New Hampshire’s electric industry is changing. As a consumer of electricity in New Hampshire, you have the power to choose your electric energy supplier. You may have seen commercials or received solicitations from a number of “third party” or “competitive” electric providers who are competing for your business. So what are some things to consider when switching to a new provider? Below is a list of frequently asked questions that we receive from members in our Member Solutions call center.

**What are these companies offering and what is their relationship to the Co-op?**

These third party providers are seeking to sell you electricity at a certain price for a certain period of time, should you choose not to buy it from the Co-op. They are not affiliated with NHEC in any way. You can choose your energy supplier based on price, service options, environmental considerations, or any other factors that are important to you.

**If I switch providers, will I still be a Co-op member?**

Regardless of your choice in power providers, NHEC will continue to be your electric distribution company and will continue to deliver the electricity to your home or business. You will continue to be a member of the Co-op and the Co-op will still distribute electricity over the same poles and wires used today, regardless of which energy supplier you choose. If the lights go out, call the Co-op as always.

**If I switch providers, do I receive two bills?**

It depends. Some providers will bill you directly while others have agreements with the electric utilities to bill for them. If you switch providers and are receiving just one bill from the Co-op, the state’s Electric Choice law requires us to take your monthly payment and pass along the energy portion of your payment to your third party provider. You should check with your new provider to confirm their billing arrangements.

**What is the price of Co-op Power so I can compare offers?**

As of August 2013, the price of Co-op Power was **7.11 cents per kilowatt-hour**. The price of Co-op Power changes twice a year (May 1 and November 1) to reflect seasonal adjustments in the cost of power. You can check the rate in the Rates & Tariffs section of our website at www.nhec.coop.

**NOTE:** If you are currently receiving a tiered discount as part of the state Electric Assistance Program, your discount will no longer be applied to the power portion of your bill if you switch providers.

**My electric bill has a lot of charges on it. Which one is the actual energy portion?**

If you buy power from the Co-op, there is a charge on your monthly bill called ‘Co-op Power.’ This is the cost of the power that you used that month. If you were to switch to a competitive provider, instead of paying NHEC’s kilowatt-hour price of Co-op Power, you would be paying the kilowatt-hour price as quoted by your new provider in your service agreement.

**BUILDING A NEW HOME?**

Do it the ENERGY STAR® way! ENERGY STAR Homes are more comfortable, durable and have lower maintenance costs. And with Co-op Energy Solutions, you can get up to $4,000 in incentives and free expert consulting services to reduce energy costs.

ENERGY STAR certified new homes are designed and built to standards well above most other homes on the market today, delivering energy efficiency savings of up to 30 percent when compared to typical new homes.

ENERGY STAR certified homes include a variety of ‘tried-and-true’ energy-efficient features that contribute to improved home quality and homeowner comfort, and to lower energy demand and reduced air pollution:

- Effective Insulation
- High-Performance Windows
- Tight Construction and Ducts
- Efficient Heating and Cooling Equip.
- Efficient Products and Appliances

To learn more about this program or to download an application, visit our website at www.nhec.coop/energysolutions; or call 1-800-698-2007.
Be Prepared for Power Outages

As much as we try to prevent them, power outages are a fact of life here in New Hampshire. The combination of wild New England weather and a service territory that is heavily forested can often result in power outages when the storms blow through. NHEC works diligently and safely to restore your power as quickly as possible, but there are preparations you can make that will make an extended power outage easier to survive.

**FOLLOW THE FORECAST**
- Keep an eye on the sky and the weather forecast. If you know a storm is coming, prepare immediately for the possibility of power outages.

