<table>
<thead>
<tr>
<th>Meter Number</th>
<th>Current Read</th>
<th>Previous Read</th>
<th>Current Usage</th>
<th>Reading Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>S72398218</td>
<td>10133</td>
<td>9846</td>
<td>287</td>
<td>Actual</td>
</tr>
</tbody>
</table>

### Monthly kWh Use

<table>
<thead>
<tr>
<th></th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>321</td>
<td>250</td>
<td>226</td>
<td>232</td>
<td>270</td>
<td>254</td>
<td>287</td>
</tr>
</tbody>
</table>

### Contact Information

Emergency: 800-662-7764  
www.eversource.com  
Customer ServiceNH@eversource.com  
Pay by Phone: 888-729-7764  
Customer Service: 800-662-7764

For information or questions regarding your account, please contact Eversource at the number above. If, after contacting us, your billing dispute is still unresolved, you may call the New Hampshire Public Utilities Commission at 800-852-3793.

### Important Messages About Your Account

Thank you for contributing to Neighbor Helping Neighbor. Your year to date contribution total is $6.00.

The stranded cost recovery charge is composed of a rate reduction bond charge owned by PSNH Funding LLC 3 as filed with the NHPU and a stranded cost recovery amount approved by the NHPU.

### Total Charges for Electricity

- **Supplier (ENH POWER)**
  - Generation Svc Chrg: 287.00kWh X $0.10290 = $29.53
  - Subtotal Supplier Services: $29.53

- **Delivery (RATE R RESIDENTIAL SVC)**
  - Customer Chrg: $12.69
  - kWh Distribution Chrg: 287.00kWh X $0.04141 = $11.88
  - Transmission Chrg: 287.00kWh X $0.02542 = $7.30
  - Strnd Cst Recovery Chrg: 287.00kWh X $0.01875 = $5.38
  - System Benefits Chrg: 287.00kWh X $0.00455 = $1.31
  - Subtotal Delivery Services: $38.56

**Total Cost of Electricity**: $68.09

### Other Charges or Credits

- Electricity Consumption Tax (calculated by rate $0.00055/kWh): $0.16

**Total Current Charges**: $68.25

*Identity Protection*

On November 1, 2008, Eversource implemented additional identity protection measures to safeguard our customers’ confidential account information. These measures will help us to protect your confidential personal information and ensure only authorized access to your account. For current customers requesting account information or access, Customer Service Representatives will ask several simple questions to verify the caller’s identity and their right to access the requested account information. We are committed to providing the excellent customer service you deserve and the timely information you need to manage your energy use.
New Hampshire Public Utilities Commission

The "Docketbook" is now located in the Virtual File Room.

Consumer Interests
- New Hampshire Consumers Warned About Scam Calls Threatening to Shut-off Utility Services
- Comparison Shopping Webpage for Competitive Electric Supply
- Questions About Choosing a Competitive Supplier
- Residential solar and wind rebate program and C&I solar rebate program information
A webpage that provides electric customers with one location to easily compare the products and prices offered by competitive energy suppliers is now available. Using the new comparison shopping webpage, you can select what type of customer you are (residential or small commercial), and then select your local distribution utility (Eversource, Liberty Utilities, NH Electric Cooperative, or Unitil). Based on those selections, you can then easily scroll through the various products and prices offered by competitive energy suppliers and determine which offer would best meet your needs.

- Compare competitive electric rates

Questions about how to choose a competitive energy supplier? See our frequently asked questions. If you currently receive an Electric Assistance Program (EAP) discount and you switch to a competitive supplier, you will lose the EAP discount on the energy supply portion of the bill. The amount you save by choosing a competitive energy supplier may be offset by the partial loss of the EAP discount. Look carefully at your bill to determine what the savings will be and whether those savings will make up for the loss of the discount on the energy portion of your bill before making a change.
SHOP for ELECTRIC RATES

Please choose an account type and then an electric power supplier.

- Residential
- Small Commercial
- Large Commercial and Industrial

Remember, regardless of who you buy your electricity from, you will continue to call your electric utility for outages, emergency services and questions about your service. If you have questions about choosing a competitive energy supplier, please contact the NH Public Utilities Commission at 1-800-852-3793 or at puc@puc.nh.gov.
SHOP for ELECTRIC RATES

Please choose an account type and then an electric power supplier.

