areas west of Albany, there are approximately 1,500 customers without service, primarily in the communities of Ephratah, Stratford, Providence, Johnstown, St. Johnsville and Amsterdam. Crews continue to work in this area and most restoration is expected to be completed tonight and into the early morning tomorrow.



In the hardest hit northeast (Saratoga, Glens Falls, Warrensburg) area, fewer than 17,000 customers are without power, with the largest concentrations in Saratoga and Warren Counties. Crews will be focused on restoration in these areas tonight, tomorrow and into Wednesday.

The northeast New York area has suffered the most extensive damage from the storm's devastating wind gusts. Transmission and distribution facilities in many outlying and remote areas have been impacted making restoration and repairs both time-consuming and difficult.

This area was the hardest hit in the storm, with estimates of more than 200 poles being damaged and hundreds of wires down.

More than 100 utility bucket trucks have been assigned to the region with additional resources expected to arrive as National Grid completes restoration work in the Central New York area.

The hardest hit communities include: (Top 10)

National Grid expects to make significant progress today, but we will not complete major restoration work in these areas until Wednesday. We continue to shift additional crews into these areas as work is completed elsewhere.

Crews are working diligently and in extreme weather conditions to restore power as safely and efficiently as possible. Strategically deployed, crews repair circuits that restore the largest numbers of customers first. Then power is restored by area until all customers are back to their full service prior to the storm.

National Grid wants to offer our thanks to the many local, county and state emergency workers who have aided our customers and our efforts during and following this severe storm – from standing by downed lines to opening and staffing emergency shelters, these efforts make an extremely difficult job somewhat easier.

And, the company wants to thank our customers for their patience and understanding. No one wants to lose power for even a little while, yet the vast majority of our customers – many of whom lost power for hours or days – showed remarkable resilience as we continue to work toward full restoration.

Please remember these important safety messages:

- NEVER touch fallen power lines or anything touching fallen wires.
- If you intend to use a portable generator, make sure the main circuit breaker in your electric service panel box is in the 'off' position or the main fuse block is removed. This is necessary to prevent your generator's electricity from



- going back into the power lines in the street, which could endanger the lives of line crews and other emergency workers.
- Also, please remember, generators should be properly vented, because their exhaust contains deadly carbon monoxide. Never use the generator inside your house.
 - If you plan to use a kerosene heater, please follow the safety instructions.
 - Drivers are asked to be careful around utility crews, please slow down when driving past utility crews.

In light of the continued restoration efforts and single digit temperatures, the Company recommends that homeowners who are without electric service to consult with local plumbing and heating contractors to develop plans to mitigate the possibility of water damage. The Company suggests that customers consider taking preventative measures such as turning water sources off as close as possible to their service entrance and recommends draining pipes from the highest point (in the residence) to the lowest point (in the residence). In addition, the Company recommends that when customers restore water service that they do it slowly and use a high point vent to remove air from the system; this procedure will mitigate a potentially damaging phenomenon commonly referred to as water hammer.

This message will be updated again at 9:30 PM. Thank you!

EXHIBIT 5 (Cont'd)

Script – Monday, February 20, 2006 – 9:30 p.m.

Hello. It's 9:30 pm on Monday, Feb. 20th. This is Tom Corbett with National Grid and the following is an update of restoration efforts after a wind storm swept across our New York service territory Friday. Sustained winds in the 40 to 50 mph range with gusts up to 70 mph have uprooted trees and brought down limbs and power lines.

This message will be updated again at 7:00 a.m. tomorrow Tuesday, February 21st.

Approximately 1,200 field and 300 support personnel are dedicated to the storm response effort. This was the largest storm related outage in our New York service territory in more than five years. More than 300 utility poles were damaged by the storm, in addition to damage to other outdoor electrical equipment used to serve National Grid customers. Crews have come from sister National Grid companies in New England, neighboring utilities and from as far as Canada to support this restoration effort.

Since Friday, we have restored power to more than 202,000 customers, with fewer than 11,000 customers currently without service as a result of the damaging storm.

Here is a more detailed divisional assessment, moving from west to east across our system.

In our Western Division, major restoration efforts are complete.

Moving to our Central Division, which includes Central and Northern New York and the Mohawk Valley, less than 50 customers are currently without service. Crews are still hard at work in the areas and customers who do not have service are asked to call National Grid at 1.800.867.5222 to let us know that they remain without power.

