



LIVING *with Energy*

PSNH Pitches in on Extreme Home Makeover Project

Caulking in a basement crawlspace at 1:30 in the morning – that is one of the lasting memories that PSNH employees Tom Belair and Bruce Fulmer have of their experience with the hit ABC television show "Extreme Makeover, Home Edition (EMHE)." They were part of a group of PSNH employees who volunteered their time and expertise during an 'extreme' fall project in Manchester, during which a 3,000-square-foot home was created, in less than one week, for the family, which lost its previous home in May, 2006 as a result of flooding.

PSNH employees assisted in a variety of ways – from helping to clear the lot for construction to spreading loam for landscaping toward the end of the project. PSNH lineworkers also installed temporary and permanent electric service.

Employees volunteered to switch out all of the existing lighting with energy efficient light bulbs, and worked to make sure that the new home is Energy Star certified. The work continued, 24/7, until the benefiting family returned from an EMHE-sponsored vacation and caught the first glimpse of their new home, and the thousands of neighbors who helped create it. The EMHE episode was expected to air in early 2008.



APRIL 15TH IS COMING

Did you earn an energy-efficiency tax credit?

Federal tax credits of up to \$500 are available for homeowners who implemented energy-efficiency measures between January 1, 2006 and December 31, 2007. Energy-efficiency improvements include new windows, roofing, insulation, water heaters, and heating and cooling equipment. If you purchased and installed any of the qualifying energy-efficient equipment, take advantage of these federal tax credits as you do your taxes this year.

Federal tax credits are also available for homeowners who installed solar hot water and photovoltaic systems during this same time period.

For additional information, go to psnh.com and type in "tax incentives" in the Search field, visit www.irs.gov, or call 800-829-1040.



Log in for Tax-Time Account Information

LOOKING FOR TAX-TIME ACCOUNT INFORMATION? REGISTERING FOR PSNH.COM ONLINE SERVICES GIVES YOU FAST, EASY ACCESS TO YOUR ACCOUNT. YOU CAN VIEW UP TO FIFTEEN MONTHS OF BILLING HISTORY AND EVEN HAVE THE INFORMATION EMAILED TO YOU!

There are many other online services available at psnh.com.

A Quick Way to Report Your Power Outage

When power outages occur because of bad weather, we want to hear from you. Your call to report an outage helps us to identify where the problem is so that your power can be restored as soon as possible.



During big storms or other major events, however, the volume of calls coming into the Customer Services Support Center can slow down the reporting process. So that PSNH can restore your power quickly, the Customer Services Support Center uses an automated reporting system that is available 24 hours a day for our customers' convenience.

The automated system lets you report your outage and any other hazardous situation – like a line down or a limb on a power line without waiting to speak to a customer services representative. It also provides information to callers, such as the cities and towns with the greatest number of outages, which is updated by our operational support team as news comes in from our lineworkers in the field. When you call PSNH, information on power outages may be the first thing you hear after the welcome message.

And remember, when you report an outage in the automated system, it's the same as if a representative entered the information for you. We'll even provide you with a reference number at the end of the call.

Possible Reasons for a Higher-than-Normal Bill

Does your bill seem higher than normal? The first step toward reducing your bill is figuring out how much energy you use now, or how much you will use if you add new appliances. When you do experience a bill that is higher than normal, here are some factors to consider:

Billing Days: In a billing cycle, the number of days may range anywhere from 28 to 33. That's a possible difference of five days from one billing period to the next. Also, the billing cycle may include five weekends, a time of increased electrical use for many households. The 'billing period' can be found on your bill.

Seasonal Items: Appliances and other equipment used during the coldest and warmest months of the year (air conditioners, dehumidifiers, hot air furnaces, etc.) can make a significant difference in your electricity usage.

A Full House: Times of higher occupancy and activity, like holidays and school vacations, can cause your energy use to be higher than normal.

