



LIVING *with Energy*

Old World Charm Meets New World Technology

While 17-century residents of Strawberry Banke in Portsmouth read by the light of whale oil or beeswax candles, today's museum employees work beneath energy efficient lighting provided under PSNH's Small Business Energy Solution Program.

"Strawberry Banke is faced with the task of preserving historic structures," said Rodney Rowland, Strawberry Banke's collection's manager. "As a non-profit organization, we are always looking for ways to minimize costs, including energy usage."

PSNH offered Strawberry Banke both financial incentives and technical assistance in examining its electrical use. Taking into account the site's historical significance, PSNH performed an energy assessment at the site and identified opportunities for enhancing the museum site's energy efficiency. Based on PSNH's recommendations, Strawberry Banke replaced their existing incandescent bulbs with compact fluorescent bulbs. While the total cost of the project reached \$2,700, Strawberry Banke's share was only one half that amount; the other half was picked up by PSNH's Small Business Energy Solutions Program.



RALPH MORANG

How Much Energy Will That New Appliance Use?

WONDERING HOW MUCH EXTRA ENERGY A SECOND REFRIGERATOR WILL USE — AND HOW MUCH THAT WILL ADD TO YOUR BILL EACH MONTH? OUR INTERACTIVE ENERGY CALCULATOR AT PSNH.COM PROVIDES CUSTOMIZED REPORTS BASED ON YOUR INPUT. IT IS A GREAT TOOL TO HELP YOU MANAGE YOUR ENERGY USE WISELY. THE USE OF THE ENERGY CALCULATOR IS JUST ONE OF THE BENEFITS YOU'LL RECEIVE BY REGISTERING FOR PSNH'S ONLINE SERVICES. CHECK IT OUT AT PSNH.COM.



"Even though this is our first project with PSNH, we think that it's a great partnership that will afford us access to cost-effective technology we can utilize in our formal exhibit building," continued Rowland.

Strawberry Banke now has new lighting that further illuminates their historic past and they continue to enjoy the savings from this project far into the future.

To learn more about how PSNH's Small Business Energy Solutions Program can help your business save money, visit our website at psnh.com and click on "Business Customer."

Paying Your PSNH Bill in Person

You can pay your PSNH bill in person at many convenient locations across the state, perhaps as close as your local supermarket or pharmacy. Please be aware that not all bill payment services have authorization with PSNH. PSNH cannot provide assurance that payments made through one of these unauthorized bill payment services will be forwarded to PSNH in a timely manner or even that they will be forwarded at all.



To protect yourself and PSNH, please use caution when making your payment in person through a third-party bill payment service that is not authorized by PSNH. Most important of all, always keep your receipt.

For a full listing of authorized payment agencies in your area, visit psnh.com.

Online services at psnh.com makes it easier than ever to pay your PSNH bill. 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!

Winter Protection for Electric Service ends March 31

PSNH residential customers' who have limited protection from having their electric service disconnected ends on March 31, 2005. From November 15, 2004 through March 31, 2005, customers' electric service can only be disconnected when their overdue amount exceeds \$225 (the overdue amount must exceed \$450 if the customer's home is electrically heated). For customers 65 and older, service may not be disconnected without written permission from the New Hampshire Public Utilities Commission.

Qualifying customers may be eligible for additional protection from electric service disconnection. To find out if you qualify for this enhanced protection, contact your local Community Action Agency. Check your local phone book under "Community Service Numbers" for the agency nearest you.

We strongly encourage all customers to stay current on their monthly electric bills to avoid accumulated balances during and after the winter protection period to avoid the risk of disconnection. If your account is past due, it is important to contact PSNH at **1-800-662-7764** so that a customer service representative can help you make a payment arrangement that fits your specific needs. If you have already made special arrangements with us, please continue to follow the terms of that agreement to ensure uninterrupted service.

Amoskeag Fishways **Grand Events** *Celebrate the Magic of the Merrimack!*

All are welcome to the Grand Opening!

You will have loads of fun watching PSNH open the Amoskeag Fishways fish-passage ladder for the 2005 migration season. Representatives from PSNH, New Hampshire Audubon, New Hampshire Fish & Game, and U.S. Fish and Wildlife will be on hand to welcome all to this fun, annual event. The fanfare begins at 10:00 a.m. on Tuesday, April 26.