In our Eastern Division, which includes the greater Capital Region and areas from Essex to Columbia counties, significant restoration efforts continue. There fewer than 11,000 customers without power down from 120,000 originally affected by the storm. We serve approximately 520,000 customers in this area.

No significant outages remain in the city of Albany and nearby communities. In areas west of Albany, there are less than 300 customers without service, primarily in the communities of Stratford, Perth, Lake Pleasant, Charlton and Johnstown. Crews continue to work in these areas and most restoration is expected to be completed tonight and into the early morning tomorrow. Customers who do not have service are asked to call National Grid at 1.800.867.5222 to let us know that they remain without power.



In the hardest hit northeast (Saratoga, Glens Falls, Warrensburg) area, fewer than 11,000 customers are without power, with the largest concentrations in Saratoga and Warren Counties. Crews will be focused on restoration in these areas tonight, tomorrow and into Wednesday.

The northeast New York area has suffered the most extensive damage from the storm's devastating wind gusts. The damage to our transmission and distribution facilities in many outlying and remote areas have made restoration a two step process and repairs both time-consuming and difficult.

This area was the hardest hit in the storm, with estimates of more than 200 poles being damaged and hundreds of wires down.

More than 100 utility bucket trucks have been assigned to the region combined with additional resources from other parts of the state as National Grid completes restoration work in the Central New York area.

The hardest hit communities include: (Top 10)

National Grid has made significant progress and we will continue this major restoration work until the job is complete which may be until Wednesday. We continue to shift additional crews into these areas as work is completed elsewhere.

Crews are working diligently and in extreme weather conditions to restore power as safely and efficiently as possible. Strategically deployed, crews repair circuits that restore the largest numbers of customers first. Then power is restored by area until all customers are back to their full service prior to the storm.

National Grid would like to offer our thanks to the many local, county and state emergency workers who have aided our customers and our efforts during and following this severe storm – from standing by downed lines to opening and staffing emergency shelters, these efforts make an extremely difficult job somewhat easier.

And, the company also thanks our customers for their patience and understanding. No one wants to lose power for even a little while, yet the vast majority of our customers – many of whom lost power for hours or days – showed remarkable resilience as we continue to work toward full restoration.

Please remember these important safety messages:

- NEVER touch fallen power lines or anything touching fallen wires.
- If you intend to use a portable generator, make sure the main circuit breaker in your electric service panel box is in the 'off' position or the main fuse block is removed. This is necessary to prevent your generator's

electricity from going back into the power lines in the street, which could endanger the lives of line crews and other emergency workers.

- Also, please remember, generators should be properly vented, because their exhaust contains deadly carbon monoxide. Never use the generator inside your house.
- If you plan to use a kerosene heater, please follow the safety instructions.
- Drivers are asked to be careful around utility crews, please slow down when driving past utility crews.

In light of the continued restoration efforts and single digit temperatures, the Company recommends that homeowners who are without electric service to consult with local plumbing and heating contractors to develop plans to mitigate the possibility of water damage. The Company suggests that customers consider taking preventative measures such as turning water sources off as close as possible to their service entrance and recommends draining pipes from the highest point (in the residence) to the lowest point (in the residence). In addition, the Company recommends that when customers restore water service that they do it slowly and use a high point vent to remove air from the system; this procedure will mitigate a potentially damaging phenomenon commonly referred to as water hammer.

This message will be updated again at 7:00 AM tomorrow. Thank you!

EXHIBIT 5 (Cont'd)

Script – Tuesday, February 21, 2006 – 7:00 a.m.

Hello. It's 7 am on Tuesday, Feb. 21th. This is Alberto Bianchetti with National Grid and the following is an update of restoration efforts after a wind storm swept across our New York service territory Friday. Sustained winds in the 40 to 50 mph range with gusts up to 70 mph have uprooted trees and brought down limbs and power lines.

This message will be updated again at 11:30 a.m.

Approximately 1,200 field and 300 support personnel are were dedicated to the storm response effort. This was the largest storm related outage in our New York service territory in more than five years. More than 300 utility poles were damaged by the storm, in addition to damage to other outdoor electrical equipment used to serve National Grid customers. Crews have come from sister National Grid companies in New England, neighboring utilities and from as far as Canada to support this restoration effort.

