



LIVING *with Energy*

Road Trip! New Transformer Makes it Home

A heavy hauler pulled a 600,000 pound auto-transformer from New Hampshire's Seacoast to Londonderry, over the course of four nights, at a careful 3-5 miles per hour.

The transformer joined two others now in operation at the substation, which serves as a hub for PSNH's power transmission system. It will be placed into service by June, 2008, in order to help meet the heavy demand for power in the summer months. A fourth transformer has already been ordered and is expected to be delivered in 2009.

The \$19 million project is part of a comprehensive plan to move more energy throughout New England. It enhances PSNH's ability to deliver a diverse supply of energy, and provides a foundation for continued economic growth in the state.

The transformers are an integral part of the region's transmission system, reducing the voltage so power can be transmitted to PSNH's distribution system that delivers power to our customers.





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!

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.



Save Time with Online Services

Online services at psnh.com make it easier than ever to manage your electric account. In order to use PSNH online services, you need to be a registered user. Registering is easy – just visit the *Online Services* section on psnh.com.

Two of our most popular features include:

Quick Pay — allows you to make a single payment anytime to PSNH from your checking or savings account. You can also schedule a Quick Pay transaction up to 30 days in advance. The payment will appear on your next bank statement and PSNH bill. Online credit card transactions are now available, too!

Easy Pay — allows your PSNH electric bill payment to be automatically deducted from your checking or savings account each month. There are 22 days between your billing date and the date your bill amount is deducted from your bank account, allowing you time to question or stop the charge, if necessary. You can now sign up for Easy Pay on 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 INCOME-BASED FEDERAL FUEL FUNDS. THE PROGRAM HAS SINCE EXPANDED TO INCLUDE OTHER NEW HAMPSHIRE GAS AND ELECTRIC UTILITIES AND, LAST YEAR, THE FUND WAS ABLE TO HELP NEARLY 1,300 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 STATEMENT, YOU CAN HELP OTHER CUSTOMERS IN NEED. EVERY DONATED DOLLAR GOES TO THOSE PEOPLE WHO NEED THE HELP. AT ANY TIME OF THE YEAR, YOU CAN ALSO SEND YOUR CONTRIBUTION TO: NEIGHBOR HELPING NEIGHBOR FUND, PO Box 3804, MANCHESTER, NH 03105.

FOR MORE INFORMATION ABOUT CONTRIBUTING TO THE NEIGHBOR HELPING NEIGHBOR FUND, 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](http://psnh.com) OR BY CALLING PSNH AT 1-800-662-7764.

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.

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

