



# LIVING *with Energy*

## Thank You!

A couple of winter storms this season left trees and power lines encased in ice and covered with snow. Many of our customers in parts of the state were without power for a day or more.

During these weather events, PSNH brought in outside line crews to speed the restoration process as much as possible.

We thank our customers for their understanding, and local businesses and public safety officials for their invaluable support during power restoration efforts this winter season. We couldn't have done it without you.

Rest assured, when the power goes out in New Hampshire, PSNH is working day and night to restore service to our customers as quickly as possible—no matter what challenges the weather brings.



## Give Your Kids an Education in Electric Safety

WHAT IS ELECTRICITY? WHAT ARE THE DANGERS? HOW CAN YOU USE IT SAFELY? GET THE ANSWERS TO THESE QUESTIONS AND MORE AT PSNH'S INTERACTIVE WEBSITE THAT IS JUST FOR KIDS!

THE ELECTRICAL SAFETY WORLD WEBSITE IS GEARED FOR CHILDREN IN THE ELEMENTARY TO MIDDLE-SCHOOL GRADES AND FEATURES INTERESTING ARTICLES, ACTIVITIES AND GAMES THAT REVEAL THE BASIC SCIENCE OF ELECTRICITY AND HOW TO STAY SAFE WHEN USING IT. THE WEBSITE IS ALSO A RESOURCE FOR EDUCATORS AND INCLUDES A TEACHER'S GUIDE WITH LESSON PLANS AND CLASSROOM ACTIVITIES.

*To learn more about the Electrical Safety World website, visit [psnh.com](http://psnh.com) and click on "Community," and then on the "Learning Center."*



# Level Payment Plan Evens Out Your Bills

If you find it difficult to budget for your electric payment, PSNH's *Level Payment Plan* might be for you. This popular billing method allows you to pay a fixed amount each month, rather than the sometimes high or low bills that can come with the changing seasons.

With the *Level Payment Plan*, a monthly budget amount is determined by averaging your electricity costs from the previous year. Adjustments are made twice each year, February and August, to accurately reflect your energy usage.

If you're interested in enrolling or learning more about the *Level Payment Plan*, log onto [psnh.com](http://psnh.com) and select *Pay Your Bill*.



## 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. For a full listing of authorized payment agencies in your area, visit [psnh.com](http://psnh.com).

If a bill payment service that accepts PSNH payments is not listed as an authorized PSNH payment agent, please be aware that there is no guarantee that the payment you give them will reach PSNH in a timely manner, or even that your payment will be forwarded at all. If you choose to pay your electric bill through an unauthorized bill payment service, it's important that you save the receipt, just in case you're asked to prove that the payment was made.

## Being Green, Saving Green, on [psnh.com](http://psnh.com)

AT PSNH WE WANT TO BE YOUR PARTNER IN ENERGY EFFICIENCY. ON [PSNH.COM](http://PSNH.COM), YOU'LL FIND INFORMATION ON HOW TO SAVE ENERGY, MONEY AND TIME. YOU'LL ALSO LEARN HOW TO MAKE THE HOME YOU LIVE IN MORE COMFORTABLE AND ENERGY EFFICIENT. AND IF YOU'RE BUILDING A NEW HOME, YOU'LL DISCOVER HOW TO MAKE IT AN ENERGY SAVER FROM THE START.

For energy-saving tips and information, visit [psnh.com](http://psnh.com) and select Home Energy Efficiency.

## 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](http://PSNH.COM) PROVIDES CUSTOMIZED REPORTS BASED ON YOUR INPUT. IT IS A GREAT TOOL TO HELP YOU MANAGE YOUR ENERGY USE WISELY. 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](http://PSNH.COM).

# Help Stop Energy Theft

Each year, thousands of dollars worth of electricity is “stolen” by individuals who tamper with electric meters. This is not only a punishable crime, but also a safety hazard that can easily lead to fires. 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.



## USE OUR AUTOMATED CUSTOMER SERVICE SYSTEM IT'S FAST AND EASY! 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 OBTAIN BILLING AND PAYMENT INFORMATION, REPORT A POWER OUTAGE, REQUEST AN EXPLANATION OF THE CHARGES ON YOUR BILL, OR REQUEST A BROCHURE WITHOUT WAITING TO SPEAK TO A CUSTOMER SERVICE REPRESENTATIVE.

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

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

#### ▶ BILLING AND PAYMENT MATTERS. THIS SERVICE 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 PRESS 211 AND ENTER A PIN NUMBER, HOW MUCH YOU WANT TO PAY, AND THE DATE
- CHECK YOUR ACCOUNT BALANCE AND THE LAST PAYMENT RECEIVED
- 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.

#### ▶ AN EXPLANATION OF BILL CHARGES, OR TO REQUEST A BROCHURE



For more information regarding your PSNH account, visit us at [psnh.com](http://psnh.com).

# Amoskeag Fishways Presents

## *Predators of the Sky: Live Birds of Prey*

Come experience spectacular birds of prey at the Five Rivers Auditorium at PSNH Energy Park in Manchester on Saturday, March 10. Two presentations are scheduled: 12:00 to 1:30 p.m., and 2:00 to 3:30 p.m.

A beautiful bald eagle will be on hand for close-up viewing! The program will be presented by Tom Ricardi of the Massachusetts Bird of Prey Rehabilitation Facility. This organization cares for injured birds and operates a successful captive breeding program.

Pre-registration is required. The cost of the program is \$6 per person or \$15 per family.

Call 626-FISH (3474) or visit [amoskeagfishways.org](http://amoskeagfishways.org) for more information.

*PSNH Energy Park is located at exit 6, off interstate 293 in Manchester, NH. Stay right off the exit, cross over the Amoskeag Bridge, bear right onto Canal Street, and then take a right onto North Commercial Street. PSNH Energy Park is on your right.*

## **Winter Protection for Electric Service Ends March 31**

**IF YOU HAVE AN OVERDUE PSNH BILL AND HAVE BEEN PROTECTED FROM TERMINATION OF ELECTRIC SERVICE THIS WINTER UNDER THE SPECIAL "WINTER RULES," PLEASE REMEMBER THAT THIS PROTECTION PERIOD ENDS ON MARCH 31, 2007.**

**IT IS IMPORTANT THAT YOU CONTACT PSNH AT 1-800-662-7764 BEFORE THIS DATE. WEEKLY, BIWEEKLY AND MONTHLY PAYMENT ARRANGEMENTS ARE AVAILABLE TO FIT YOUR SPECIFIC NEEDS. IF YOU HAVE ALREADY MADE SPECIAL PAYMENT ARRANGEMENTS WITH US, PLEASE CONTINUE TO FOLLOW THE TERMS OF THE AGREEMENT TO ENSURE UNINTERRUPTED SERVICE.**

*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