Since Friday, we have restored power to more than 202,000 customers, with fewer than 10,000 customers currently without service as a result of the damaging storm. Storm restorations are complete in Western and Central New York.

Customers in this area who do not have service are asked to call National Grid at 1.800.867.5222 to let us know that they remain without power.

In our Eastern Division, restoration efforts continue for fewer than 10,000 customers, primarily in Saratoga and Warren Counties.

The hardest hit communities include: (Top 10)

National Grid expects to make significant progress on completing restoration by overnight tonight, but restoration efforts are likely to continue into Wednesday.

Crews are working diligently and in extreme weather conditions to restore power as safely and efficiently as possible. Strategically deployed, crews repair circuits that restore the largest numbers of customers first. Then power is restored by area until all customers are back to their full service prior to the storm.

National Grid would like to offer our thanks to the many local, county and state emergency workers who have aided our customers and our efforts during and following this severe storm – from standing by downed lines to opening and staffing emergency shelters, these efforts make an extremely difficult job somewhat easier.



And, the company also thanks our customers for their patience and understanding. No one wants to lose power for even a little while, yet the vast majority of our customers – many of whom lost power for hours or days – showed remarkable resilience as we continue to work toward full restoration.

The National Grid corporate communications department also extends its specific thanks to all media outlets that provided timely and accurate coverage of the restoration effort.

This message will be updated again at 11:30 a.m. Thank you!

EXHIBIT 5 (Cont'd)

Script – Tuesday, February 21, 2006 – 11:30 a.m.

Hello. 11:30 a.m. on Tuesday, Feb. 21th. This is Steve Brady with National Grid and the following is an update of restoration efforts after a wind storm swept across our New York service territory Friday. Sustained winds in the 40 to 50 mph range with gusts up to 70 mph have uprooted a large number of trees and brought down significant amounts of limbs and power lines.

This message will be updated again at 4:30 pm.

Approximately 1,200 field and 300 support personnel were dedicated to the storm response effort. At its peak, more than 213,000 customers were affected by this storm, and this was the largest storm related outage in our New York service territory in more than five years. More than 300 utility poles were damaged by the storm, in addition to damage to other outdoor electrical equipment used to serve National Grid customers. Crews have come from sister National Grid companies in New England, neighboring utilities and from as far as Canada to support this restoration effort.

Since Friday, we have restored power to more than 203,000 customers, with approximately 9,000 customers currently without service as a result of the damaging storm. Storm restorations are complete in Western and Central New York.

Customers in these areas who do not have service are asked to call National Grid at 1.800.867.5222 to let us know that they remain without power.

In our Eastern Division, restoration efforts continue for about 9,000 customers, primarily in Saratoga and Warren Counties.

The hardest hit communities include: (Top 10)

National Grid expects to make significant progress on completing restoration by overnight tonight, but restoration efforts are likely to continue into Wednesday.

Crews are working diligently and in extreme weather conditions to restore power as safely and efficiently as possible. Strategically deployed, crews repair circuits that restore the largest numbers of customers first. Then power is restored by area until all customers are back to their full service prior to the storm.

National Grid would like to offer our thanks to the many local, county and state emergency workers who have aided our customers and our efforts during and following this severe storm – from standing by downed lines to opening and staffing emergency shelters, these efforts make an extremely difficult job somewhat easier.



And, the company also thanks our customers for their patience and understanding. No one wants to lose power for even a little while, yet the vast majority of our customers – many of whom lost power for hours or days – showed remarkable resilience as we continue to work toward full restoration.

The National Grid corporate communications department also extends its specific thanks to all media outlets that provided timely and accurate coverage of the restoration effort.

This message will be updated again at 4:30 p.m. Thank you!

EXHIBIT 5 (Con'td)

Script – Tuesday, February 21, 2006 – 4:30 p.m.

Hello. It 4:30 p.m.. on Tuesday, Feb. 21th. This is Steve Brady with National Grid and the following is an update of restoration efforts after a wind storm swept across our New York service territory Friday. Sustained winds in the 40 to 50 mph range with gusts up to 70 mph have a uprooted a large number trees and brought down significant amounts of limbs and power lines.

