



LIVING *with Energy*

Prepare Your Home Now for Cold Weather

Changing leaves and dropping temperatures signal that winter is not far off. Follow these simple tips to stay safe and help save energy and money this winter.

- Have your furnace tuned up annually. Call your local plumber or heating contractor for a furnace check.
- Keep the area around your heat pump or furnace clear to ensure proper air circulation.
- Install a carbon monoxide (CO) detector and ensure it is in good working order.
- Caulk cracks between window frames or door frames and walls. Caulk both inside and outside your home.
- Weather-strip the doors, insulate your outside wall outlet plates, and check thresholds for tight seals.
- Invest in a setback or programmable thermostat to automatically raise and lower the temperature at designated times to fit your family's lifestyle.
- Install a humidifier. It will keep your home at the proper humidity level and keep you comfortable at lower temperatures.



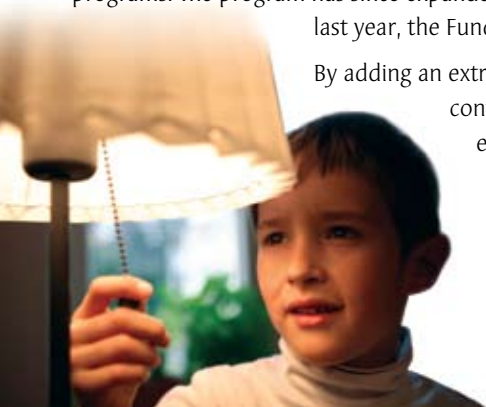
Next month, look for the special energy savings tips and steps you can take to save energy and money, today.

Neighbor Helping Neighbor Donations Needed

PSNH established the Neighbor Helping Neighbor Fund in 1986 in an effort to assist needy families who have difficulty paying their utility bills, but who do not qualify for local financial assistance or low income federal fuel programs. The program has since expanded to include other New Hampshire electric and natural gas utilities and, last year, the Fund was able to help more than 1,300 families experiencing financial hardships.

By adding an extra dollar when you pay your PSNH electric bill—or by sending a larger contribution directly to the Neighbor Helping Neighbor Fund in the special envelope included with your utility bill at various times during the year—you can help other NH families in need. With fuel costs rising, your tax-deductible donation will be greatly appreciated by these families. You can also be assured that 100 percent of your donation will go to help pay for these families' electric and/or natural gas bills. All administrative costs to manage the Fund are paid for by the utilities.

To apply for assistance, please contact your local Community Action Agency (CAA). The list of local CAAs is available on psnh.com or by calling PSNH at 1-800-662-7764. To contribute to the Neighbor Helping Neighbor Fund, send your contribution to PO Box 3804, Manchester, NH 03105.



Winter Rules Coming Soon

PSNH RESIDENTIAL CUSTOMERS WILL BE OFFERED LIMITED FINANCIAL PROTECTION FROM HAVING THEIR ELECTRIC SERVICE DISCONNECTED STARTING **NOVEMBER 15, 2008** THROUGH **MARCH 31, 2009**.

DURING THIS PERIOD, CUSTOMERS' SERVICE CAN BE DISCONNECTED ONLY WHEN THEIR OVERDUE AMOUNT EXCEEDS \$225. IF A CUSTOMER'S HOME IS ELECTRICALLY HEATED, THE OVERDUE AMOUNT MUST EXCEED \$450. FOR CUSTOMERS 65 AND OLDER, SERVICE MAY NOT BE DISCONNECTED WITHOUT PERMISSION FROM THE NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION.

WE STRONGLY ENCOURAGE ALL CUSTOMERS TO STAY CURRENT ON THEIR MONTHLY ELECTRIC BILLS TO AVOID ACCUMULATED BALANCES DURING AND AFTER THE WINTER PROTECTION PERIOD TO AVOID THE RISK OF DISCONNECTION.

IF YOUR ACCOUNT IS PAST DUE, IT IS IMPORTANT TO CONTACT PSNH AT 1-800-662-7764 SO THAT A CUSTOMER SERVICE REPRESENTATIVE CAN HELP YOU MAKE A PAYMENT ARRANGEMENT THAT FITS YOUR SPECIFIC NEEDS. IF YOU HAVE ALREADY MADE SPECIAL ARRANGEMENTS WITH US, PLEASE CONTINUE TO FOLLOW THE TERMS OF THAT AGREEMENT TO ENSURE UNINTERRUPTED SERVICE.

