



LIVING with Energy

The Ospreys are back at psnh.com!

Visitors to PSNH's website, psnh.com, can watch live, streaming video of an active osprey nest located at PSNH's hydroelectric station at Ayers Island in New Hampton, NH. Three fledgling ospreys were hatched at the nest in early June.

The PSNH website also offers a photo gallery, educational facts about ospreys, an overview of osprey restoration efforts in New Hampshire, and a history of the Ayers Island ospreys. Classroom visitors may also access a related curriculum developed by PSNH, New Hampshire Audubon, and the New Hampshire Fish & Game Department as part of Project Osprey. Project Osprey was an effort launched in 2000 to encourage a full recovery of this state-threatened bird of prey and to promote greater public awareness of the importance of healthy ecosystems to support wildlife populations.

Visit the Ospreys Online section of PSNH's website by clicking on 'Energy & the Environment' and then selecting 'Ospreys Online.'



Feds Re-license PSNH Dams

PSNH HAS RECEIVED A NEW LICENSE FOR THE CONTINUED OPERATION OF THREE HYDRO-ELECTRIC FACILITIES THE COMPANY OWNS ALONG THE MERRIMACK RIVER BETWEEN MANCHESTER AND CONCORD. THE NEW 40-YEAR LICENSE, EFFECTIVE MAY 1, 2007, WAS RECENTLY ISSUED BY THE FEDERAL ENERGY REGULATORY COMMISSION (FERC) AND CONTAINS A NUMBER OF ADDITIONAL ENVIRONMENTAL REQUIREMENTS AIMED AT PROTECTING FISH AND WILDLIFE RESOURCES AND WATER QUALITY.

THE LICENSE WAS ISSUED FOR PSNH'S "MERRIMACK RIVER PROJECT," WHICH INCLUDES AMOSKEAG STATION IN MANCHESTER, HOOKSETT STATION IN HOOKSETT AND GARVINS FALLS STATION IN BOW. THE THREE FACILITIES ARE CAPABLE OF COLLECTIVELY GENERATING ABOUT 30 MEGAWATTS OF ELECTRICAL POWER, SUFFICIENT TO POWER ABOUT 20-THOUSAND TYPICAL NEW HAMPSHIRE HOMES.

"HYDRO POWER IS A CLEAN RENEWABLE ENERGY RESOURCE WHICH HELPS OFFSET THE USE OF FOSSIL FUELS," NOTED JOHN MACDONALD, PSNH VICE PRESIDENT — ENERGY DELIVERY AND GENERATION. "PSNH IS COMMITTED TO INCREASING ITS SUPPLY OF RENEWABLE ENERGY AND THIS NEW FERC LICENSE IS TESTIMONY TO THE FACT THAT WE HAVE SAFELY AND EFFECTIVELY OPERATED THESE THREE FACILITIES FOR MANY DECADES."

Modest Rate Change July 1

A combination of an Energy Charge decrease and a Delivery Charge increase has resulted in slight changes to PSNH's rates, effective July 1. The New Hampshire Public Utilities Commission (NHPUC) has approved PSNH's request to reduce the PSNH Energy Charge from 8.59 cents per kilowatt hour to 7.83 cents/kWh; the NHPUC has also approved a Delivery Charge increase.

As a result of the changes, total rate levels for residential and small commercial customers increased by less than one percent. PSNH's Energy Charge is the lowest of any utility in New England, thanks largely to the company's continued ownership and operation of its power plants. The Delivery Charge increase will help support projects needed to meet increased customer demand for power and to enhance power reliability.



**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 MORE INFORMATION REGARDING YOUR PSNH ACCOUNT, VISIT US AT PSNH.COM.

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**

- SCHEDULE A PAYMENT — JUST ENTER YOUR 11-DIGIT PSNH ACCOUNT NUMBER, CONFIRM YOUR ADDRESS, AND THEN PRESS 211. ENTER YOUR PIN, THE AMOUNT YOU WANT TO PAY, AND THE DATE
- 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

➤ **REQUEST AN EXPLANATION OF BILL CHARGES OR REQUEST A BROCHURE**

Work Safe. Work Smart.

Many homeowners make improvements to their home and yard in the summer – and many of these projects include using a ladder. When you're working on your home improvement projects or just general maintenance, follow these simple ladder safety tips:

- Know where the power lines are located before picking up your ladder.
- Never carry your ladder upright. Be sure to carry it in a horizontal position.
- Keep ladders, your body, and anything you're holding in your hands at least 10 feet away from power lines. This is known as the "10-foot rule."

For more safety tips, visit psnh.com.



CONNECTING WITH PSNH

Level Payment Plan Evens Out Your Bills

IF YOU FIND IT DIFFICULT TO BUDGET FOR YOUR ELECTRIC PAYMENT EACH MONTH, 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, SOMETIMES 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 TO ACCURATELY REFLECT YOUR ENERGY USAGE.

If you're interested in enrolling or learning more about the Level Payment Plan, log onto psnh.com and select Your Account.

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, pool filters, dehumidifiers, 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.
- **Previously 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.

Supporting Your Life in Every Moment.



**Public Service
of New Hampshire**

The Northeast Utilities System

 **psnh.com**

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