- Residential
  - Eversource
  - Liberty
  - NH Electric
  - Unitil

- Small Commercial

- Large Commercial and Industrial

Remember, regardless of who you buy your electricity from, you will continue to call your electric utility for outages, emergency services and questions about your service. If you have questions about choosing a competitive energy supplier, please contact the NH Public Utilities Commission at 1-800-852-3793 or at puc@puc.nh.gov.
Eversource
1-800-662-7764

Per KWh: $0.09412
August 2018 through January 2019
Rate Schedule: Residential Rate R

Agera Energy LLC
1-914-236-1408

Pricing:Fixed
Intro Price: No
Renewable Energy: 0.00%
Rate End: N/A

Monthly Charge: No
Rate Good for: 12 months
Cancellation Fee: $100.00
Rate Last Updated: 7/31/2018

Scroll down to see more
Look out for cancellation fees
### Eversource

**Per KWh:** $0.09412  
**August 2018 through January 2019**  
**Rate Schedule:** Residential Rate R  

**Eversource**  
1-800-662-7764

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### Pure Green 18 - Residential

**ENH Power**  
1-800-549-6160

- **Pricing:** Fixed  
- **Intro Price:** No  
- **Renewable Energy:** 100.00%  
- **Rate End:** N/A  

- **Monthly Charge:** No  
- **Rate Good for:** 18 months  
- **Cancellation Fee:** $100.00

**Per KWh:** $0.10690  
**Rate Last Updated:** 8/6/2018
Per KWh: $0.09412
August 2018 through January 2019
Rate Schedule: Residential Rate R

Eversource Energy
1-800-662-7764

Compare Residential Suppliers
The information below has been provided by the competitive energy suppliers.
The NH Public Utilities Commission is not responsible for the accuracy of the information.

Pure Green 18 - Residential

ENH Power
The Power to HELP

Pricing: Fixed
Intro Price: No
Renewable Energy: 100.00%
Rate End: N/A

Monthly Charge: No
Rate Good for: 18 months
Cancellation Fee: $100.00

Comments:
Per KWh: $0.09412
August 2018 through January 2019
Rate Schedule: Residential Rate R

Eversource
1-800-662-7764

Compare Residential Suppliers
The information below has been provided by the competitive energy suppliers.
The NH Public Utilities Commission is not responsible for the accuracy of the information.

Comments: ETF: $10 dollars for each month remaining on the contract.

SmartEnergy
1-212-779-7000

Pricing: Fixed
Intro Price: No
Renewable Energy: 100.00 %
Rate End: N/A

SmartEnergy
Pricing: Fixed
Intro Price: No
Renewable Energy: 100.00 %
Rate End: N/A

Comments:

6 month fixed rate with a $50 Cash Back Bonus
Per KWh: $0.09220
Rate Last Updated: 7/26/2018
Monthly Charge: No
Rate Good for: 6 months
Cancellation Fee: No

Comments:
Think green energy is expensive?

Think again.

Switch today for residential services and get a $50 CASH BONUS

03461

Plans for Home | Plans for Business
Switch today for residential services and get a $50 CASH BONUS

Plan & Pricing Comparison

SMART ENERGY RATES

9.22¢ Per KWh

6 Month Fixed Cash Back Bonus
PS New Hampshire 6 month fixed With a $50 Cash Back Bonus

Select this Plan
Sign Up

Please enter your contact information to sign up.

First name *
Last name *

Email address *
Phone number *

Street Address 1 *
Street Address 2

City * 03461

I agree to the Terms and Conditions and to receive emails from SmartEnergy. We will not share your personal information with third parties. Read our Terms of Use, Privacy Policy and Environmental Disclosure.

PREVIOUS NEXT
Frequently Asked Questions

- Who are competitive energy suppliers?
- If I choose a competitive energy supplier, what part of my service will change?
- Will I still receive reliable service?
- Who do I call if the power goes out?
- How do I find out what competitive energy suppliers are available to me?
- What’s the difference between a competitive energy supplier and an aggregator?
- Do I have to choose a competitive energy supplier?
- If I choose a competitive energy supplier, am I guaranteed to save money?
- If I sign up with an aggregator, how will I know that they have chosen a competitive energy supplier for me?
- How do I switch to a competitive energy supplier?
- Where can I find information on competitive energy supplier prices?
- Fixed prices, variable prices – what’s the difference?
- Is there a charge for choosing a competitive energy supplier? Are there any penalties for switching suppliers?
- When I change my competitive energy supplier, do I have to notify my electric utility?
- How long does it take to switch my energy supplier?
- I receive bill assistance from the Electric Assistance Program (EAP). Will my assistance be affected if I switch to a competitive energy supplier?
- Are competitive energy suppliers regulated?
- What happens if my competitive energy supplier is unable to continue to provide me with energy service?
- Can I end my contract with my energy supplier if I’m not satisfied?
- If I sign up with a new supplier, will I be treated differently by my local electric utility?
- Someone called me about switching to a competitive energy supplier. Is this okay?
- Where can I find more information about the environmental impact of the energy supply I am buying?
When I change my competitive energy supplier, do I have to notify my electric utility?

No. Your competitive energy supplier will notify your electric utility for you.

How long does it take to switch my energy supplier?

Whether you are changing to energy supply service provided by a competitive supplier or changing back to the energy supply service provided by your electric utility, the change will occur at the time of your next meter read provided the request to change is received by your electric utility a few days in advance of your next meter read date. Because your electric bill is for the service provided in the approximately 30 day period before the meter is read, you would not see the change until the following bill.

