



LIVING *with Energy*

PSNH Wood-Fired Power Plant in Service

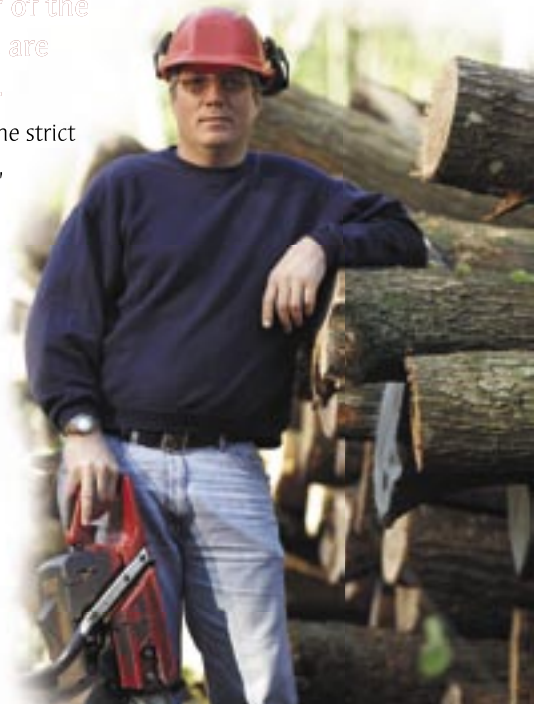
One of the nation's largest new renewable energy projects is now in service in Portsmouth, New Hampshire, producing power for tens of thousands of homes and businesses in the state through the burning of wood chips.

The \$75 million "Northern Wood Power Project," located at Public Service of New Hampshire's Schiller Station, has permanently replaced a 50-megawatt coal boiler with a state-of-the-art wood-burning boiler of the same size. As a result, air emissions at the power plant are expected to be reduced by thousands of tons annually.

"The dramatic emission reductions from this facility will help us satisfy the strict requirements of the New Hampshire Clean Power Act," noted Gary Long, PSNH president and chief operating officer. "Furthermore, we are able to make this improvement while still maintaining some of the lowest energy rates in the region."

Because it is a new renewable energy project, the PSNH facility will produce more than 300,000 "renewable energy certificates" annually. Revenue from the sale of the certificates to regional energy suppliers seeking to satisfy renewable energy requirements will be used to offset the project's capital costs.

The company remains committed to increasing its diverse energy power portfolio, and supports legislative efforts to modify current state law in order to allow PSNH to propose additional new renewable energy power generation.



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Saving Energy Can Be A Family Affair

Given the high cost of energy these days, many of us have done just about all we can think of to tighten up the home and conserve energy and heat. But one way to find even more energy savings is for family members to search for energy losses together.

Have kids start with their own rooms: Are computers set to save energy? Are storm windows down and locked? Do they close their curtains to help reduce heat loss? And what teenager wouldn't benefit from a switch that automatically turns the lights on and off when leaving or entering the bedroom? You'll find these switches and other energy-saving products at psnh.com by clicking on the “Energy Saving Products” section.

Parents can check bathrooms and laundry centers to be sure that fan/vent doors aren't sticking. It also pays to make sure that electric infrared lamps and fan heaters are equipped with working timers, and faucets, showerheads, and toilets aren't leaking or running excessively, which can cause water pumps to waste electricity.

In common areas such as dining rooms, kitchens, and living rooms, get the whole family together to find hidden energy wasters. Organize the refrigerator so everyone can find things and retrieve common items quickly so the door can be closed sooner.

Families that work together can save energy together.



When an Outage Occurs: How PSNH Responds

Your lights are out and you want to know why. And even more importantly, you want to know when they will come back on. To help you better understand what PSNH is doing when your power is out and why, here are the basic steps of our power restoration process:

- 1. You report the outage.** When an outage occurs, PSNH's first priority is to restore power as efficiently and effectively as possible. You can help us by reporting an outage on psnh.com or by calling 1-800-662-7764.
- 2. A PSNH line crew is dispatched.** Once PSNH is notified that your power is out, we send a line crew to your neighborhood. This can happen quickly or take more time, depending on whether a crew is already working in your area or needs to be called in from home (during evening or weekend hours) or from another location.
- 3. The source of the outage is identified.** Some problems are easier to find than others. Our line workers study circuit maps and patrol the area where outages are reported to try to pinpoint the problem. In some cases, the problem can be fixed quickly, such as replacing a fuse. However, sometimes the problem requires more work, such as when a pole has broken or wires are down.



