Public Service of New Hampshire
780 North Commercial Street
Manchester, NH 03101
1-800-662-7764
Visit us on the web at psnh.com

Public Service of New Hampshire
The Northeast Utilities System

psnh.com

Public Service of New Hampshire

At Home With PSNH

Public Service of New Hampshire
Supporting your life in every moment.

We're the one thing you can count on, when you need it most.

For more than three quarters of a century, Public Service of New Hampshire has been responding to the energy needs of its customers with safe and reliable electricity, while making its communities better places to live.

When you become a PSNH customer, you'll find that you'll receive so much more than just energy. You'll benefit from the many programs and services that we have to offer. Use this booklet to better acquaint yourself with our services designed to help you save money and conserve energy.

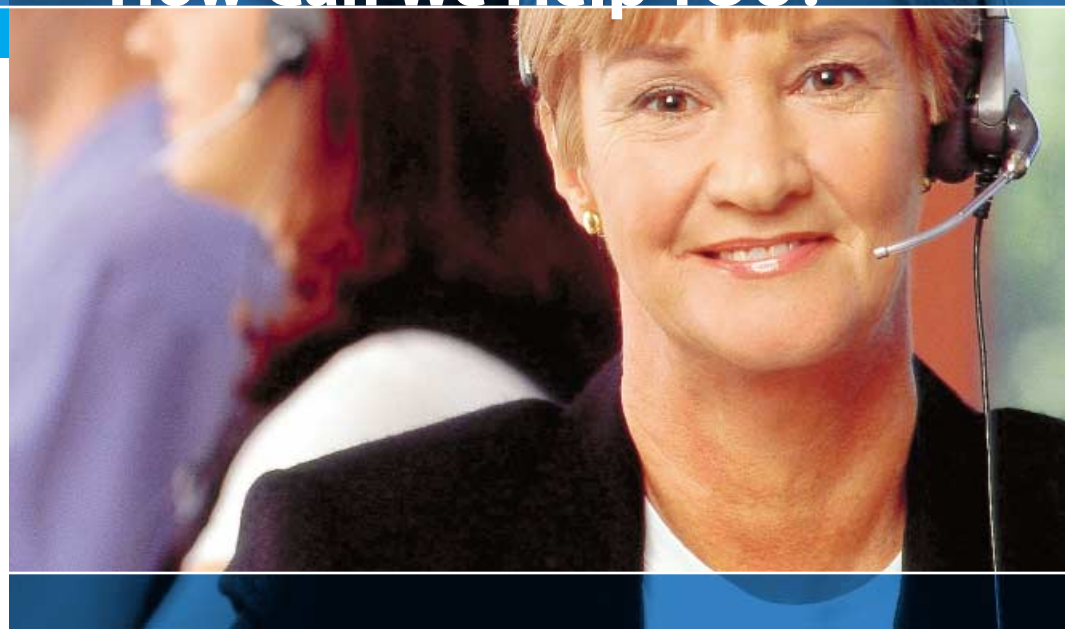
If you have any questions, just call one of our customer service representatives at 1-800-662-7764. You'll also find a wealth of information on our website at psnh.com. And remember, we're here for you, supporting your life in every moment, day or night, 365 days a year.

Public Service of New Hampshire
Supporting your life in every moment.

Table of Contents

2. How Can We Help You?
3. PSNH Online Services
5. Understanding Your Bill
7. When We Come To Your Home
7. Preparing For An Outage
8. What To Do When An Outage Occurs
11. Energy Efficiency Programs
13. Electrical Safety

How Can We Help YOU?



Reach Us By Phone

Whether you want to make a payment or report an outage, our professionally trained customer service representatives are ready and willing to help 24 hours a day, 365 days a year. PSNH also has an automated phone system so you can check your billing and account information, current balance or last payment. If you want to contact us, please call us toll-free at **1-800-662-7764** and have your account number handy.

If You're Hearing Impaired...

Those with hearing impairments who have Teletype transmitting equipment (TDD) can communicate directly with a PSNH customer service representative by calling **1-800-346-9994**.

PSNH's Online Services

Register With Us!

PSNH has many online services to save you time. In order to use PSNH's online services, it is necessary to be a registered user of psnh.com. Just go to the "Online Account Services" section on psnh.com and follow the easy instructions.

