



LIVING *with Energy*

Need Help? Dial 2-1-1, New Hampshire's Health & Human Services Hotline

Imagine you are out of money, your rent is due, and you and your family risk becoming homeless if you can't find some help. Where do you turn? Or, your son is autistic and you want to know what services are available in your area. Or, your elderly mother is in the hospital after a fall, and you know she'll never be able to stay home alone again.

Where can you quickly learn about your options?

In the past, New Hampshire citizens in need of information and essential services like these and a myriad of others faced a dilemma: They had to know where to call to *learn* where to call. Whether confronted with an everyday question or a full-blown crisis, people were forced to sort through a bewildering array of nonprofit and government

agency options and help-lines in their search for help. Overwhelmed, people often either went without the assistance they needed, or they called 9-1-1 and unnecessarily tied up that system's vital resources.

No longer. Thanks to a unique coalition of non-profits, state, corporate and volunteer partners, New Hampshire citizens now have one, easy to remember phone number to call to access all the health and human services available to them. As of June 11, 2008, callers anywhere in the state who dial 2-1-1 are connected, at no charge, to a trained information and referral specialist who can provide them with the information they need to get help.

2-1-1 specialists operate out of a state-of-the-art workspace in PSNH's newly constructed Customer Care Center facility. In addition to office space and technical support, PSNH provides 2-1-1 NH with TTY services for deaf and hard-of-hearing callers, and the company's multilingual customer service representatives assist with non-English-speaking callers.

2-1-1 NH is an initiative led by United Ways of New Hampshire (UWNH), an organization that represents the 10 United Ways across the state. Along with PSNH's support, the project receives funding from the State of New Hampshire, Citizens Bank Foundation, the New Hampshire Charitable Foundation, and Exeter Hospital.



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.



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.

Saving Energy

Can Be a Family Affair

Given the high cost of energy these days, many of us have done just about all we can think of to tighten up the home and conserve energy. But one way to find even more energy savings is for family members to search for energy losses together.

Have kids start with their own rooms: Are computers set to save energy? And what teenager wouldn't benefit from a switch that automatically turns the lights on and off when leaving or entering the bedroom? You'll find these switches and other energy-saving products at psnh.com by clicking on the *Energy Saving Products* section.

Parents can check bathrooms and laundry centers to be sure that fan/vent doors aren't sticking. It also pays to make sure that electric infrared lamps and fan heaters are equipped with working timers, and faucets, showerheads, and toilets aren't leaking or running excessively, which can cause water pumps to waste electricity.

In common areas such as dining rooms, kitchens, and living rooms, get the whole family together to find hidden energy wasters. Organize the refrigerator so everyone can find things and retrieve common items quickly so the door can be closed sooner.

Families that work together can save energy together.



Generator Safety

SOME HOUSEHOLDS AND BUSINESSES USE A BACK-UP GENERATOR TO SUPPLY THEM WITH POWER DURING AN OUTAGE. PROPER INSTALLATION OF GENERATORS IS ESSENTIAL TO PREVENT FIRES AND AVOID FEEDING ELECTRICITY BACK INTO LINES AND ENDANGERING THE LIVES OF THE PUBLIC AND 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 (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

An **Important** Safety Announcement for Our Customers

Before landscaping around your home or making repairs of any kind, please be aware if you have underground electric lines, surface-mounted transformers, and other electrical equipment on your property. This equipment is the property of PSNH and has an essential role in enabling us to provide safe and reliable electric service.

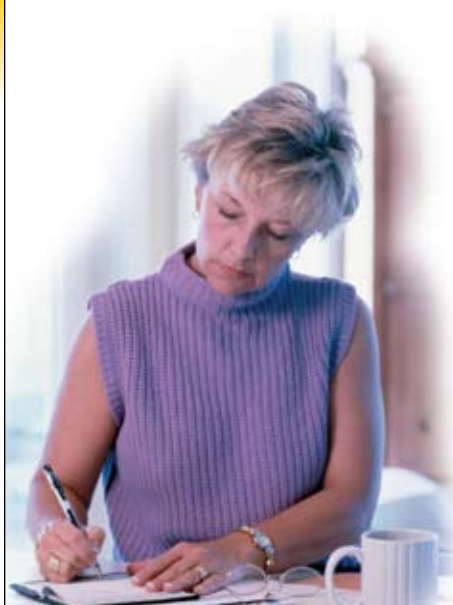
The National Electric Safety Code and PSNH safety standards require that a ten-foot clearance be maintained in front of all surface-mounted transformers and other electrical equipment, such as switch cabinets. When homeowners obstruct this equipment with shrubbery, plantings, walls, or fences, it prevents safe access by our employees, and it can delay restoration of power during an outage.

Easy and safe access to equipment is necessary for our lineworkers to make emergency repairs. If there are obstructions on a customer's property, PSNH personnel must remove them in order to gain access and ensure a safe work environment.

As a PSNH customer, you can help keep our employees safe—and the electricity on—by ensuring that the surface-mounted transformers on your property are not obstructed or partially buried.

We thank you for being more aware of this situation and helping PSNH to provide our customers with safe and reliable power.

If you do plan to do digging in your yard this fall, remember to call Dig Safe at 1-888-DIG-SAFE (344-7233).



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.

Supporting Your Life in Every Moment.



**Public Service
of New Hampshire**

The Northeast Utilities System

 **psnh.com**

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