How Long Until My Lights Are Back On?

Our line crews keep our customer service team informed as they work so that we can update customers as to when their power will be restored. When there are many different outages around the state, it becomes much more difficult to predict when the power will come back on. And, there may be more than one problem along the circuit supplying electricity to your home or business.

For more information about PSNH's power restoration process, please visit our website at psnh.com.

Neighbor Helping Neighbor Funds Needed

PSNH ESTABLISHED THE NEIGHBOR HELPING NEIGHBOR FUND IN 1986 IN AN EFFORT TO ASSIST NEEDY FAMILIES WHO HAVE DIFFICULTY PAYING THEIR UTILITY BILLS, BUT WHO DO NOT QUALIFY FOR LOCAL FINANCIAL ASSISTANCE OR FEDERAL FUEL PROGRAMS. THE PROGRAM HAS SINCE EXPANDED TO INCLUDE OTHER NEW HAMPSHIRE UTILITIES AND, LAST YEAR, THE FUND WAS ABLE TO HELP MORE THAN 1,500 FAMILIES EXPERIENCING FINANCIAL HARDSHIPS.

BY ADDING AN EXTRA DOLLAR TO YOUR ELECTRIC BILL PAYMENT EACH MONTH, OR BY SENDING YOUR TAX DEDUCTIBLE CONTRIBUTION DIRECTLY TO THE NEIGHBOR HELPING NEIGHBOR FUND IN THE SPECIAL ENVELOPE ENCLOSED WITH YOUR BILL PAYMENT, YOU CAN HELP OTHER CUSTOMERS IN NEED.

For more information about contributing to Neighbor Helping Neighbor, or to apply for assistance, contact your local Community Action Agency (CAA). The list of local CAAs is available in the Community Connection / Neighbor Helping Neighbor section of psnh.com or by calling PSNH at 1-800-662-7764.



Home Heating Tips

HERE ARE SOME TIPS FOR LOWERING YOUR ENERGY USAGE — AND COSTS — THIS WINTER:

- LOWER THERMOSTATS TO 68-70 DEGREES OR LOWER, IF POSSIBLE, ESPECIALLY IN ROOMS THAT WILL NOT BE OCCUPIED FOR A PERIOD OF TIME DURING THE DAY.
- SET THE THERMOSTAT TO 60 DEGREES AT NIGHT OR WHEN YOU'LL BE AWAY FOR EIGHT HOURS OR LONGER. THIS COULD REDUCE YOUR HEATING USAGE BY 5-10 PERCENT.
- LOWER YOUR THERMOSTAT A FEW DEGREES WHEN ENTERTAINING A LARGE GROUP; PEOPLE GENERATE HEAT.
- KEEP DOORS AND WINDOWS TIGHTLY SHUT, AND WEATHER-STRIP AROUND THEM TO KEEP HEAT INSIDE.

For more energy-saving tips, visit our website at psnh.com.

Clearing A Path

Our meter readers are something like mail carriers; neither snow nor rain nor gloom of night keep them from their appointed rounds. While meter readers don't work at night, winter weather can make those appointed rounds quite a challenge.

Gates that are frozen shut and ice and snow that block the way make some meters difficult and hazardous to read. If our meter reader is unable to get near your meter, we have to estimate the usage and adjust later when an actual reading is done.

When you're out clearing driveways and walkways, think about the path to your electric meter. Clearing the way will help reduce the risk of injury and our meter readers will truly appreciate it!



Supporting Your Life in Every Moment.



**Public Service
of New Hampshire**

The Northeast Utilities System

 **psnh.com**

LIVING with Energy is published for PSNH customers.
780 North Commercial Street, Manchester, NH 03101
Ready to serve you 24 hours a day 1-800-662-7764

