



**CONSUMER ADVOCATE
RESIDENTIAL RATEPAYERS ADVISORY BOARD**

September 9, 2013

About empowerNH

We aim to educate New Hampshire consumers about the power they have to save money and protect the environment through their choice of electricity supplier, and to make it easy to access information and compare offers from competitive suppliers.

EmpowerNH believes that competition among electricity suppliers is good for New Hampshire residents, businesses, and the state's economy and environment.

Coalition members include Conservation Law Foundation, ENH Power, the Green Alliance, North American Power, the Retail Energy Supply Association, COMPETE Coalition, and Campaign for Ratepayer Rights.

<http://www.empowernh.com>

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empowerNH
The Power to Choose

Why Switch?



Seize the opportunity to save money on your electric bills

PSNH's rates are the highest in New Hampshire – and some of the highest in the whole country! The typical PSNH household could save as much as 10% - 20% per month by switching to a competitive energy supplier.



Keep New Hampshire clean and green

Your choice of a competitive energy supplier will help contribute to a healthier environment in New Hampshire. PSNH charges its customers a premium to keep its old power plants—the state's biggest polluters—up and running. And by switching to a competitive supplier, you not only have the opportunity to save money, but also the opportunity to purchase from a cleaner energy source.



Support competition

Competition among energy suppliers encourages efficiency, keeps energy prices down and creates jobs for New Hampshire!

Tens of thousands have already switched!

Who We Are

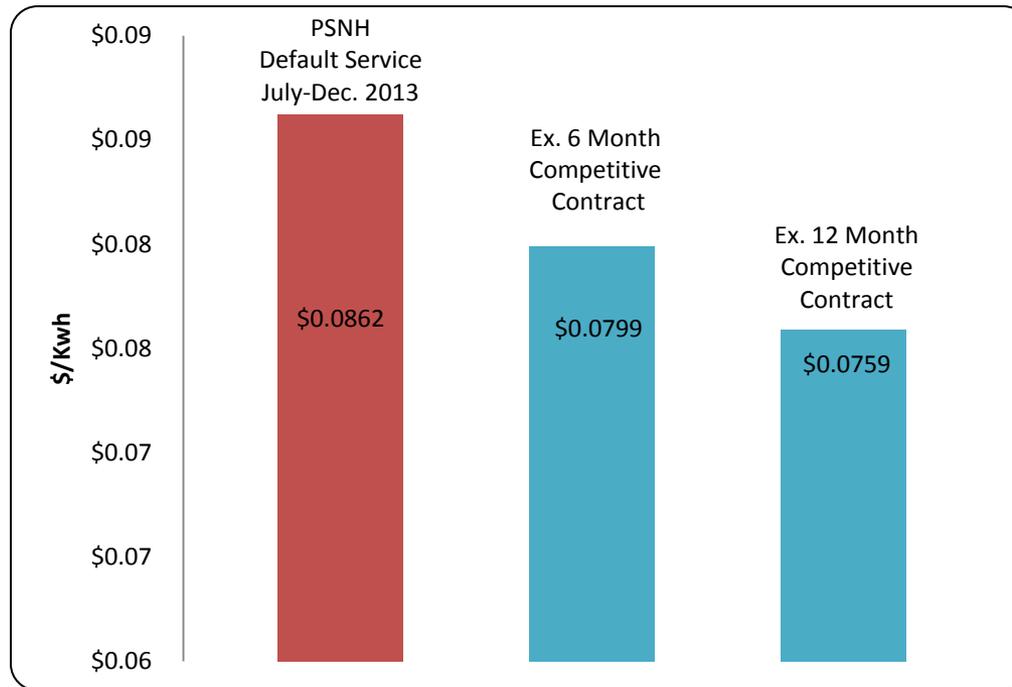
empowerNH is a diverse coalition of New Hampshire energy companies, businesses, trade groups, and environmental organizations whose purpose is to support having electricity supply options in New Hampshire.