Manage Your Account Online

It's now easier than ever to pay your bill and view your account information online by visiting us at psnh.com.

quickpay
at psnh.com

Quick Pay: A Single e-Payment Option

You can use PSNH's Quick Pay option to make a single payment to PSNH from your checking or savings account. You can schedule the payment up to 30 days in advance. The payment will appear on your next bank statement and PSNH bill.

ebilling
at psnh.com

Level Payment Plan: Even-Out Your Monthly Payments

Thousands of our customers are opting for PSNH's Level Payment Plan as a convenient way to even-out monthly payments. Under this plan, you pay the same amount each month. We determine this amount by averaging out the actual amount of electricity you used during the previous year.

easypay
at psnh.com

Easy Pay: Pay Your Bill Electronically Each Month

Easy Pay is a convenient and cost-effective alternative to writing checks, mailing them or paying bills in person. With Easy Pay, your PSNH electric bill payment is automatically deducted from your bank account. There are 22 days between your billing date and the time your bill amount is deducted from your checking account. This gives you time to question or stop the charge. When your bill arrives, simply note the date and amount in your bank register. Your next PSNH bill and your next bank statement will reflect the payment.

Many people today pay their monthly bills through a direct payment program like Easy Pay. Your rights are protected by state and federal regulations, and you can cancel your participation at any time.

Electronic Bill Delivery

Receiving your electric bill electronically is a convenient alternative to receiving a paper bill. 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.

Online Web Energy Calculator

How much energy will that new air conditioner use? What will it cost to run a humidifier in your basement for a month? The first step toward reducing your bill is figuring out how much energy you now use – or how much you will use if you add new appliances. You can visit psnh.com and use the PSNH Energy Calculator to estimate the monthly cost of operating an individual appliance – or everything in your home. Our Energy Calculator is a secure system and requires a PSNH account number to use.

Understanding Your Bill

You will receive your bill from PSNH on a monthly basis. You may pay us by mail or by registering at psnh.com and establishing an online account. Here's how to read your PSNH bill statement:

1 Customer Charge

Covers costs associated with making service available including installation and maintenance of meters, utility poles, power lines and equipment. Also covers meter reading and 24-hour customer care.

2 Delivery Charge

Covers costs associated with transmission, distribution, power restoration and service operations.

3 Stranded Cost Recovery Charge

Funds the recovery of expenses incurred through mandated power contracts and other investments and obligations.

4 System Benefits Charge

Funds energy efficiency programs for all customers as well as energy assistance programs for residential customers whose income falls within specific guidelines.

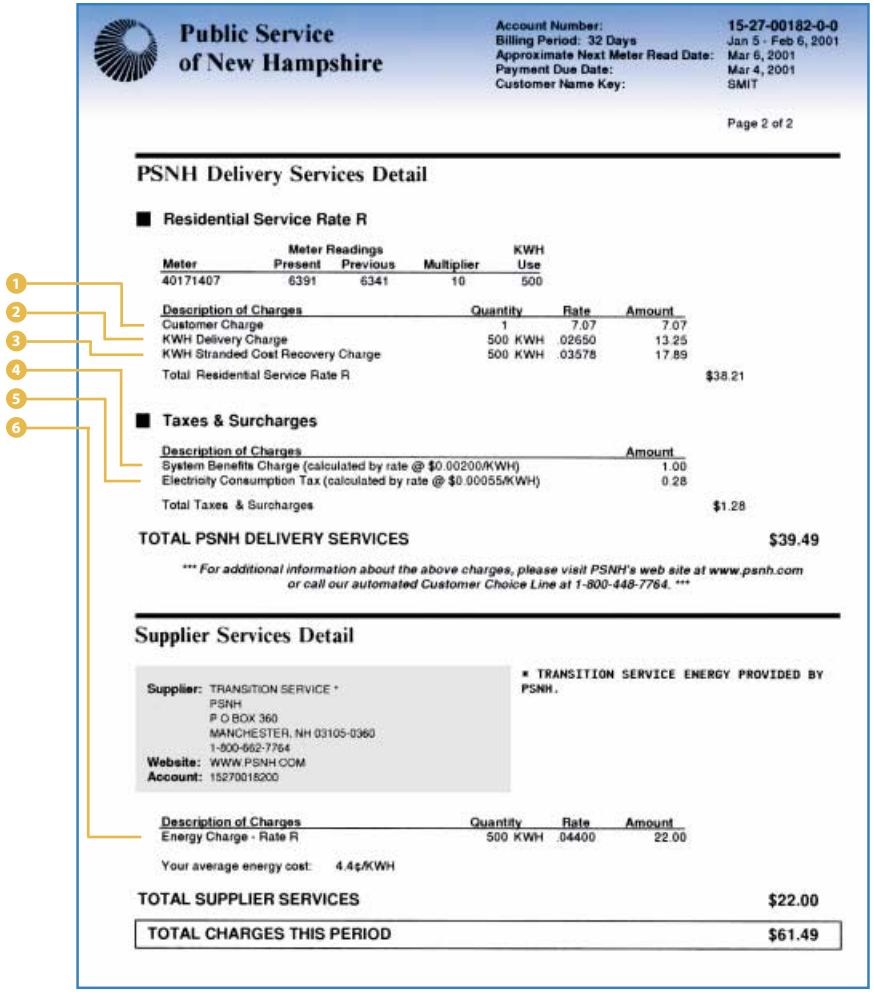
5 Electricity Consumption Tax

This state tax on electricity consumption replaces the utility franchise tax.

