

at Home

January 2004

PSNH Welcomes CVEC Customers on January 1

Beginning on January 1, PSNH will be the new electric utility for over 10,000 customers of the Connecticut Valley Electric Company (CVEC). For over 76 years, PSNH has provided excellent customer service and reliable electricity to communities throughout New Hampshire. Our new customers will benefit immediately from PSNH's lower electric rates and access to its 24-hour customer service team, including a customer-friendly website, psnh.com.



Moreover, PSNH is committed to supporting the communities it serves. As an example of PSNH's community involvement, Main Street Claremont (MSC) received a \$10,000 grant from PSNH for the revitalization of its downtown area. Since its inception over two years ago, MSC has made great strides by forming partnerships with many organizations, including the City of Claremont, county and state economic development agencies, the Greater Claremont Chamber of Commerce, local businesses and others that are committed to improving the quality of life for all Claremont residents.

Power Plays Energize Local Charities

PSNH and the Manchester Monarchs hockey team are into their third successful season of a "powerful partnership," teaming up to support nonprofit organizations in New Hampshire.



As the official sponsor of the Monarchs "Power Play," PSNH will make a donation to a New Hampshire nonprofit each time the Monarchs enter or score on a power play. Three organizations devoted to serving youth in the community were selected as recipients for the 2003-2004 season:

New Hampshire School Recycling Club (THE CLUB) — This organization assists schools in implementing, maintaining and improving recycling programs. THE CLUB is designed to give new or existing school groups a chance to join a statewide program that will help promote school recycling.

Women's Rural Entrepreneurial Network (WREN) — WREN assists rural women in achieving sustainable incomes through business ownership. Their program, Making Room for Wings, offers girls ages 10-18 an opportunity to get to know themselves, each other and the women overseeing the program.

Project Running Start — This initiative is a collaboration between NH Community Technical College faculty and high school teachers for the benefit of high school students. Project Running Start gives high school students access to many college resources, allows them to earn college credits and discounts on college tuition, and provides challenging course work during their junior and senior high school years.

PSNH is proud to support the Manchester Monarchs and these nonprofit organizations who are making a difference in our state.

PSNH Customer Billing and Payment Information - Online!

With PSNH's online services, you can easily access billing and payment information for your PSNH account without picking up the phone. Through the PSNH website, psnh.com, you can verify your meter read date, view a display of your energy usage, review your payment history and more! Data is displayed in a safe and secure area, ensuring that only you can access and read this information about your account.



To access your personal account information, as well as energy saving tips, storm safety information and much more, go to psnh.com.

Supporting Your Life in Every Moment



Public Service
of New Hampshire

The Northeast Utilities System

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 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 psnh.com.



Winter Rules in Effect

PSNH residential customers are offered limited protection from having their electric service disconnected through April 1.

During this period, customers' service can be disconnected only when their overdue amount exceeds \$175 (the overdue amount must exceed \$400 if a customer's home is electrically heated). For customers 65 and older, service may not be disconnected without written permission from the New Hampshire Public Utilities Commission.

This policy covers only those past due amounts accumulated during the December to April 1 period. Past due amounts prior to those dates could still activate a disconnect notice.

Qualifying customers may be eligible for additional protection from electric service disconnection. To find out if you qualify for this enhanced protection, contact your local Community Action Agency (CAA). Check your local phone book under "Community Service Numbers" for the agency nearest you.

Reliability. By Design. Ensuring PSNH's System Is Ready When You Need It

Without a sound electric delivery plan in place, massive growth in the southern part of New Hampshire could have strained the power grid to the limit. But PSNH strategically planned for this increase in energy demand. As a result, a new \$8.2 million Amherst Substation — the largest of its kind in the state — has been installed and is now the primary power source for Nashua, Merrimack, Milford and the surrounding communities. An additional transformer went online at the end of 2003 to improve capacity and reliability in areas with the heaviest electric loads.

As an example of the need for infrastructure investments, customer demand for electricity in New Hampshire increased by more than 15 percent over the last five years. Between 2000-2005, PSNH will have invested nearly \$500 million in maintaining and improving the reliability and efficiency of New Hampshire's electric grid.

At PSNH, making sure you always have reliable, affordable electric power is one of our top priorities. For more information on PSNH infrastructure investments, visit psnh.com.



PSNH Rate Adjustment Expected

Electrical use may be computed at higher rates beginning in February

As required by state law, PSNH has filed with state regulators a plan to update its rates to reflect current costs. There are two components of your PSNH bill that could change:

The Delivery Charge – This charge may increase to reflect general inflationary pressures as well as the substantial investments PSNH is making to its electrical transmission and distribution systems. The Delivery Charge adjustment requested by PSNH would increase your overall bill by about 2.6 percent.

The Transition Energy Service Charge – By law, this charge must be set at PSNH's actual cost of producing or purchasing the energy that we provide to customers. Recent increases in the price of oil and natural gas have pushed energy prices up. PSNH estimates that resetting this charge to reflect current actual costs could increase your overall bill by about 6.7 percent.

PSNH has asked that the proposed charges take effect for bills sent to our customers on or after February 1, 2004. Because meters read in February include your electric use since your meter reading in January, it is important to note that your electricity usage following this January bill may be computed at a higher rate level in your February bill.

Questions about this issue may be directed to PSNH at 1-800-662-7764 or the New Hampshire Public Utilities Commission Consumer Assistance Hotline at 1-800-852-3793. PSNH will also continue to keep you informed through At Home, and on psnh.com.

