

Winter Energy Pricing 2014-2015 Quick Guide



Northeast
Utilities

What's Happening?

Higher electricity prices are an impending reality across the New England region this winter and likely for several more winters.

Why is it happening?

Almost half of New England's electricity is now produced using natural gas.

- Natural gas is an abundant, affordable fuel. However, because of regional pipeline limitations and a growing need for natural gas to produce electricity, electric prices are moving higher and there is an increased risk for winter power shortages.

How will winter energy prices affect PSNH customers?

- Energy costs are expected to remain stable for PSNH customers, due in large part to diverse, company-owned generation facilities.
- For PSNH customers who purchase energy from an independent supplier, this winter's expected price increase will affect the energy portion of a bill.
- The energy charge is a direct pass-through of what it costs PSNH to generate and purchase electricity on behalf of customers.

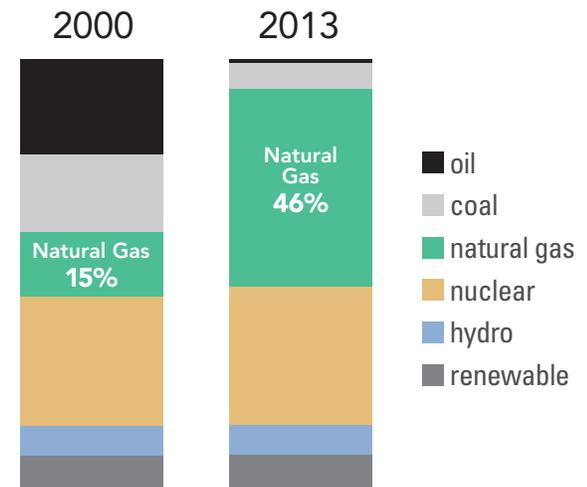
What we're doing to address these challenges:

PSNH and its parent company, Northeast Utilities (NU), are industry leaders committed to developing strategic projects to help solve these challenges:

- The Northern Pass Project will bring clean, low-cost energy from Hydro-Quebec's world-class hydroelectric plants to New England from Canada.
- The Access Northeast Project, a partnership between NU and Spectra Energy, will expand regional gas capacity through existing pipeline corridors – minimizing environmental, safety and local impacts.

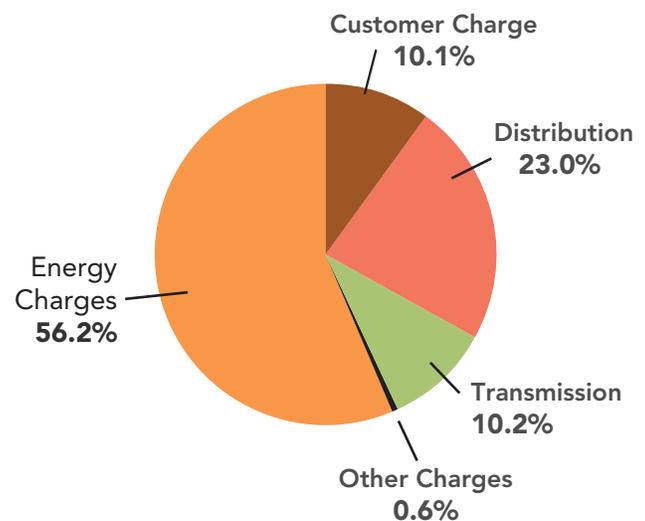
Learn more about these proposed projects at nu.com.

New England Power Production Profile



Since 2000, the amount of natural gas used by power plants to produce electricity has tripled, from 15% to 46% today, while gas pipeline capacity has not kept pace.

PSNH Bill Components



More than half (56.2%) of an average PSNH residential bill consists of energy costs from independent suppliers.

How you can prepare

Because nearly 90 percent of a typical residential electric bill is based on the number of kilowatt hours used, you can effectively manage your electric service by controlling usage.

Energy Efficiency

PSNH offers resources and solutions to help manage energy costs and keep you comfortable all winter long. Here is a check list of tips to get you started:

- ✓ Get a NH Home Performance energy audit
- ✓ Shop for energy saving products at www.nhsaves.com
- ✓ Install high-efficiency lighting
- ✓ Replace inefficient home appliances
- ✓ Inspect and repair weather stripping
- ✓ Seal air leaks
- ✓ Add insulation to the attic, basement, crawlspace and garage
- ✓ Take advantage of rebates and incentives

Budget Billing

Manage your bill by making equal monthly payments throughout the year and avoid seasonal peaks during heating and cooling months.

Payment Assistance Programs

If you are experiencing financial difficulties and require an immediate extension on your current monthly bill, you can make a Payment Arrangement at www.psnh.com, or call one of our representatives at 1-800-662-7764.

You may also take advantage of the following programs:



A Home Energy Solutions assessment and service includes a number of energy-saving improvements that save the average customer approximately \$250 per year. On-the-spot improvements such as sealing air leaks, installing weather stripping and insulating water pipes will all help you reduce the amount of energy you use. Plus, you'll get access to rebates for even greater savings.



Appliances that earn the ENERGY STAR® label can reduce your energy cost anywhere from 10 to 50 percent. If you have an old refrigerator, clothes washer, dishwasher or dehumidifier, consider upgrading.

Energy-efficient lighting, like the light emitting diode (LED) bulb shown above, uses up to 80 percent less energy and last 10 to 50 times longer than traditional incandescent bulbs. Look for the ENERGY STAR® logo at your local retailer to ensure you are purchasing a quality, ENERGY STAR® certified bulb at a discounted price.

[Learn more about these and all the energy efficiency programs available to help you reduce energy costs this winter at \[psnh.com\]\(http://psnh.com\).](#)

Heating Season Programs for 2014-2015

Program	Eligible Customers	Benefits
Neighbor Helping Neighbor (NHN) Fund	Customers who have difficulties making their electricity payments, but don't qualify for federal assistance during the winter heating season.	You can make a contribution that will help others in your community or, if you need assistance yourself, you can also apply at nhfund.org .
Electric Assistance Program (EAP)	Income-eligible PSNH customers may qualify, depending on household income, household size and electricity usage, whether you are a renter or a homeowner.	You may receive a discount on your monthly electric bill, from 9 percent to 77 percent. Contact your Community Action Agency to find out more.