Previous Estimated Bill: There are times when PSNH cannot read or access your electric meter. Sometimes this is due to bad weather, and sometimes it's because the meter reader is unable to get to your meter. (Please call PSNH at 1-800-662-7764 to work out a solution if this is the case). If your previous bill or bills have been estimated, your current bill may be adjusted to reflect the actual usage. Examine your previous bills to see if they say "estimated."

That Forgotten Item: Did you use an electric leaf blower, do more computer work and printing than normal or purchase a larger refrigerator, a water bed, or a large-screen TV? Any of these things could cause an increase in your electric bill.

Faulty Appliances: A leaky water heater, a well pump that's running constantly, a faulty thermostat, a refrigerator or freezer with a poor door seal, all of these appliance defects can lead to a high electricity bill.

For additional assistance in managing your energy use, the PSNH Energy Calculator is available to help you accurately determine the monthly cost of operating an individual appliance – or everything in your home. Registering with psnh.com Online Services provides you access to our secure Energy Calculator.



Visit Us at the NH State Home Show March 7-9

PSNH WILL BE ONE OF OVER 325 EXHIBITORS AT THE UPCOMING NEW HAMPSHIRE STATE HOME SHOW, MARCH 7-9, 2008 AT THE RADISSON HOTEL/CENTER OF NEW HAMPSHIRE CONVENTION COMPLEX IN MANCHESTER. THE NEW HAMPSHIRE STATE HOME SHOW IS PRODUCED BY THE HOME BUILDERS & REMODELERS ASSOCIATION OF NEW HAMPSHIRE AS A SERVICE TO ITS MEMBERS, THE BUILDING INDUSTRY AND THE GENERAL PUBLIC. ITS PURPOSE IS TO MARKET HOME-RELATED PRODUCTS AND SERVICES TO THE COMMUNITY AND TO EDUCATE CONSUMERS TO MAKE BETTER CHOICES WHEN BUILDING OR REMODELING – SO BE SURE TO STOP BY PSNH'S BOOTH TO LEARN HOW YOU CAN INCORPORATE ENERGY EFFICIENCY INTO YOUR PROJECTS, LARGE OR SMALL.

Construction Needs? We Can Help.

PSNH can make your construction projects much easier! Contact PSNH's *Construction Services Support Center (CSSC)* for information on electrical installation requirements, or to submit and check status of a service request for electrical construction, such as a service upgrade, detach a meter for home siding, or installation of permanent or temporary power.

CSSC technicians will personally assist you between the hours of 6 a.m. and 6 p.m., Monday through Friday. They can be reached by dialing 1-800-362-7764 – or email them at PSDesk@psnh.com.

For around-the-clock convenience, visit psnh.com and click on **Contractors & Municipal Officials** to submit and manage your service request, or to access electrical construction requirements, references and resources.

Rates Increase Slightly

PSNH's Energy Rate is Still Among Lowest in Region

PSNH's rates rose slightly on January 1st, but the company's energy charge will still be one of the lowest in New England, compared to other utilities.

An increase in PSNH's energy charge from 7.83 cents per kilowatt-hour (kWh) to 8.82 cents/kWh was largely offset by a reduction in the average Stranded Cost Recovery Charge from 1.43 cents/kWh to 0.72 cents. There was also a slight increase in the distribution charge, from an average of 2.99 cents/kWh to 3.03 cents/kWh. With these changes, PSNH's total overall average rate level has increased about 2.3 percent.

An increase in overall market prices for energy is the main driver behind the energy charge adjustment, as well as costs associated with the state's new law aimed at promoting sources of new renewable energy.

Notwithstanding the increase, PSNH's energy charge remains one of the lowest in New England, because the company owns and operates a fleet of economical power generation facilities. See the chart below to compare PSNH's energy charge to that of other New Hampshire utilities.

Supporting Your Life in Every Moment.



**Public Service
of New Hampshire**

The Northeast Utilities System

 **psnh.com**

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780 North Commercial Street, Manchester, NH 03101
Ready to serve you 24 hours a day 1-800-662-7764

