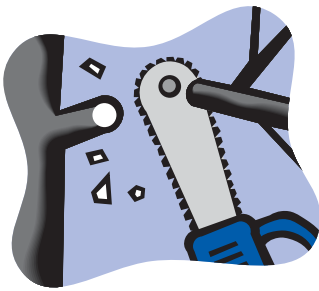


# atHome

March 2004

## Apply Now For Environmental Grants

**T**wo times each year, PSNH and its parent corporation, Northeast Utilities, award financial grants of up to \$1,000 to grassroots environmental initiatives that are designed to improve the environment or to educate the public about the environment. Recent grant winners have ranged from the construction of trail signs in Pittsfield to the support of recycling efforts along the Cocheco River. PSNH is currently accepting environmental grant applications. The next grant application period closes on April 15th. Details are available at [psnh.com](http://psnh.com) under "Energy and the Environment."



## Pruning To Prevent Power Outages

**R**egular tree pruning helps to prevent power outages and means less safety hazards for you. PSNH has trees pruned on a regular, rotating schedule. During this time, branches are cleared or certain trees are removed from around power lines before they have a chance to damage property, cause outages or compromise public safety. If a tree branch breaks off and lands on a power line or is rubbing hard against it, don't touch the branch or wire. Call PSNH immediately at 1-800-662-7764. Or, if you have a tree branch hanging above the wire, and have hired a tree trimmer to prune, PSNH will come out to your home, shut your power off and temporarily detach the power line so your tree trimmer can work safely. Also, you may want to contact your telephone and cable provider and ask them to detach their lines as well.

**For more information on PSNH's tree trimming program, visit [psnh.com](http://psnh.com).**

## Save Time With PSNH Online Services

**O**nline services at [psnh.com](http://psnh.com) make it easier than ever to manage your electric account. Some of our most popular features include:

**quickpay** — Allows you to make a single payment to PSNH from your checking or savings account. You can also schedule a QuickPay transaction, up to 30 days in advance. The payment will appear on your next bank statement and PSNH bill. Online credit card transactions are now available too!

**easypay** — Your PSNH electric bill payment is 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 EasyPay via our website!

**ebilling** — 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 our *At Home* newsletter and any special inserts.

**In order to use online services, you need to be a registered user. Registering is easy: Just visit the "Online Account Access" section on [psnh.com](http://psnh.com).**

Supporting Your Life in Every Moment



**Public Service  
of New Hampshire**

The Northeast Utilities System

## How Much Energy Will That New Appliance Use?

**W**ondering how much extra energy a second refrigerator will demand—and how much that will add to your bill each month? Our interactive Energy Calculator at [psnh.com](http://psnh.com) provides customized reports based on your input. It is a great tool to help you manage your energy use wisely. The use of the Energy Calculator is just one of the benefits you'll receive by registering for PSNH's online services. Check it out at [psnh.com](http://psnh.com).



## Help Stop Energy Theft

**E**ach year, thousands of dollars worth of electricity are “stolen” by individuals who tamper with electric meters. This is not only a punishable crime, but also a safety hazard. Unfortunately, honest customers ultimately pay for this stolen energy since many meter tamperers are not caught. Utilities must pass along the cost of stolen electricity, much like retail stores charge higher prices to cover the cost of shoplifting.

**Please help stop energy theft. If you suspect someone is stealing electricity, please report it immediately by calling us at 1-800-342-4298.**

## Winter Protection Ends March 31

**I**f you have an overdue PSNH bill and have been protected under special “winter rules” governing the termination of electric service this winter, please remember that this protection period ends on March 31, 2004.

It is important that you 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.

## PSNH Employees And Your Community



**T**he spirit of community service thrives among employees. Over the years, hundreds of employees have volunteered thousands of hours in their communities, helping their neighbors and other fellow community members. In 2003 alone, employees contributed 414 PSNH Community Service Involvement (CSI) grants totaling over \$56,000. CSI grants are available to all PSNH employees that are actively involved in their non-profit organizations in their neighborhoods. Whether it's a one-time expression of care or an on-going commitment over the course of several weeks, months or even years, PSNH's employees are certainly having an impact on the well-being of their communities.

Congratulations to all those communities and employees who have made their neighborhoods a better place to live. In 2004, PSNH hopes to reach even more organizations through the continued support and dedication of its employees throughout the state of New Hampshire.

## Mobile Transformer Helps Keep The Power Flowing

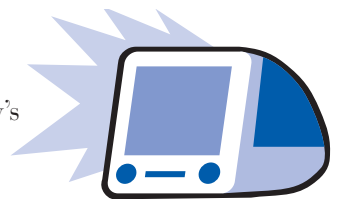
**N**o matter how well we design our network, PSNH always plans for the unexpected. And if a major transformer should ever go out for any reason, we have a pretty ingenious way to handle it. It's a PSNH mobile transformer. They're the size of an 18-wheeler and cost about \$1.5 million each. We drive it out to wherever it's needed and plug it in... so while our repair crews are working, you get the electricity you're counting on. Soon, PSNH will have seven mobile transformers at the ready, system-wide. For more information on PSNH's investments that continue to bring you quality and reliable electricity to your home, visit [psnh.com](http://psnh.com).

## PSNH Donates Used Computers To Non-Profit Organizations

**S**ince 1998, PSNH has partnered with Southern New Hampshire University's Donation Depot to bring much needed computer technology to hundreds of community organizations throughout New Hampshire. Donation Depot gives PSNH the opportunity to recycle its computers, which are in good condition, and donate them to organizations that can really use this equipment.

In 2004, PSNH made available 200 computers to non-profit organizations—that's equivalent to ten pallets of equipment. “The equipment we received from PSNH, enabled our interns and volunteers to work more efficiently” said Jessica Kinsey for Art Builds Community. The organizations that received equipment include: NH Doberman Rescue League, Keene Chamber of Commerce, NH Stories, Veterans Administration-Nursing Home Unit and the Knights of Columbus.

**For more information call Frank Eaton at Donation Depot at 603-645-9622.**



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.

 **psnh.com**