

atHome

February 2004

New PSNH Customer Handbook

Public Service of New Hampshire has just published a new customer handbook, *At Home with PSNH*, which will be offered to all new customers. The handbook features articles about PSNH's comprehensive online services at psnh.com, understanding your bill, how to prepare for power outages, what to do in the event of an outage, electrical safety and the company's contact information.

The booklet will also better acquaint new customers with PSNH's energy efficiency programs and services designed to help save money and conserve energy. Since this information may be valuable to all of our customers, it is available on the web at psnh.com.



When An Outage Occurs: PSNH's Procedure

Your lights are out and you want to know why. And, even more importantly, you would like to know when they will come back on.

To help you better understand what PSNH is doing when your power is out and why it is sometimes difficult for us to give you the answers to these questions, here are the basic steps of our power restoration process:

1. You report the outage.

When an outage occurs, PSNH's first priority is to restore power as efficiently and effectively as possible. You can help us by reporting an outage either by phone (1-800-662-7764) or, if you have access to a working computer, through our website at psnh.com.

2. A PSNH line crew is sent.

Once PSNH is notified that your power is out, we send a line crew to your neighborhood. This can happen quickly or take more time, depending on whether a crew is already working in your area or needs to be called in from home (during evening or weekend hours) or from another location.

3. The source of the outage is identified.

Some problems are easier to find than others. Our line workers study circuit maps and patrol the area where outages are reported to try to pinpoint the problem.

In some cases, the problem can be fixed quickly, such as replacing a fuse. Unfortunately, in many cases the problem requires more work, such as when a pole or wires have been broken and need to be replaced.

How long until my lights are back on?

Our line crews keep us informed as they work so that we can update customers as to when their power will be restored. When there are many different outages around the state, it becomes much more difficult to predict when power will be restored. And, there may be more than one problem along the circuit supplying electricity to your home and business.

We work hard to keep your lights on, and we appreciate your patience when they're not. For more information about PSNH's power restoration process, please visit our website at psnh.com.

NEW Substation In Portsmouth

Portsmouth is a wonderful example of the tenacity of New Hampshire's economy: thriving business, sustained growth and more residents sharing in the city's prosperity. But with that growth came a significantly higher demand for reliable, affordable electric power. PSNH met this challenge by building a \$6 million state-of-the-art substation in Portsmouth. After an analysis of both current and future electricity needs, Portsmouth Substation was engineered to help meet the city's projected electricity demand needs now, and well into the future.

Supporting Your Life in Every Moment



**Public Service
of New Hampshire**

The Northeast Utilities System

Login For Tax Time Account Information

Looking for tax time account information? Registering for psnh.com's Online Services gives you fast, easy access to your electric accounts. You can view up to fifteen months of billing history and even have the information emailed to you!

You can view your billing history, as well as use many other online services, by visiting our website at psnh.com.

NU Wins Emergency Assistance Award From Edison Electric Institute

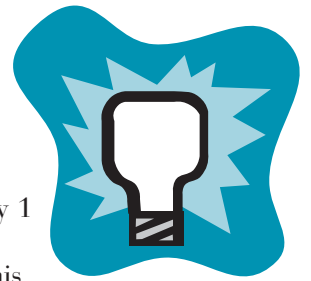
Northeast Utilities, the parent company of PSNH, has been named as a winner of the Emergency Assistance Award from the Edison Electric Institute (EEI) for its outstanding efforts to aid Conectiv and Potomac Electric Power (Pepco) in restoring power to their customers in the wake of Hurricane Isabel in September. Sixty crews from Connecticut Light & Power, 30 from PSNH and 15 from Western Mass Electric Company assisted restoration efforts for a week in the Maryland and Washington, D.C. areas with no safety incidents or injuries. The award is presented annually to recognize outstanding efforts to help restore electric service that has been disrupted by severe weather conditions or other natural events.



February 1 Rate Change: Transition Energy Service Charge

PSNH's Transition Energy Service Charge will increase on February 1 to 5.36 cents/kWh for all customers, from today's average of 4.63 cents/kWh and is expected to remain in effect for twelve months. This will result in an overall rate increase of about 6.7 percent. It is important to note that this charge of 5.36 cents/kWh for energy is one of the lowest in New England.

To put this into perspective, a monthly bill for a residential customer using 500 kWh will increase by about \$3.80 per month, or from \$62.99 today to about \$66.79. The Transition Energy Service Charge reflects PSNH's actual cost of producing or purchasing the energy we provide to our customers. Recent increases in the price of oil and natural gas have pushed energy prices up.



Possible Reasons for a Higher than Normal Bill

Does your bill seem higher than normal? If so, here are some factors to consider:

Days Billed: 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.

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.

Seasonal Items: Appliances and other equipment used during the coldest and warmest months of the year (air conditioners, dehumidifiers, hot air furnaces, 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.

That Forgotten Item: Did you use an electric leaf blower, print more on your computer than normal, purchased a larger refrigerator, a water bed, or a large screen TV? Any of these things could cause an increase in your electric bill.

Previous 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 past 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."

Reading Error: Although our meter readers have a 99.9% accuracy record, there is a chance your current or last reading may have been incorrect. If this is the case, your next bill will adjust to accommodate the previous "too low" or "too high" reading.



Published for PSNH customers.

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

The logo for psnh.com, featuring a blue square with a white grid pattern followed by the text 'psnh.com' in a bold, black, sans-serif font.