This message will be updated again at 9:30 pm.

Approximately 1,200 field and 300 support personnel were dedicated to the storm response effort. At its peak, more than 213,000 customers were affected by this storm, and this was the largest storm related outage in our New York service territory in more than five years. More than 300 utility poles were damaged by the storm, in addition to damage to other outdoor electrical equipment used to serve National Grid customers. Crews have come from sister National Grid companies in New England, neighboring utilities and from as far as Canada to support this restoration effort.

Since Friday, we have restored power to more than 208,000 customers, with approximately 4,800 customers currently without service as a result of the damaging storm. Storm restorations are complete in Western and Central New York.

Customers in these areas who do not have service are asked to call National Grid at 1.800.867.5222 to let us know that they remain without power.

In our Eastern Division, restoration efforts continue for about 4,800 customers, primarily in Saratoga and Warren Counties.

The following communities all have outages of between 100 and 900 customers --- LIST. All remaining communities are below 100 customers without service.

National Grid expects to make significant progress on completing restoration by overnight tonight, but restoration efforts are likely to continue into Wednesday.

As the company winds down restoration efforts in Essex, Fulton and Montgomery Counties, we are asking that any customer in those communities still without power to call National Grid and 1-800-867-5222. Again, in the Eastern Division counties of Essex, Fulton and Montgomery, any customer that may still be without service should call us at 1-800-867-5222.

Crews are working diligently and in extreme weather conditions to restore power as safely and efficiently as possible. Strategically deployed, crews repair circuits that



restore the largest numbers of customers first. Then power is restored by area until all customers are back to their full service prior to the storm.

National Grid would like to offer our thanks to the many local, county and state emergency workers who have aided our customers and our efforts during and following this severe storm – from standing by downed lines to opening and staffing emergency shelters, these efforts make an extremely difficult job somewhat easier.

And, the company also thanks our customers for their patience and understanding. No one wants to lose power for even a little while, yet the vast majority of our customers – many of whom lost power for hours or days – showed remarkable resilience as we continue to work toward full restoration.

The National Grid corporate communications department also extends its specific thanks to all media outlets that provided timely and accurate coverage of the restoration effort.

This message will be updated again at 9:30 p.m. Thank you!

EXHIBIT 5 (Cont'd)

Script – Tuesday, February 21, 2006 – 9:30 p.m.

Hello. It 9:30 p.m. on Tuesday, Feb. 21st. This is Alberto Bianchetti with National Grid and the following is an update of restoration efforts after a wind storm swept across our New York service territory Friday. Sustained winds in the 40 to 50 mph range with gusts up to 70 mph have uprooted a large number trees and brought down significant amounts of limbs and power lines.

This message will be updated again at 7 a.m. Wednesday

Since Friday, we have restored power to more than 2xx,000 customers, with approximately x,x00 customers currently without service as a result of the damaging storm. Storm restorations are complete in Western and Central New York.

The following communities all have outages of between xxx and xxx customers ---
LIST.

All remaining communities are below 100 customers without service.

National Grid expects to make significant progress on completing restoration by morning, but restoration efforts are likely to continue into Wednesday.

As the company winds down restoration efforts in Essex, Fulton and Montgomery Counties, we are asking that any customer in those communities still without power to call National Grid and 1-800-867-5222.

Again, in the Eastern Division counties of Essex, Fulton and Montgomery, any customer that may still be without service should call us at 1-800-867-5222.

National Grid would like to offer our thanks to the many local, county and state emergency workers who have aided our customers and our efforts during and following this severe storm – from standing by downed lines to opening and staffing emergency shelters, these efforts make an extremely difficult job somewhat easier.

And, the company also thanks our customers for their patience and understanding. No one wants to lose power for even a little while, yet the vast majority of our customers – many of whom lost power for hours or days – showed remarkable resilience as we continue to work toward full restoration.

The National Grid corporate communications department also extends its specific thanks to all media outlets that provided timely and accurate coverage of the restoration effort.

This message will be updated again at 7 a.m. Thank you!



EXHIBIT 5 (Cont'd)

Script – Wednesday, February 22, 2006 – 11:30 a.m.