Do I receive bill assistance from the Electric Assistance Program (EAP)? Will my assistance be affected if I switch to a competitive energy supplier?

Yes. If you currently receive an Electric Assistance Program (EAP) benefit and you switch to a competitive energy supplier, you will lose the EAP benefit on the energy supply portion of your bill. The amount you save from choosing a competitive energy supplier may be offset by the partial loss of the EAP benefit, so look carefully at your bill to determine what your savings will be before you make a choice.

Are competitive energy suppliers regulated?

While the Commission has established some consumer protection requirements that competitive energy suppliers must follow, the prices offered by these suppliers are not regulated by the Commission. If you are considering choosing a competitive energy supplier, here are some questions you may want to ask.

- What to Ask Suppliers

What happens if my competitive energy supplier is unable to continue to provide me with energy service?

Your energy service will automatically transfer to the energy service provided by your electric utility. Your lights will not go out, and there will be no penalty or fee to you. When you receive your next bill, you will see two prices for energy service – one for the period of time when the competitive energy supplier provided your energy service and the other for the time when your electric utility provided your energy service.

Can I end my contract with my energy supplier if I’m not satisfied?

You can always cancel your contract with your competitive energy supplier. There may be a fee if you cancel your contract before a certain date though. Review your agreement with your competitive energy supplier to see if there are any penalties for cancellation. If there are, call your competitive energy supplier and explain why you are not satisfied. Ask if they will waive any fees.

If I sign up with a new supplier, will I be treated differently by my local electric utility?

Absolutely not. If your power goes out or you need assistance from your local electric utility, you...
How Arcadia Power Works For One Customer

Hanson signed on with Arcadia three years ago, not long after the company was founded in 2013. He’s glad he did.

“They essentially take over your account,” he says. Hanson pays for his electricity through Arcadia, not his local utility.

Full disclosure: It costs him a bit extra. Arcadia adds 1.5 cents per kilowatt hour to his regular electric bill, collects payments from him, and uses the money to pay his regular power company.

But he feels it’s worth it.

“We’re talking about five bucks a month difference,” says Hanson, who owns a four-bedroom home.

(Arcadia also has a free version that will source 50% of your electricity to renewable energy sources at no extra charge.)

One bonus: Arcadia equips customers with an online “dashboard” that Hanson uses to track his home’s power usage throughout the day and night.

“They have a really functional, user-friendly dashboard that lets you see hour-by-hour consumption,” he said. “I can see behavioral trends.”

He has learned money-saving tips like setting his dishwasher on a time delay so it runs at night, when power is cheaper. He has changed up when he runs his dehumidifier.

“I’ve changed my behavior,” he said. “In the long term, it has saved me some money.”

The big picture: He feels it’s totally worth it to support renewable energy. He believes the environmental cost of “dirty” energy still gets overlooked. And installing solar panels on the roof isn’t financially feasible for most people.
Save money and the environment

The first nationwide digital utility giving renters and homeowners access to clean energy and savings.

Check availability
Unlock your power

Congratulations, you are eligible for an Arcadia Power membership! Connect your utility account to access clean energy and savings programs.

Explore Arcadia Power
Arcadia Power Decertified Due to Non-Compliance

April 17, 2018

Posted April 17, 2018, updated April 20, 2018.

Please be advised that Arcadia Power is no longer a participant in the Green-e® Energy certification program, effective April 10, 2018. Center for Resource Solutions (CRS) has removed Arcadia Power from the Green-e® Energy program, and terminated for cause its contract for certification of the “Arcadia Power Wind Energy” REC product.

CRS took this action in response to Arcadia Power’s failure to comply with several Green-e® Energy program requirements concerning product marketing and Green-e® logo use. In particular, the company violated rules in the Green-e® Energy Code of Conduct regarding product representation, information disclosure to customers.
Green-e® Energy program requirements concerning product marketing and Green-e® logo use. In particular, the company violated rules in the Green-e® Energy Code of Conduct regarding product representation; information disclosure to customers (including product content, price, terms and conditions); the proper display of the Green-e® logo; and submission of marketing materials for Green-e® review.

This decertification applies on a going-forward basis. Arcadia Power’s sales of its “Arcadia Power Wind Energy” REC product between July 1, 2015 and December 31, 2016 remain Green-e® certified and are not affected by this action. Sales of this product between January 1, 2017 and April 9, 2018 are subject to verification in accordance with Green-e® Energy program requirements. Decisions concerning 2017 sales are expected to be made in August 2018. CRS is not able to comment on the status of Individual sales during the periods that remain subject to verification until a final determination is made.

Pursuant to Section V.E of the Green-e® Energy Code of Conduct, Arcadia Power is required to notify its customers of decertification within 60 days.

If you have questions concerning this notice, please contact Jeff Swenerton at jeff.swenerton@resource-solutions.org or 415-561-2119.

Please refer to this notice for additional information, as this page will be updated to the extent new information becomes available.