Part 2:

What is Involved with Predicting PSNH Service Restoration Times During a Major Storm?

We can't control the weather, but we do try to work around it. As PSNH monitors the weather, our staff puts our system restoration plan into action when a major storm is approaching. Restoring power to our customers is our number one priority.

PSNH's service territory covers more than 5,500 square miles and 211 communities. During and after a major storm, customer calls provide valuable information on where outages have occurred. We also patrol areas of our distribution system to assess the damage and prepare service restoration projections. Once the assessments are complete, the emergency operations centers develop strategies to restore power to the greatest amount of customers in the shortest amount of time – safely.

All restoration estimates can change, and are subject to a number of variables that arise during the repair process. Although we always strive to give prompt and accurate answers about restoration times, it is often difficult for us to determine precise times in the first 24-48 hours after major storm damage. If you have access to a computer, you may check the status of an outage by visiting our website at psnh.com and clicking on 'Storm Center.'

PSNH employees work around-the-clock so that customers have their power restored as soon as possible. No matter what the cause, PSNH's primary goal is to work safely and efficiently. We appreciate your patience during these times.

Living with Energy will conclude this three-part series next month with "Is There Any Way I Can Help During an Outage?"

EYES ON OWLS

LIVE OWLS WILL BE OUR GUESTS ALONG WITH OWL EXPERT AND NATURALIST **MARCIA WILSON.**

LEARN ALL ABOUT NEW HAMPSHIRE'S OWLS, WHAT THEY LOOK LIKE, AND WHERE THEY MIGHT BE FOUND. BEST OF ALL, SEE THESE WONDERFUL BIRDS OF THE NIGHT UP CLOSE, AND LEARN SOME OF THEIR HOOTING CALLS!

SATURDAY, NOVEMBER 8

TWO PRESENTATIONS: NOON TO 1:30 P.M. AND 2:30 P.M. TO 4:00 P.M.

COST: \$8/PERSON OR \$20/FAMILY (PRE REGISTRATION WITH PAYMENT REQUIRED)

LOCATION: PSNH FIVE RIVERS AUDITORIUM
ENERGY PARK 780 COMMERCIAL ST.
MANCHESTER, NH 03101

CALL 626-FISH(3474)

FOR MORE INFORMATION



National Fire Prevention Month

October is National Fire Prevention Month, which means it is time to change the batteries in—and test—your smoke, gas, and carbon monoxide detectors. It is also a good time to review basic fire safety information with your family, including formulating and practicing an escape plan that gets you all out of the house in about two minutes.

While you are thinking about it, here are a few other steps you can take to keep you and your family safe:

- If you don't have them already, install smoke and carbon monoxide detectors in every bedroom, outside every sleeping area, and on every level of your home. Have the alarms interconnected, so that when one sounds, they all sound.
- Have your heating system inspected and serviced by your heating service contractor.
- Get your chimney inspected and cleaned by a qualified professional chimney service technician.
- Clean lint from your clothes dryer vent.
- Buy a multi-purpose portable fire extinguisher to keep in the kitchen. Choose one that carries the label of an independent testing laboratory. Make sure that it is large enough to put out a small fire, but light enough to handle. Read the instructions and become familiar with how to use it—before you really have to.



Lineworker Safety: Keep Utility Poles Clear!

SIGNS THAT ARE TACKED TO UTILITY POLES CAN BE VERY DANGEROUS. MANY PEOPLE DON'T REALIZE THAT POSTING SIGNS ENDANGERS LINeworkERS WHO HAVE TO CLIMB THOSE POLES TO MAKE REPAIRS. STAPLES, NAILS, AND TACKS USED TO HANG SIGNS FROM POLES — AS WELL AS THE SIGNS THEMSELVES — CAN CAUSE VERY SERIOUS DAMAGE. LINeworkERS RISK INJURY TO THEMSELVES AND DAMAGE TO THEIR EQUIPMENT AND PROTECTIVE CLOTHING. IN ADDITION TO BEING DANGEROUS, POSTING SIGNS ON UTILITY POLES IS ALSO ILLEGAL IN NEW HAMPSHIRE (NH RSA 236:75).

If you're planning a yard sale or some other activity in your neighborhood, please do not post or hang signs to advertise it on utility poles.

Thank you for helping to keep our lineworkers safe!

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.
780 North Commercial Street, Manchester, NH 03101
Ready to serve you 24 hours a day 1-800-662-7764