6 Energy Charge

This KWH charge includes a supplier's cost to generate and/or buy power.

How are kilowatt (KWH) charges determined?
A KWH charge is based on the kilowatt hours (KWH) the customer has used during the billing period. For business customers (rate G only) the kilowatt (KW) demand charge is based on the greatest amount of electricity used in any half-hour period.



Public Service of New Hampshire

Account Number: 15-27-00182-0-0
Billing Period: 32 Days Jan 5 - Feb 6, 2001
Approximate Next Meter Read Date: Mar 6, 2001
Payment Due Date: Mar 4, 2001
Customer Name Key: SMIT

Page 2 of 2

PSNH Delivery Services Detail

Residential Service Rate R

Meter	Meter Readings Present	Previous	Multiplier	KWH Use
40171407	6391	6341	10	500

Description of Charges	Quantity	Rate	Amount	
Customer Charge	1	7.07	7.07	
KWH Delivery Charge	500 KWH	.02650	13.25	
KWH Stranded Cost Recovery Charge	500 KWH	.03578	17.89	
Total Residential Service Rate R				$38.21

Taxes & Surcharges

Description of Charges	Amount	
System Benefits Charge (calculated by rate @ $0.00200/KWH)	1.00	
Electricity Consumption Tax (calculated by rate @ $0.00055/KWH)	0.28	
Total Taxes & Surcharges		$1.28

TOTAL PSNH DELIVERY SERVICES $39.49

*** For additional information about the above charges, please visit PSNH's web site at www.psnh.com or call our automated Customer Choice Line at 1-800-448-7764. ***

Supplier Services Detail

Supplier: TRANSITION SERVICE *
PSNH
P O BOX 360
MANCHESTER, NH 03105-0360
1-800-662-7764
Website: WWW.PSNH.COM
Account: 15270018200

* TRANSITION SERVICE ENERGY PROVIDED BY PSNH.

Description of Charges	Quantity	Rate	Amount
Energy Charge - Rate R	500 KWH	.04400	22.00

Your average energy cost: 4.4¢/KWH

TOTAL SUPPLIER SERVICES $22.00

TOTAL CHARGES THIS PERIOD $61.49

When We Come To Your Home...

Please…Ask Us For An ID

At PSNH, we regularly visit customers to read meters, respond to service requests or to service equipment. If a person claiming to work for PSNH comes to your door, he or she should be prepared to show you a PSNH ID card. Please ask to see it, if it is not already in plain sight.

The ID card is the same size and shape as a credit card and has an employee's name and color photo. Of course, the most likely PSNH employee you'll encounter is the meter reader who will be in your neighborhood once a month.

Be Prepared

The most likely cause for a power outage is a storm. The best way to prepare for a potential outage is to be ready ahead of time. Prepare your home by creating an emergency kit that has the following:

- **Flashlight**
- **Battery-operated radio with extra batteries**
- **Canned food and manual can opener**
- **Bottled water**

You should also prepare in advance by equipping sensitive electronic components, such as computers and modems with surge protectors.

The best way to prepare for an outage is to be ready ahead of time.

If Your Power Goes Out

Remember: *never touch a downed power line or anything that is touching that line.* Unplug or turn off appliances and listen to a battery-operated radio for regular power restoration updates from PSNH issued through the media.

Once power is restored, notice if the lights are dim, flicker or are too bright. If they are, locate the main circuit breaker and turn it off immediately. If the lights are operating normally, turn on or plug in your appliances. For more information on what to do in a power outage, visit psnh.com.

Life Support Equipment

If someone in your home uses life support equipment, make sure backup systems are working properly, there's a backup plan to vacate your home if power is out for an extended period and that you have emergency numbers readily available. If you haven't notified PSNH that someone in your home relies on life support equipment, please call us at **1-800-662-7764.**

How Long Until My Lights Are Back On?

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 at 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 to repair the problem.
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 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.

Our line crews keep us informed as they work so that we can update customers as to when their power will be restored. Assuming no major damage to PSNH equipment, we have found that most individual power outages are corrected within two hours. During weekday daylight hours, when line crews are already working, the correction may take less time. When there are widespread outages, however, such as during ice storms, heavy wet snow and high wind conditions, the restoration process usually takes longer.

We work hard to keep your lights on, and we appreciate your patience while we work on restoring your electricity.

Generator Safety

Some households use a backup 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 also 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 on the subject.