Watch Salmon Stocking: Dash and Splash!

On Thursday, April 28 at 10:00 a.m., line up and cheer U.S. Fish and Wildlife biologists when they deliver adult brood stock salmon to stock the fish ladder. The ladder is running, but the wild shad and herring have yet to swim up the Merrimack River. So, while we wait, Amoskeag Fishways stock the fish in the ladder for up close and personal underwater viewing! Fishways staff and biologists will be on hand to answer all your questions.

The Amoskeag Fishways Learning & Visitors Center is located on Exit 6, off of I-293 in Manchester, NH. For more information call 626-FISH (3474).



CONNECTING WITH PSNH

Give Your Kids an Education in Electric Safety

WHAT IS ELECTRICITY? WHAT ARE THE DANGERS? HOW CAN YOU STAY SAFE? GET THE ANSWERS TO THESE QUESTIONS ON PSNH'S NEW INTERACTIVE WEBSITE THAT IS JUST FOR KIDS!

GEARED FOR CHILDREN IN THE ELEMENTARY TO MIDDLE-SCHOOL GRADES, THE NEW WEBSITE FEATURES INTERESTING ARTICLES, ACTIVITIES AND GAMES THAT TEACH CHILDREN ABOUT THE BASIC SCIENCE OF ELECTRICITY AND HOW TO STAY SAFE WHEN USING IT.

THE WEBSITE IS ALSO A RESOURCE FOR TEACHERS AND INCLUDES A TEACHER'S GUIDE WITH LESSON PLANS AND CLASSROOM ACTIVITIES. TO LEARN MORE ABOUT THE ELECTRICAL SAFETY WORLD WEBSITE, VISIT PSNH.COM AND CLICK ON **COMMUNITY, AND THEN ON THE **LEARNING CENTER**.**

USE OUR AUTOMATED CUSTOMER SERVICE SYSTEM

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CALL 1-800-662-7764

YOU CAN CALL PSNH 24 HOURS A DAY — OUR AUTOMATED CUSTOMER SERVICE SYSTEM IS FAST AND EASY TO USE! YOU CAN REPORT A POWER OUTAGE, GET BILLING AND PAYMENT INFORMATION AND GET AN EXPLANATION OF BILL CHARGES WITHOUT WAITING TO SPEAK TO A CUSTOMER SERVICE REPRESENTATIVE.

DIAL 1-800-662-7764 AND SELECT...

► BILLING AND PAYMENT MATTERS THAT WILL ALLOW YOU TO

- SCHEDULE A PAYMENT IF PSNH ALREADY HAS YOUR BANKING INFORMATION, JUST ENTER YOUR 11 DIGIT PSNH ACCOUNT NUMBER, WAIT FOR CONFIRMATION, THEN
- CHECK THE STATUS OF YOUR ACCOUNT
- CREATE A PAYMENT ARRANGEMENT

► REPORT A POWER OUTAGE

- BE SURE TO HAVE THE TELEPHONE NUMBER OF THE LOCATION THAT IS EXPERIENCING THE POWER OUTAGE.

► INFORMATION ON DEREGULATION, AN EXPLANATION OF BILL CHARGES OR TO REQUEST A BROCHURE

FOR ALL OF THESE SERVICES, PLEASE HAVE YOUR 11-DIGIT ACCOUNT NUMBER AVAILABLE. IT IS LOCATED IN THE UPPER RIGHT CORNER OF YOUR BILL.

For more information regarding your PSNH account, visit us at psnh.com.

Help Stop Energy Theft



Each year, thousands of dollars worth of electricity are “stolen” by individuals who tamper with electric meters. This is not only a punishable crime, but also a safety hazard. Unfortunately, honest customers ultimately pay for this stolen energy since some of those people tampering with meters are not caught. Utilities must pass along the cost of stolen electricity, much like retail stores charge higher prices to cover the cost of shoplifting.

Please help stop energy theft. If you suspect someone is stealing electricity, report it immediately by calling us at 1-800-342-4298. Your call is confidential.

Supporting Your Life in Every Moment.



**Public Service
of New Hampshire**

The Northeast Utilities System

 **psnh.com**

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