



LIVING *with Energy*

The Power of Parks!

This summer, PSNH was the proud sponsor of an interactive series of educational programs called **Discover the Power of Parks**, which was launched for visitors of New Hampshire's State Parks in June.



Discover the Power of Parks focused on strengthening visitors' connection to the environment, and building appreciation for New Hampshire's unmatched natural heritage. Programs included guided hikes,

interpretive tours, and imaginative environmental workshops for children and families. These and other opportunities were offered at five parks across the state, including Bear Brook, Pawtuckaway, Greenfield, Monadnock, and Franconia Notch State Parks.

"As a company with 80-plus years of history in New Hampshire, we were proud to partner with the Division of Parks and Recreation on a program that showcased the natural environment and rich heritage of our state," said Patrick McDermott, PSNH Economic & Community Development manager. The three-way partnership also included The Student Conservation Association of Charlestown, NH, which provided the training and support for program interpreters.

The New Hampshire Division of Parks and Recreation is part of the Department of Resources and Economic Development and manages 72 state parks, campgrounds, historic sites, trails, and natural waysides. For more information about New Hampshire State Parks, visit nhstateparks.org or call 603-271-3556.



Have You **Made The Switch** To Energy Efficient Bulbs? You've Chosen Wisely!

Switching to ENERGY STAR bulbs makes a lot of sense – in more ways than one: These high quality lights...

- use less energy than standard bulbs
- produce just as much light
- save you money on your electric bill
- last longer and don't have to be replaced as often

Standard bulbs last an average of 1,000 hours, while ENERGY STAR bulbs last 6,000 to 10,000 hours or more. This is especially convenient with those hard-to-reach fixtures.

Even though ENERGY STAR bulbs may cost more than standard bulbs, the small increase in price is quickly recovered in lower energy costs. The average ENERGY STAR bulb will save more than \$50 over its lifetime. Look for PSNH's instant rebate coupons offered at 92 retailers statewide.



When your energy efficient bulbs do eventually burn-out, TrueValue Hardware, the NH Department of Environmental Services, PSNH, and the NH Small Business Development Center have teamed up to provide a convenient way to properly recycle old fluorescent light bulbs. TrueValue stores will let customers drop off up to six bulbs per visit free of charge. These include burned-out CFLs and four-foot and eight-foot fluorescent tubes. Visit your TrueValue store for more details.

*For more energy efficiency tips or to purchase energy efficient lighting products, visit psnh.com and click on **NHSaves**. The **NHSaves** Lighting Catalog provides a line of quality products that make it easy to save energy in your home and lower energy costs without sacrificing comfort or convenience.*

Generator Safety

SOME HOUSEHOLDS USE A BACK-UP GENERATOR TO SUPPLY THEM WITH POWER DURING AN OUTAGE. PROPER INSTALLATION OF GENERATORS IS ESSENTIAL TO PREVENT HOUSE FIRES AND AVOID FEEDING ELECTRICITY BACK INTO LINES AND ENDANGERING THE LIVES OF PSNH LINEMEN. IF YOU OWN A GENERATOR, IT IS CRITICAL FOR YOUR SAFETY AND THE SAFETY OF OUR EMPLOYEES THAT PSNH IS MADE AWARE AND THAT YOUR EQUIPMENT IS PROPERLY INSTALLED. IF YOU HAVE NOT ALREADY DONE SO, PLEASE CONTACT PSNH SO THAT WE CAN NOTE THE LOCATION OF THE GENERATOR AND CONFIRM THAT A SAFE TRANSFER SWITCH IS USED TO SWITCH BETWEEN STANDBY AND UTILITY POWER. WE MAY ALSO BE ABLE TO HELP WITH ANY QUESTIONS YOU MAY HAVE.

YOU CAN REGISTER YOUR GENERATOR WITH US IN THE FOLLOWING WAYS:

- VISIT OUR WEBSITE AT [PSNH.COM](http://psnh.com) (RESIDENTIAL/POWER OUTAGES SECTION)
- EMAIL US AT PSNHSesd@psnh.com
- CALL (603)634-2312
- OR WRITE TO OUR SUPPLEMENTAL ENERGY SOURCES DEPARTMENT AT PSNH, P.O. Box 330, MANCHESTER, NH 03105

Why Do I Lose Power?

