



December 13, 2013

ALLENSTOWN TOWNOF  
16 SCHOOL ST  
ALLENSTOWN, NH 03275

**PSNH  
ISO New England Winter Reliability Program**

Dear Valued Customer,

NextEra Energy Services is dedicated to keeping our customers informed of items that could impact your business. We are sending this letter to notify you of an additional charge that you will see on certain of your upcoming electricity bills. **This charge results from a regulatory change in law with respect to revisions to ISO New England's Market Rule 1 of the ISO's Transmission, Markets and Services Tariff, as approved by the Federal Energy Regulatory Commission ("FERC").**

FERC accepted ISO New England's proposed reliability program for the 2013/2014 winter. The program aims to mitigate system operational challenges associated with the New England region's heavy reliance on natural gas for the production of electricity, and concerns about resource availability during the winter months. As a result of the ISO New England Winter Reliability Program, changes to the ISO's tariff were approved by FERC that allow the ISO to recover costs incurred to improve the reliability of the electric grid during the winter of 2013/2014.

The ISO New England Winter Reliability Program cost recovery charge is effective from December 1, 2013 to March 31, 2014. NextEra Energy Services will recover costs associated with the Program through a temporary increase in your price per kWh for energy. The charge will be implemented during the next one to two billing cycles and will be in place for approximately three billing cycles thereafter.

If you have any questions regarding this information or need to set up a payment plan, please call our Customer Care Center toll-free at 1-877-528-2890. We appreciate your business and thank you for choosing us for your electricity supply needs.

Sincerely,

NextEra Energy Services NH, LLC