



# LIVING with Energy

## PSNH Honors Volunteers

What would the world be without dedicated volunteers? PSNH recognized its employees who volunteer in the community at its Tenth Annual Volunteer of the Year Awards Celebration held in April. An exceptional pool of 26 individuals and three teams made up of 82 employees, were nominated by community organizations across the state.

The *Team Spirit Award* was presented to the **PSNH Women's Committee** for its work with the American Cancer Society, NH Junior Achievement, March of Dimes, the American Lung Association, Easter Seals and many of the local area nursing homes.

The *Environmental Advocacy Award* went to **John Ciampi** of Weare, for his work with the Weare Conservation Commission and the Weare Open Space committee.

The *Humanitarian Award* went to **Armand Dubois** of Manchester, for his work at the Salvation Army's Kid's Café in Manchester.

**Leo Linehan** of Litchfield was the recipient of the *Community Service Award* for his involvement with Manchester Youth Hockey and Litchfield Girl's Softball.

**Dan Marchand** of Manchester received the *Human Services Support Award* for his work with the PSNH Easter Seals VIP Team, the Manchester East Soccer League, and as the leader of the PSNH Seacoast Bike Team for the American Lung Association.

**Heidi Blais** of Kingston, received the *Presidential Award* for her work with Junior Achievement of New Hampshire, the Manchester Big Brothers / Big Sisters program, and A Safe Place, a shelter for women in crisis located in Portsmouth. She received \$1,500 to be donated to the charity of her choice.



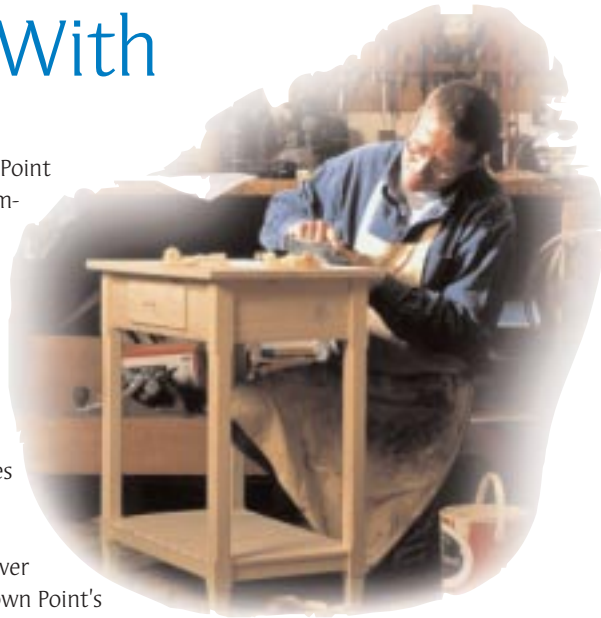
# Crown Point Cabinetry Saves With PSNH Energy Efficiency Program

From its humble beginnings in a one-car garage in 1979, Crown Point Cabinetry of Claremont has grown into a multi-million dollar company that produces quality, high-end cabinetry. In that time, Crown Point has outgrown two locations in five years.

When Crown Point was evaluating moving its manufacturing plant to a new facility, they called on Jim Cailler, PSNH account executive, for help. Cailler talked to Brian Stowell, president of Crown Point Cabinetry, about the "Large Business Energy Solutions" energy-efficiency rebate program. Through this program, PSNH provides large businesses with financial incentives and technical assistance to make their workplaces more energy efficient. "This program is designed to encourage electric consumers to purchase energy efficient products," said Cailler. Over the next several months, Cailler worked with Rick Deschaine, Crown Point's plant engineer, to select high efficiency lighting, motors and equipment.

"PSNH really cared about helping us find ways to save electricity and backed it up with rebates," said Stowell. "All these years, I thought that PSNH wanted my bill to be high, but it turned out to be the exact opposite," said Stowell.