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What Customers are Getting

- Meaningful savings



- Innovative product design
- Cleaner power

Other States with Vibrant Retail Residential Markets

Jurisdiction	Offers
Texas	264
New York	88
Pennsylvania	59
Illinois	56
Maryland	56
Connecticut	48
Delaware	14
District of Columbia	13
Maine	13
New Jersey	11

Jurisdiction	Residential Switching
Texas	100.0%
Connecticut	44.1%
Ohio	42.2%
Pennsylvania	31.5%
New York	22.7%
Illinois	22.4%
Maryland	22.1%
Maine	21.6%
Massachusetts	14.3%
New Jersey	14.3%
District of Columbia	12.3%

PSNH Migration Data

June 2013

Migration is 55% of total load

- 98.29% of large commercial customer load
- 79.63% of medium commercial customer load
- 49.21% of small commercial customer load
- **24.82%** of residential customer load

Competition in Practice



Contact Information
 Emergency: 1-800-662-7764 (anytime)
 Web Site: www.psnh.com
 Email: psnhreq@psnh.com

Residential customers:
 Customer Service: 1-800-662-7764
 24 hours a day, 7 days a week

Business customers:
 Customer Service: 1-866-554-6025
 (M-F 8-5)

Simplify your life
 Use eBill and ePay at www.psnh.com
 Or Pay by Phone 1-888-729-7764

Electricity Supplied By
 ENH POWER
 PO BOX 1150
 AUBURN ME 04211-1150
 1-866-266-2641
 WWW.ELECTRICITYNH.COM

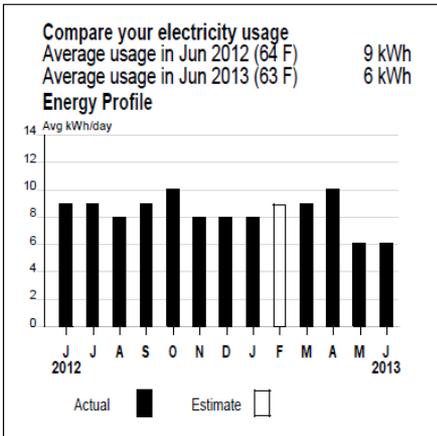
Due Date Jul 14, 2013	Total Amount Due \$40.47
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Your account summary -- Ebill

Amount due on May 17	\$38.68
Payment Jun 10	-\$38.68
Balance Forward	\$0.00
New Charges/Credits	
Delivery Services	\$25.35
Electricity Supply Services	\$15.01
Electricity Consumption Tax	\$0.11
Total new charges	\$40.47
Total amount due	\$40.47

The "Total amount due" must be received by Jul 14, 2013 to avoid a 1.00% late payment charge.

Your account is enrolled in an electronic payment program. The payment is scheduled to be processed from your designated bank account on July 10, 2013. See Account Messages for important information.



PSNH Delivery Services Detail	RATE R RESIDENTIAL SVC		
Customer Chrg			\$11.96
KWH Distribution Chrg	206.00KWH	x \$0.039050	\$8.04
Transmission Chrg	206.00KWH	x \$0.014800	\$3.05
Strnded Cst Recovery Chrg	206.00KWH	x \$0.007840	\$1.62
System Benefits Chrg	206.00KWH	x \$0.003300	\$0.68
Subtotal			\$25.35

Electricity Supply Detail	ENH POWER		
Generation Srvc Chrg***	206.00KWH	x \$0.072840	\$15.01
Subtotal			\$15.01

Taxes

Electricity Consumption Tax (calculated by rate \$0.00055/kWh)	\$0.11
Total Taxes	\$0.11

Areas for Collaboration with OCA

- Consumer protection and best practices
- Electric Assistance Program
- PUC Dockets
 - E.g., DE 12-295, IR 13-244
- Restructuring solutions that protect and facilitate retail market choices
- Other market refinements

Contacts



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