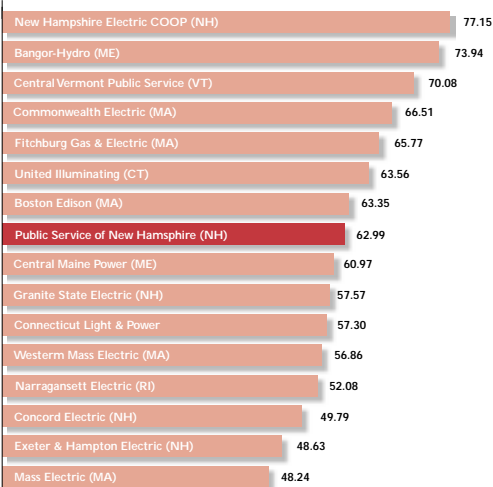


# atHome

February 2003

## PSNH Rates are Competitive with the New England Region

**P**SNH customers' electric rates are comparable with others in the New England region. These rate levels are the result of PSNH's overall rate reductions and rate changes experienced by other utilities.



Typical monthly bill for residential customer based on 500kwh use.

PSNH rate information as of February 1, 2003.  
All other utilities as of July 2002.

## Register Your Generator

**S**ome households use a back-up generator to supply them with power during an outage. Proper installation of generators is essential to prevent a house fire and avoid feeding electricity back into our lines, endangering the lives of repair crews. If you own an emergency generator, it is critical for your safety and the safety of PSNH line crews that your equipment be properly installed and that PSNH is aware you have a generator. If you have not already done so, contact PSNH so that we can note the generator location and confirm that a safe transfer switch is used to switch between standby and utility power. We may also be able to help with any questions you may have.

You can register your generator on our website [psnh.com](http://psnh.com), via email to [psnhesd@psnh.com](mailto:psnhesd@psnh.com), by calling (603) 634-2312 or by writing to:

**PSNH**  
Supplemental Energy Sources Department  
P. O. Box 330  
Manchester, NH 03105

## Report a Power Outage at the Touch of a Button

**Y**ou 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 will need to know is the street address and telephone number at 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 our website at [psnh.com](http://psnh.com).

## Helpful Tips To Save You Energy and Money



- Set your water heater temperature to no higher than 120 degrees.
- Locate your water heater as close to the point of hot water use as possible.
- Repair leaky hot water faucets promptly to conserve water and energy. One drop per second equals approximately 200 gallons of hot water down the drain each month!

Supporting Your Life in Every Moment



**Public Service  
of New Hampshire**

The Northeast Utilities System

## Visit Us at the NH State Home Show



**P**SNH will be one of more than 300 exhibitors at the upcoming New Hampshire State Home Show, March 7-9 at the Center of New Hampshire Holiday Inn in Manchester. The New Hampshire State Home Show is produced by the Home Builders & Remodelers Association of New Hampshire as a service to its members, the building industry and the general public. Its purpose is to market home-related products and services to the community and to educate consumers to make better choices when building or remodeling.

Come by to check out new and innovative designs and energy efficient products, whether you are building a new home or remodeling — and be sure to stop by the PSNH booth!

For more information, visit the Home Builders web site at [www.hbranh.com](http://www.hbranh.com).

## Electronic Bill Delivery

**R**eceiving your electric 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 the At Home newsletter and any special inserts.



You can register for electronic bill delivery, as well as many other online services, by visiting our website at [psnh.com](http://psnh.com).



## A Sweeping Success!

**T**hank you to all of the PSNH customers who helped to make our [psnh.com](http://psnh.com) sweepstakes a great success. During the three-month promotion, more than 10,000 customers registered to use [psnh.com](http://psnh.com)'s Online Services!

For a complete list of sweepstakes prize winners, visit our website at [psnh.com](http://psnh.com).

## Rate Changes Effective February 1

**S**tarting this month, PSNH customers will see a modest increase in the amount they pay on their electric bill. The increase comes in two areas of the bill: the System Benefits Charge and the Transition Service Energy Charge. For customers whose monthly electric usage is 500 KWH, the rate changes will increase their monthly electric bill by about \$1.35.

The System Benefits Charge funds energy efficiency programs for all customers as well as assistance programs for residential customers who fall within certain income guidelines. The rate change has been approved by the NH Public Utilities Commission to provide sufficient funding for the electric assistance programs. Transition Service Energy is the customer option to continue to buy electricity at a set price from PSNH instead of an alternative energy supplier. Under the state law which approved PSNH's deregulation plan, the Transition Service Energy rate for residential and small business customers was set to automatically increase from 4.4 cents/KWH to 4.6 cents/KWH on February 1, 2003.

If you have any questions about the changes to your electric bill, please visit our website at [psnh.com](http://psnh.com), or call us at 1-800-662-7764.

