



LIVING *with Energy*

2008: A Wet and Record Year

If New Hampshire was its own country, what sort of country would it be? Well ... a very wet one, to judge by the 2008 amount of precipitation. In fact, the 62.14 inches of precipitation recorded in New Hampshire last year would mark the state as the 15th wettest 'country' in the world, right between Laos and Nigeria, when compared to the average precipitation in all countries!

All that water led to a near record year for PSNH hydro-electric generation. The 422,023 megawatt hours (MWHrs) of power produced last year was Hydro's second greatest ever, just behind 1990, when 52 inches of precipitation fell and 424,009 MWHrs of power was generated. According to Bob Gundersen, PSNH Hydro Manager, Smith Hydro in Berlin did mark a record year in 2008, producing 133,552 MWHrs, ten percent more than its previous record.



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.

PSNH Grants **Benefit** New Hampshire Nonprofits

PSNH Community Service Involvement Grants Stay Impressive in '08

At PSNH, we are fortunate that the spirit of community service is important to our employees. Hundreds of our employees volunteer thousands of hours in their communities, working hard to improve the well being of their fellow community members and neighbors.

Again in 2008, PSNH employees remained strong in their dedication to the community. Altogether, 399 Community Service Involvement (CSI) grants totaling \$51,100 were awarded to community organizations on PSNH employees' behalf.

These grants helped address a wide range of community needs, including workforce education and training, health services, the development of new housing, and environmental stewardship.

Donna Dupont, a field technician at the Berlin AWC, earned three grants for organizations that she supports through volunteerism. One of these grants was provided to the New Hampshire Fish & Game to support their Winter Feeding Program, which helps the state's white-tailed deer survive through harsh winters.

Mario Audit, a meter reader at the Lancaster AWC, also earned three CSI grants in 2008, which benefitted the Boy Scouts of America, the Lancaster Food Pantry, and the Lancaster Lions Club. "The money was especially beneficial for the food pantry," said Audit. "They get a lot of requests for assistance, and they were very busy."

Boys Scouts of America in Lancaster, N.H. received a CSI grant from PSNH.



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. 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.

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, 2009.

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.



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, OR MAKE A PAYMENT 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...

► **REPORT A POWER OUTAGE**

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

► **BILLING AND PAYMENT MATTERS. THIS SERVICE WILL ALLOW YOU TO:**

CHECK YOUR ACCOUNT BALANCE AND THE LAST PAYMENT RECEIVED

► **CREATE A PAYMENT ARRANGEMENT**

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

Ask to See an ID

If someone comes to your door and says that he or she is a representative of PSNH, be sure to ask to see his or her identification card. Even though the vehicle they're driving may not have a PSNH logo, each PSNH employee is required to carry their identification card and should have it readily available to show you. The PSNH ID is similar in size to a driver's license with a color photo and name of the employee.

When in doubt, don't hesitate to call PSNH at **1-800-662-7764**. Our customer service representatives may be able to check your account to verify an authorized PSNH employee is scheduled to be there. If you are scheduled for a meter reading, you may also check this yourself by looking for the "next meter read date on or about" in the middle section of your current electric bill.



It is a good practice to always ask to see some kind of identification from any unfamiliar person who comes to your door.

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.
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