

# atHome

April 2004

## April is Dig Safe Month!

**Call before you dig. It's not just smart, it's the law.**

**D**amage to underground utility lines is dangerous and expensive. Utility lines could be buried anywhere, so it's important to know their location before digging. In fact, state law requires contractors and homeowners to notify utility companies before any excavation project. Dig Safe®, a free service, dispatches the appropriate member utilities to paint or stake the location of their underground lines to reduce the risk of accidents.

Protect yourself and the community by placing a free call to Dig Safe® at least three full business days, excluding weekends and holidays, before digging.

Dig Safe® is funded entirely by member utilities to promote public safety, protect vital utility services and safeguard against property and environmental damage.

**For more information, call 1-888-DIG-SAFE (888-344-7233) or visit the Dig Safe website at [www.digsafe.com](http://www.digsafe.com).**



## Credit Card Payment Option Now Available

**Y**ou are now able to pay your PSNH bill with your credit card. BillMatrix, an independent payment processing company, provides this service for our customers. BillMatrix accepts Visa, Mastercard and Discover credit cards and will process payments up to \$600. BillMatrix can be accessed by calling 1-800-780-9704 or on the web at [www.billmatrix.com](http://www.billmatrix.com). Just have your PSNH account number handy, and BillMatrix will process your payment.



If you prefer, PSNH can provide your information to BillMatrix for you. Just go to our website at [psnh.com](http://psnh.com) and click on, "Customer Service" and "Pay Your Bill," or call our automated telephone system at 1-800-662-7764. Be sure to have your PSNH account number handy when you call. It's that easy. BillMatrix charges a convenience fee of \$4.50 for each payment processed.

**PSNH is not affiliated with BillMatrix and does not receive any portion of the convenience fee.**

## Save Time, Energy and Money with an ENERGY STAR™ Washing Machine

**C**onsider this: a typical household does nearly 400 loads of laundry per year, using about 40 gallons of water per full load with a conventional washer. In contrast, a full-sized ENERGY STAR qualified clothes washer uses 18-25 gallons per load. That's about 7,000 gallons of water savings per year!

Many ENERGY STAR washers are front loading, designed to hold more clothes than conventional washers. More clothes per load means less loads overall — saving you energy and time. ENERGY STAR washers also use 50 percent less energy than standard washers by extracting more water from clothes during the spin cycle. Because of this, the drying time is reduced — saving energy and unnecessary wear and tear on your clothes.



**PSNH is pleased to announce its participation with the 2004 U.S. Department of Energy (DOE) National Energy Star program, designed to match utility rebates with additional manufacturer rebates. Several manufacturers have agreed to match PSNH's \$50 Energy Star washer rebate, with an additional \$25 to \$50 rebate. This brings the total mail-in rebate to \$75 to \$100 when purchasing a qualifying machine, depending on the manufacturer and model selected. Look for the Energy Star logo which is a symbol of energy efficiency.**



**Eurotech**

**Miele**  
anything else is a compromise

**MAYTAG**

**EQUATOR**  
ADVANCED APPLIANCES

**ASKO**

**BOSCH**

**Fisher & Paykel**  
appliances

**For water conservation tips and more information on ENERGY STAR products, visit our website at [psnh.com](http://psnh.com).**

Supporting Your Life in Every Moment



**Public Service  
of New Hampshire**

The Northeast Utilities System

## Be Safe This Spring



With the arrival of spring, many people are anxious to start outdoor projects. Here are some simple safety tips to follow when you are working outside:

**Be careful with ladders.** If a ladder (or other metal object, such as aluminum siding) comes into contact with a power line, you could receive a serious or even fatal shock. Keep this in mind when painting, cleaning gutters or installing TV antennas.

**Never use power tools on wet surfaces or in rain.**

**Make sure that there are no wires in your work area before you begin trimming.**

For more safety tips visit us at [psnh.com](http://psnh.com).

## Connecting Laconia

It took three years, cost \$9.6 million, and stretched for 18 miles. But now, Laconia and the rest of the Lakes Region are better connected to New Hampshire's electric grid. Years of growth had strained the local network, creating an "island" linked by only a single main power line. But with the Lakes Region Energy Project, PSNH upgraded and rebuilt two substations, added a major transmission line, and doubled delivery capacity to provide more reliable, affordable electric power. And today, Laconia is an island no more...with enough electric power to meet its needs now, and well into the future.



**Reliability. By Design – a network that serves you better. See how we're making it happen at [psnh.com](http://psnh.com).**

## Special Early Summer Getaways for New Hampshire Residents Starting at \$59!

Spring has come at last! And, because you call New Hampshire home, lodging properties around the state are going to make it easy for you to hit the road and get away from it all! Simply book an overnight at one of the participating properties, and you'll receive a special reward offered exclusively to New Hampshire residents. So treat yourself to the wonders of your own backyard and discover why our visitors come back to New Hampshire year after year.



For program details and a list of participating properties, go to [www.visitnh.gov](http://www.visitnh.gov) and click on "Resident Rewards Program."

**Some restrictions may apply. Contact individual properties for details. Offer cannot be combined with other promotions. Offer valid during spring 2004. Some blackout dates may apply. Proof of residency may be required upon check in.**

## Power Plays Fuel Local Charities

PSNH and the Manchester Monarchs hockey team are wrapping up another successful season of their "powerful partnership," teaming up to provide over \$4,000 in support to nonprofit organizations in New Hampshire.

As the official sponsor of the Monarchs "Power Play," PSNH made a donation to a New Hampshire nonprofit organization each time the Monarchs entered or scored on a power play. Three organizations devoted to our community were selected as recipients for the 2003-2004 season:

**Project Running Start** provides high school students with a "running start" on a college career. The program facilitates collaboration among NH Community Technical College faculty and high school teachers for the benefit of students.

**New Hampshire School Recycling Club** 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 and stimulate school recycling.

**Women's Rural Entrepreneurial Network WINGS Program** assists rural women in achieving sustainable incomes through business ownership.

**Congratulations to the Monarchs and our "Powerful Partners" for another successful season!**



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](http://psnh.com)