Hello. It's 11:30 a.m. on Wed, Feb. 22nd. This is Alberto Bianchetti with National Grid and the following is an update of restoration efforts after a wind storm swept across our New York service territory Friday. Sustained winds in the 40 to 50 mph range with gusts up to 70 mph have uprooted a large number of trees and brought down significant amounts of limbs and power lines.

This message will be updated again at 4:30 p.m.

National Grid is entering into the final day of extensive restoration efforts with today's restoration efforts focused on fewer than 200 customers primarily in Warren and Washington Counties. All known power outages have crews assigned to their restoration. Customers are expected to have service restored later today.

As the company winds down restoration efforts, we are asking that any customer without power call National Grid and 1-800-867-5222.

This message will be updated again at 4:30 p.m.

Thank you!

News

FOR IMMEDIATE RELEASE
Feb. 20, 2006

Contact: Alberto Bianchetti
315.428.6932

NATIONAL GRID WANTS TO HEAR FROM CENTRAL DIVISION CUSTOMERS WITHOUT SERVICE

SYRACUSE, N.Y. – National Grid has completed most restorations efforts in its Central Division after a fierce windstorm swept through the region Friday.

Any customers who remain without power in Cortland, Onondaga, Oswego, Oneida, Hamilton, Lewis, Jefferson, Herkimer, St. Lawrence and Franklin counties are asked to call National Grid at 1-800-867-5222 to report their outage.

-end-



News

FOR IMMEDIATE RELEASE
Feb. 21, 2006

Contact: Alberto Bianchetti
315.428.6932

NATIONAL GRID WANTS TO HEAR FROM CUSTOMERS IN ESSEX, FULTON AND MONTGOMERY COUNTIES WITHOUT SERVICE

SYRACUSE, N.Y. – National Grid has completed most restorations efforts in Essex, Fulton and Montgomery counties after a fierce windstorm swept through the region Friday.

Any customers who remain without power in those counties are asked to call National Grid at 1-800-867-5222 to report their outage.

-end-



News

FOR IMMEDIATE RELEASE

Feb. 22, 2006

Contact: Alberto Bianchetti

315.428.6932

NATIONAL GRID WANTS TO HEAR FROM CUSTOMERS WITHOUT SERVICE

SYRACUSE, N.Y. – National Grid has completed most restorations efforts after a fierce windstorm swept through New York on Friday.

All known outages have crews assigned to their restoration. Any customers who remain without power are asked to call National Grid at 1-800-867-5222 to report their outage.

-end-

William J Flaherty
Vice President
Business Services - Northeast Region

March 2, 2006

To the Editor:

The severe wind storm that hit much of our region last month was an enormous inconvenience for so many, including the loss of electric service provided by National Grid and others.

As the storm moved across New York, the call went out for assistance in restoring service to over 213,000 National Grid customers who lost service, including more than 120,000 customers in Albany, Columbia, Essex, Fulton, Hamilton, Montgomery, Rensselaer, Saratoga, Schenectady, Schoharie, Warren and Washington Counties. This was the largest event of its kind in more than 15 years, with the extremely high wind gusts damaging nearly 300 utility poles and bringing down thousands of tree limbs and trees.

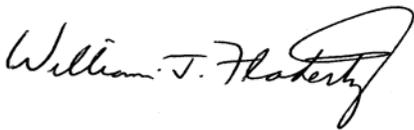
Although this storm hit many parts of the Northeast, within 24 hours we were able to nearly double our in-house contingent of crews with contractors and crews from other utilities. The total number of crews ultimately grew to nearly 650, with most working double shifts or longer in some difficult weather conditions to restore service as quickly and safely as possible.

On behalf of the company, I want to thank all those who provided assistance, especially our local crews and those who traveled from as far away as Buffalo, Massachusetts and Rhode Island. We also express our gratitude to crews from other companies – utilities and contractors – from Pennsylvania and downstate New York.

Also deserving of praise and thanks are the many police, fire, public works, municipal officials, Red Cross workers and other volunteers who did so much for their constituents and communities.

Finally, National Grid thanks its customers for their patience, understanding and good nature through this hardship. Reports from the field poured in of customers offering thanks, coffee, directions and a “thumbs up” when power was restored. No one likes to be without electricity for even a little while, yet the spirit of cooperation and understanding demonstrated from community to community was remarkable.

Sincerely,



William J. Flaherty
Vice President, Business Services