*Let PSNH help your business save energy and money. For more information about the "Large Business Energy Solutions" program, please visit [psnh.com](http://psnh.com).*



## PSNH Rate Update

**PSNH'S DELIVERY RATES THAT INCLUDE DISTRIBUTION AND TRANSMISSION CHARGES WERE ADJUSTED ON JUNE 1, AS APPROVED BY THE NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION IN THE FALL 2004. THIS CHANGE RESULTS IN A MODEST INCREASE OF ABOUT ONE PERCENT TO PSNH'S OVERALL RATE LEVEL. A MONTHLY BILL FOR A RESIDENTIAL CUSTOMER USING 500 KILOWATT-HOURS OF ELECTRICITY PER MONTH WILL INCREASE BY 87 CENTS. THE NEW DELIVERY CHARGE HELPS FUND A NUMBER OF SIGNIFICANT PROJECTS DESIGNED TO MAINTAIN RELIABILITY AND KEEP UP WITH INCREASED CUSTOMER DEMAND FOR POWER IN NEW HAMPSHIRE.**

*For details on these projects, visit "Reliability by Design" on [psnh.com](http://psnh.com).*

# Summer Tool Safety Tips

Many homeowners make improvements to their home and yard in the spring and summer seasons. When you're working on your home improvement projects be aware that electricity is extremely powerful and that it can also be extremely dangerous. If you treat electricity with respect, however, it's perfectly safe. Please keep these simple tips in mind when operating electrical tools in your yard:

- ❗ If you plan to use an electric lawn mower or hedge trimmers, be sure to keep the cord behind you. Be careful not to cut or damage the cord. It's best to sling it over your shoulder or loop it in your hand. And don't forget to cut away from the cord, not towards it.
- ❗ Keep children away from the area where you are operating electric yard tools. Eliminate the possibility of them tripping or moving the cord, resulting in an avoidable accident.
- ❗ Always unplug electrical equipment if you have an obstruction. After the power has been disconnected, free the obstruction before plugging it back in. And always keep electrical tools unplugged when maintaining and repairing.
- ❗ Be sure your tools are in good operating condition. Maintain them and inspect the grounding connections.
- ❗ It's important to read the manufacturers operating instructions for specific electrical precautions.

To order PSNH's free Electric Safety Tip brochure, call 1-800-662-7764. For more safety tips and information, visit [psnh.com](http://psnh.com).



## Possible Reasons For A Higher-Than-Normal Bill

WELL, WINTER IS FINALLY BEHIND US AND IT'S BEGINNING TO FEEL MORE AND MORE LIKE SUMMER. ALONG WITH THIS TRANSITION YOU MAY SEE A CHANGE IN YOUR ELECTRIC BILL.



FOR SOME PEOPLE, THEIR SUMMER BILLS CAN BE HIGHER THAN THEIR WINTER BILLS.

THE FOLLOWING ENERGY-USERS CAN CREATE A HIGHER-THAN-NORMAL BILL:

- ▶ FANS AND AIR CONDITIONERS
- ▶ REFRIGERATORS AND FREEZERS RUNNING LONGER IN WARMER WEATHER
- ▶ SUMP PUMPS AND DEHUMIDIFIERS RUNNING MORE OFTEN ON RAINY AND HUMID DAYS
- ▶ PUMPS AND FILTERS ON SWIMMING POOLS

For further information on the cost to run certain appliances, visit [psnh.com](http://psnh.com) and access the online Energy Calculator.



CONNECTING WITH PSNH

## Save Time with Online Services

ONLINE SERVICES AT PSNH.COM MAKE IT EASIER THAN EVER TO MANAGE YOUR ELECTRIC ACCOUNT. TWO OF OUR MOST POPULAR FEATURES INCLUDE:

**quickpay**—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!

**easypay**—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!

*In order to use PSNH online services, you need to be a registered user. Registering is easy – just visit the "Online Account Access" section on psnh.com.*

**psnh.com**

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## 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 meter tamperers 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, please report it immediately by calling PSNH at 1-800-342-4298.

## Report a Power Outage at the Touch of a Button

You can call PSNH 24 hours a day – our automated customer service system is fast and easy to use. You can even use the automated system to report a power outage without waiting to speak to a customer service representative! All you will need to know is the street address and telephone number of the outage location.



To report an outage, check the status of your account or learn more about the charges on your bill, call PSNH at 1-800-662-7764. You can also obtain the same information or report an outage on our website at psnh.com.

*Supporting Your Life in Every Moment.*



**Public Service  
of New Hampshire**

The Northeast Utilities System