

Featured Article:

## Ice Storm Packed a Big Punch in Western New Hampshire



Cornish, Enfield, Langdon, Lempster, Marlow, Plainfield and Unity. More than 50 line crews, including help from Vermont Electric Co-op and Washington (VT) Electric Co-op, descended on the area and set about the hard work of replacing downed poles and wires, often in waist-high snow.

NHEC appreciates the assistance from our neighbors in Vermont and wishes to thank its members in the affected towns for their patience.

While the rest of the state experienced rain and snow, several towns in western New Hampshire were dealing with a destructive ice storm last month that knocked out power to some NHEC members for up to four days.

Compared to other recent storms, (the ice storm of 2008 and the February 2010 wind storm when nearly 50,000 members lost power) damage in this most recent event was limited to a narrow swath in and around the Connecticut River Valley. But within the storm zone, damage was extensive.

A number of roads in the hardest hit towns remained impassable for days, buried beneath a tangle of trees, limbs and power lines. Approximately 4,000 members were without power at the height of the storm. Hardest hit were the communities of Acworth, Canaan, Charlestown, Claremont,

## 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 2010 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 8

All Co-op members are welcome to attend the 2011 Annual Meeting, which will be held Wednesday, June 8 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 third 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 6:00 p.m.

### RSVP for Annual Meeting

If you plan to join us for dinner on June 8, 2011, please call Member Solutions at 1-800-698-2007 by **Tuesday, May 31, 2011.**  
Thank you!

At the Annual Meeting, you'll be able to hear about the performance of your Co-op in 2010 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 8 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!

## Try Convectair for 'Shoulder Month' Heating

The Co-op is pleased to offer its members a safe, affordable alternative to portable space heaters.

Convectair electric heaters are the ideal solution for cold rooms and spot heating, especially in the "shoulder months" of spring and fall when it's more economical to heat the room you're in rather than the entire house.

### Comfort Convection

Convectair heating units draw in the cool air along the floor and reheat it, using a highly efficient patented heating element. The heated air rises in the unit and is gently diffused through the grille at the top. This natural acceleration pushes the hot air to the front of the unit rather than the wall, helping to spread the heat evenly throughout the entire room.

### Safety First

Convectair heaters mount on your wall so there's no need to worry about a portable heater tipping over. Its slim profile means it's out of the way, not exposed to flammable material in your home.

*Buy direct from your Co-op...visit [www.nhec.coop](http://www.nhec.coop) for more information, or call 1-800-698-2007*



## 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.

### Ballots Mailing in May

Members will be receiving ballots in May to fill three seats opening on the NHEC Board of Directors. Cooperatives are owned by the members they serve and one of the benefits of membership is the ability to elect the company's directors. We hope you'll take advantage of your opportunity by reviewing the statements of the various candidates running for election, completing your ballot and returning it by the June 2 deadline. Thank you!

### Members-only Pricing on Marathon Water Heaters

The Co-op is New England's largest seller of Marathon Water Heaters. And thanks to your membership in the Cooperative, you'll be able to buy the ultra-efficient Marathon at prices well below those offered at other retail outlets. With its durable plastic construction and Envirofoam™ insulation, the Marathon is one of the most energy efficient electric water heaters on the market. It's also warranted not to leak for as long as you own your home. For more information and pricing, visit [www.nhec.coop](http://www.nhec.coop) or call 1-800-698-2007.

### Co-op Classifieds

Buy, sell or swap online with Co-op Classifieds. Ads are free of charge to members and there's no limit to how many ads you can post. To get started, visit [www.nhec.coop](http://www.nhec.coop) today.



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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