

Featured Article:

## Blown Away: Wind Storm Was Second Worst On Record



The wind storm that blew through New Hampshire in February knocked out power to more than half of the Co-op's entire membership. At the height of the storm, approximately 45,000 members were without power. This represents the second largest number of outages ever experienced by NHEC, behind the 2008 Ice Storm that knocked out power to 49,000 members.

Winds and resulting damage were highest in the southeastern part of the state, where some members were without power for as long as seven days. NHEC responded with its own crews, as well as a small army of contract line and tree crews. At the height of the restoration effort, more than 90 crews were at work in 300 different "trouble spots."

Preliminary equipment numbers tell the tale of the storm's scope and damage. Crews replaced more than 70 broken poles, 80 transformers and 185 cross arms. Trucks delivered 4,700 wire connectors, 650 fuses, 725 insulators, 40,000 feet of primary wire, 12,000 feet of copper ground wire, and 12,000 feet of guy wire to keep up with the demand from the storm-damaged areas. At NHEC's Plymouth Headquarters, 13,495 calls were received in a seven-day period following the storm. The normal volume for the same time period is about 1,849 calls.

Though we hope that Mother Nature has done her worst over the past two years, we know the next storm could be right around the corner. That's why NHEC is conducting a post-storm critique that examines the lessons learned from the 2008 ice storm and how they were put into practice during this recent event. In the towns surrounding the NHEC Raymond District office, damage was equivalent to, if not greater, than that caused by the 2008 ice storm. Complicating the restoration effort was the fact that over 200 roads were closed by falling trees and limbs. Despite these challenges, power was restored to all members within seven days, versus nine days during the 2008 ice storm. Still, that's no consolation to those members who were without power for a week. With each storm, NHEC will continue to improve its outage communications and restoration work in the field.

## Capital Credits To Be Listed On April/May Bills

The New Hampshire Electric Cooperative will be allocating positive operating margins to each of its members' accounts based on their individual usage. As a result, a line item pertaining to "capital credits" will appear on the bottom of the April and/or May bills (see message below). It will indicate the amount that is being set aside in each member's capital account.

Please note that this is an equity account, not a cash account. It represents the members' ownership interest, or equity, in the cooperative.

**YOUR CAPITAL CREDIT ALLOCATION FOR 2009 IS \$0.00. THIS AMOUNT WILL BE APPLIED TO YOUR PATRONAGE CAPITAL ACCOUNT. PLEASE SEE NEWSLETTER FOR IMPORTANT DETAILS.**

**Skip the Stamp...Pay Your Bill Online!  
NHEC.COOP**

## Annual Meeting Is June 10

All Co-op members are welcome to attend the 2010 Annual Meeting, which will be held Thursday, June 10 at the Plymouth Senior Center. A spaghetti dinner with all the fixings starts at 5 p.m. Special thanks to our friends at the Italian Farmhouse Restaurant in Plymouth, which is donating the meal for the second year in a row. A suggested donation of \$5 will benefit the Senior Center and its programs. You'll have a chance to meet with the Co-op's management and Board of Directors prior to the start of the Annual Meeting itself at 6:30 p.m.

### RSVP for Annual Meeting

If you plan to join us for dinner on June 10, 2010, please call Member Solutions at 1-800-698-2007 by **Friday, May 28, 2010.**  
Thank you!

At the Annual Meeting, you'll be able to hear about the performance of your Co-op in 2009 and pose questions to the company's management and Board of Directors. We've got door prizes for everyone plus a post-meeting raffle. Remember - it's your cooperative and your chance to make your voice heard. See you June 10 at the Plymouth Senior Center!

## Dig Safe!



### Call 811 and Know What's Below

Planning a home improvement job? Planting a tree? Installing a fence or deck? WAIT! Here's what you need to know first:

Homeowners often make risky assumptions about whether or not they should get their utility lines marked, but every digging job requires a call – even small projects like planting trees and shrubs. The depth of utility lines varies and there may be multiple utility lines in a common area. Digging without calling can disrupt service to an

entire neighborhood, harm you and those around you and potentially result in fines and repair costs. Calling 811 before every digging job gets your underground utility lines marked for free and helps prevent undesired consequences.

One easy phone call to 811 starts the process to get your underground utility lines marked for free. Always call 811 before starting any digging project!

## Watts Happening

### Board of Directors Meetings

The NHEC board of directors regularly meets on the last Tuesday of each month at the cooperative's headquarters in Plymouth. Please check the Board of Directors page on the Co-op website at [www.nhec.coop](http://www.nhec.coop), or call Sharon Yeaton at (603) 536-8801 to confirm the current month's meeting time and location.

### Heating System Rebates

Co-op members may be eligible for rebates of up to \$1,000 when they replace an existing heating system with an ENERGY STAR® rated system. NHEC is offering rebates on ENERGY STAR rated furnaces, boilers and hot water heaters, funded through the State Energy Efficient Appliance Rebate Program (SEEARP). To be eligible, you must meet the following requirements:

- Reside in the State of New Hampshire
- Be replacing an existing home heating system
- Install the appliance at your primary residence
- Businesses, non-profit and governmental organizations are not eligible
- One rebate available per appliance category per applicant

This program will NOT be retroactive. Purchases made prior to the start of the program will not be eligible. Complete program information and applications will be available in mid-April at [nhsaves.com](http://nhsaves.com).

### Recycle That Old Fridge

Recycle your old refrigerator and get \$30 for doing it! The nhsaves' Refrigerator Recycling Turn In Program runs April 15 – June 30, 2010. To schedule the pick up of a refrigerator or freezer for recycling, NHEC residential members can call 1-866-545-4113 or visit [www.jacoinc.net](http://www.jacoinc.net) after April 15.

Refrigerators and freezers must be in working order and greater than 10 cubic feet in size. Members will receive a check for \$30 within four to six weeks after the collection of the appliance. The program is limited to removal of two units per household.

## Co-op Member Discounts



**Holland Hill Studio  
for Yoga & Fitness**

**Free Trial Week**

Come try our weight equipment, cardio trainers and classes for one week  
Call 476-2476  
97 Holland Street, Moultonboro, NH

[www.hollandhillstudio.com](http://www.hollandhillstudio.com)

### The Green Thumb

**50% off trees and shrubs,  
up to \$500.**

Offer good April 24 – May 5, 2010

2740 Benton Rd/Rt. 116  
North Haverhill, NH  
Opening April 15 for the 2010 season  
(Present this coupon for discount)



**30% off all Delft hand-painted  
pottery from Holland,  
up to \$200**

Rt. 175, Campton, NH  
[www.chaletantiquesandbarn.com](http://www.chaletantiquesandbarn.com)

**Owl's Nest  
Golf Club**



**50% Off Greens Fees  
18 Holes & Cart**

Sunday, May 2, 2010  
Call ahead for tee times

[www.owlsnestgolf.com](http://www.owlsnestgolf.com)



For member service  
please call  
1-800-698-2007  
Monday-Friday, 8-5:00  
or visit us online at [www.nhec.coop](http://www.nhec.coop)

To report an outage  
please call  
1-800-343-6432

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