



**Central Vermont Public Service Corporation**

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Mr. Lee Robertson  
Advanced Power & Light  
4575 Pinnacle Lane  
Chattanooga, TN 37415

Dear Mr. Robertson:

I am writing to thank you for your tremendous assistance following the severe devastation in Vermont from the remnants of Hurricane Irene. Central Vermont Public Service faced an extraordinary task in responding to massive damage to our systems, compounded by the loss of hundreds of roads and dozens of bridges, but with your help we affected a rapid and safe recovery effort.

After nearly three decades in the electric business, I thought I'd seen it all, but never have I seen such a commitment to customers as I witnessed in the wake of the devastation wrought by Hurricane Irene.

This was a monumental effort, starting days before the storm even hit, with planning and preparation by people across the company. Once the storm arrived, that preparation proved invaluable, as we quickly and safely restored service under difficult circumstances – with your help. Your staff provided critically needed support, and significantly speeded what might have otherwise been a long and frustrating recovery.

I was able to view firsthand the work that many of your people accomplished, often at great personal expense, and I was impressed by their work ethic, determination and ingenuity. Perhaps most impressive was the attitude displayed by CVPS employees and mutual aide contractors alike – the feeling that we were in this together with our customers, and that we would do whatever it took to return electrical service.

We have received dozens of comments from customers who are deeply appreciative of all of your efforts. On behalf of the company and the board of directors, thank you, sincerely, for all of your hard work, and for coming to our assistance.

Sincerely,

Larry Reilly