You can register your generator with PSNH online under generator safety. You can also call **(603-634-2312)** or write us at:

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

PSNH's Energy Efficiency Programs

We offer the following residential programs to help you save energy. Please call us toll-free at **1-800-662-7764** or visit nhsaves.com for more information.

Home Energy Solutions Program

PSNH's Home Energy Solutions Programs helps customers with electric heat or high-use to improve the efficiency of their home. An energy audit is performed to identify improvements and costs. With approval, customers can have PSNH contractors install weatherization measures (insulation, air sealing, and thermostats), electric hot water measures, refrigerator rebates and lighting upgrades. Co-payments are required based on the energy efficiency measures installed.

Home Energy Assistance Program

PSNH's Home Energy Assistance Program helps income eligible customers understand their energy use with the goal of lowering energy costs. An audit is performed to identify improvements, and if approved, the needed energy efficiency improvements are then installed. The improvements include weatherization measures (insulation, air sealing, and thermostats), electric hot water measures, refrigerator replacements and lighting upgrades. Eligible customers may also qualify for the Electric Assistance Program to receive a discount on their electric bill.

Energy Star™ Appliance Program

The Energy Star™ Appliance Program helps customers select top-performing, high quality appliances that are also the most energy efficient. If purchasing a clothes washer, dishwasher, refrigerator, room air conditioner or heating system, look for Energy Star,™ the symbol of energy efficiency.

Energy Star™ Lighting Program

The Energy Star™ label also helps customers select high-quality, energy efficient Compact Fluorescent Lights (CFLs) and fixtures. A typical Energy Star™ qualified Compact Fluorescent Light lasts up to 10 times longer than an equivalent incandescent bulb and uses less energy. They come in a variety of shapes and sizes, making it easy to replace conventional incandescent bulbs in many applications.

Energy Star™ Homes Program

If you're building a new single or multi-family home, participation in PSNH's Energy Star™ Homes Program will ensure your home is 15 percent more energy efficient than local building codes require. The results are significant fuel cost savings, a higher home value, and a more comfortable environment. Participating homes are eligible to receive a nationally recognized Home Energy Efficiency (HERS) Rating; the higher the rating, the more energy efficient the home. PSNH also provides incentives for the installation of geothermal heat pump heating and cooling systems.

HEATSMART Program

HEATSMART customers who heat their home and hot water with electricity can save approximately 33 percent on their heat and hot water. To qualify, customers must have permanently installed electric heat and an approved backup heating source such as an electric thermal storage (ETS) device or a coal/wood stove. In exchange for the lower rate, customers agree to allow PSNH to briefly interrupt service to their heat and hot water circuits during periods of high demand for electricity. The customer's backup heat source maintains the home's comfort level during periods of interruption. The typical conversion to **HEATSMART** requires the installation of an electric panel to control interruptions to the heating circuits. The average cost for customers with coal/wood stoves is about $450. The conversion cost for customers requiring the installation of an ETS device averages $1,250.

Electric Safety

Because electricity is extremely powerful, it can also be extremely dangerous.

Stay Clear Of Power Lines

If you encounter a fallen line, call 911 and report it to the police department, then alert PSNH by calling **1-800-662-7764**.

- Stay away from downed wires and don't touch anything or anyone that's touching it. If the wire is touching your vehicle, wait for help. If you must get out, jump clear—don't touch the ground and the vehicle at the same time. Shuffle, don't run away.

- Be careful when trimming trees around power lines and never fly kites, balloons or other toys around them.

Water And Electricity Don't Mix

- Protect outdoor electrical outlets with weatherproof covers and ground fault circuit interrupters (GFCIs).

- Never enter a flooded basement to turn off electricity or for any other reason. First call your local fire department, and then PSNH.

Electrical Storms

- Get inside. If you can – go low to the ground and crouch down. Stay away from trees and tall metal objects.

- Don't use electrical appliances, your computer or the telephone during storms.

- Stay out of the shower or bathtub.

PSNH's Electric Assistance Program Helps Customers in Need

The Statewide Electric Assistance Program (Statewide EAP) provides qualifying PSNH customers with a discount on their monthly electric bill. Program eligibility is determined by total household income and the number of household members. Renters and homeowners who receive an electric bill from PSNH may apply.

PSNH's Statewide EAP is being administered by the six Community Action Agencies (CAA) located throughout the state. For more information or to apply for assistance, contact your local CAA. The list of CAAs is available under "Your Account" on psnh.com or by calling one of our customer service representatives at **1-800-662-7764**.

Call Dig Safe

Underground electrical and gas lines can be damaged when digging. Call 1-888-344-7233 and Dig Safe will notify utilities to mark their lines before you dig. Remember, by law, you must call at least three days before digging.

Electricity is very safe—as long as you treat it with respect!