**STOCK UP**
- Water—one gallon per person, per day
- Food—non-perishable, easy-to-prepare items
- Medications (7-day supply) and required medical items
- Oil lamps, candles, camping lights
- Battery operated radio
- Flashlights, one for every family member
- Fresh batteries
- Bottled water, juice
- Propane for an outdoor grill or camp stove (do not use grills or camp stoves indoors)
- Extra ice for your freezer, refrigerator and coolers
- Extra gasoline if you have a generator. A portable electric generator can be a valuable backup source of power to operate your furnace and appliances. Just be sure you have it installed by a professional.
- Matches
- First aid kit
- A cooler for holding perishables
- Waterless antibacterial hand sanitizer
- Paper goods: paper plates, paper towels, plastic ware
- Pet food and medication
- Oil lamps, candles, camping lights
- Medications (7-day supply) and required medical items
- Food—non-perishable, easy-to-prepare items
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- Pet food and medication

**HYGIENE**
- Set aside water, especially if you depend on a well/water pump that might be disabled during an outage
- Sanitize and fill spare containers with water for drinking
- Fill your bathtub with water for use in the toilet. (A bucket of water poured in the toilet bowl is all that’s needed for flushing)
- Set aside an adequate supply of sanitation and personal hygiene items

**EXTRAS: Other Things to Remember**
- If someone in your home is dependent on electric-powered, life-sustaining equipment, remember to include backup power in your outage preparation plan
- Keep a non-cordless telephone in your home. It is likely to work even when the power is out
- Keep your car’s gas tank full
- Fully charge cell phones and mobile devices before the storm hits
- Keep your NHEC Account number and Outage phone number handy. (Outage line: 1-800-343-6432)
- Keep extra cash on hand
- 2-1-1 New Hampshire: During major storms and lengthy power outages, call this number to find the closest shelter that is open in your area

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**Sign up for Recurring Payment for a Chance at a New iPad®**

All NHEC members who sign up for Recurring Payment between July 1 and September 1, 2013 will be entered in a drawing to win a new iPad!

**What’s Recurring Payment?**

Recurring Payment is the convenient, secure alternative to sending your monthly payment by mail. Recurring Payment automatically drafts your balance due each month from your bank account, debit or credit card. With Recurring Payment, you can skip the check and the stamp and rest easy knowing you’ll never miss a payment. Just set it and forget it!

**How Do I Sign Up?**

To sign up for Recurring Payment, visit our website at www.nhec.coop, or call Member Solutions at 1-800-698-2007. If you’ve never used our website before, you’ll need to sign up as a new user on the home page. Then, select ‘Financial Info’ on your account home page. From there you can choose automatic bill payment and select a payment method. Recurring Payment options include checking or savings account, debit card, Mastercard®, Visa® or Discover®. Your payment will be automatically drafted around the same time each month (exact date is listed on bill).

**Win an iPad!**

Shortly after September 1, we’ll draw one winner from the list of members who have signed up for Recurring Payment between July 1 and September 1. All you have to do is sign up for the convenience of Recurring Payment during that time period and you’re entered to win!

**Already On Recurring Payment?**

You can win an iPad too! We’re having a second drawing for members who signed up for Recurring Payment prior to July 1, 2013. To qualify you must still be using Recurring Payment as of September 1, 2013. No need to enter – you’re automatically in the drawing!

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**Watts Happening**

**Co-op Member Discount Days**

![Image](37x116 to 182x170)

**$10 Off Admission to Whale's Tale Waterpark**

- Present coupon at ticket location and receive $10 off admission price.
- Coupon valid for members of NHEC and good for up to 4 people.
- For use from Aug. 19 – Sept. 2, 2013

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**Take Cover with Whole House Surge Protection**

The Co-op has made it easier and more affordable to protect your electronic devices from damaging power surges. Whole house surge protection starts with a visit from a Co-op electrician to test and analyze your home’s electrical grounding. If it’s up to code, we’ll install the Kenick surge arrester, which blocks surges from entering your home. This device installs at your electric meter and protects your home and major “white” appliances, such as your refrigerator, air conditioner, dishwasher and washing machine/dryer. You’ll get this surge protection package for just $380, including delivery and installation. For more information or to order, call Co-op Member Solutions at 1-800-698-2007, or visit www.nhec.coop.

**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, or call Sharon Yeaton at (603)536-8801 to confirm the current month’s time and location.

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**Contact Information**

New Hampshire Electric Cooperative
579 Tenney Mountain Highway
Plymouth, NH 03264

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