Because electricity has become such an integral part of how we all live, losing power – even briefly – can be very inconvenient.

The reasons for power outages can vary, but they usually fall into two general categories: interruptions due to an isolated incident or due to a severe weather event.

In addition, planned maintenance may be required to make repairs to ensure continued reliable service. Most of the time, this maintenance is done without a power outage. When it is necessary to schedule a planned outage, customers are notified so they can make necessary arrangements.

Isolated incidents that may cause a power outage include: trees and animals making contact with our lines, equipment failures, motor vehicles hitting poles, and heavy equipment like cranes, dump trucks, or excavation machinery accidentally taking down power lines. PSNH has repair crews on standby 24 hours a day, seven days a week to handle these events.

Severe weather such as hurricanes, heavy rain, flooding, and snow and ice can cause significant damage and can prevent safe passageway for PSNH repair trucks on roadways. In these extreme circumstances, PSNH may call in additional employees and assistance from other utilities in the region.

No matter what the cause, our primary goal is to work safely and efficiently so power can be restored as soon as possible. We appreciate your patience during these times.

Living with Energy next month will include part-two of this three part series.

Understanding the Charges on Your Bill

PSNH OFFERS A BROCHURE THAT SUMMARIZES ELECTRIC RATES TO HELP YOU BETTER UNDERSTAND THE CHARGES ON YOUR BILL. THIS BROCHURE IS AVAILABLE ON PSNH.COM. JUST CLICK ON *RESIDENTIAL*, THEN *RATES AND TARIFFS*. FROM THERE, CHOOSE *PSNH RATE SUMMARY*. OR YOU CAN EMAIL PSNHREQ@PSNH.COM AND REQUEST A *SUMMARY OF RATES* BROCHURE.





CONNECTING WITH PSNH

Save Time with Online Services

Online services at psnh.com make it easier than ever to manage your electric account. In order to use PSNH online services, you need to be a registered user. Registering is easy – just visit the “Online Services” section on psnh.com.

Popular online features include:

Quick Pay – 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 also available.

Easy Pay – 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!

Report-a-Payment – If you’re planning on or have made a payment on your electric bill and want to let us know, go to psnh.com, log in and select *pay your bill* then *report-a-payment*. Fill in the amount, date of payment and your email address. A confirmation will be emailed to you.

Electronic Bill Delivery – Receiving your bill electronically is a convenient, environmentally conscious alternative to receiving a paper copy. If you sign up for electronic bill delivery, PSNH will send you an email containing an Internet link which can be used to view your bill after your meter is read each month. This link provides the same information as paper billing, including a view of your actual electric bill, a copy of the *Living with Energy* newsletter and any special inserts.

Supporting Your Life in Every Moment.



**Public Service
of New Hampshire**

The Northeast Utilities System

Bill Payment Locations

PSNH HAS ARRANGEMENTS WITH WESTERN UNION TO MANAGE THE LOCATIONS WHERE YOU CAN PAY YOUR ELECTRIC BILL IN PERSON. THERE ARE MANY CONVENIENT LOCATIONS ACROSS THE STATE, SUCH AS YOUR LOCAL GROCERY STORE OR PHARMACY; HOWEVER, AGENTS AUTHORIZED BY PSNH DO NOT CHARGE A FEE AND CAN ACCEPT PAYMENTS UP TO \$2,500.

FOR A COMPLETE LIST OF WALK-IN PAYMENT LOCATIONS AUTHORIZED BY PSNH, VISIT PSNH.COM AND SELECT *PAY IN PERSON* UNDER *PAY YOUR BILL*.

PLEASE BE AWARE THAT NOT ALL BILL PAYMENT SERVICES HAVE AGREEMENTS WITH PSNH. THOSE SERVICES THAT DO NOT HAVE AGREEMENTS MIGHT CHARGE A NOMINAL FEE. PSNH CANNOT PROVIDE ASSURANCE THAT PAYMENTS MADE THROUGH ONE OF THESE INDEPENDENT BILL PAYMENT SERVICES WILL BE FORWARDED TO PSNH IN A TIMELY MANNER OR EVEN THAT THEY WILL BE FORWARDED AT ALL.

TO PROTECT YOURSELF, 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.

 **psnh.com**

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