

New Hampshire Electric Co-op TODAY

- Watts Happening
- Holiday Safety Tips
- NHEC Foundation
- Outage Management
- Fred Said

DECEMBER 2007

Your Electric Co-op's Newsletter



FEATURE ARTICLE: **Lighting Project Brings Out the Stars in Waterville Valley**

With the town's installation of nearly 50 "Dark Skies" streetlights, the future is looking bright for a new earth and sky observatory in Waterville Valley.

Working with New Hampshire Electric Co-op (NHEC), town officials have overseen the replacement of conventional street lighting with new fixtures that will save money and reduce sky glare. That's good news for the partnership between the Rey Center and the McAuliffe Planetarium, which is planning to build a permanent observatory in Waterville Valley.

The Rey Center honors the legacy of Margret and H.A. Rey, children's book author and illustrator of *Curious George*, *Whiteblack the Penguin*, and *The Stars: A New Way to See Them*. The Reys were active members of the Waterville Valley community and well-known for their passions, particularly



Decorative "Dark Skies" lights are saving money and reducing sky glare in Waterville Valley.

astronomy. The Rey Center will soon have a new and permanent home in Waterville Valley, from which stargazers will have an exceptional view of the heavens.

Like a growing number of New Hampshire towns, Waterville Valley has enacted a so-called Dark Skies ordinance to protect the nighttime sky. Under the ordinance, all new outdoor lighting must direct light downwards and not above the horizontal plane. The retrofit of the Co-op's 30 streetlights in town and an additional dozen lights at Golden Eagle Lodge was designed and completed by NHEC using fixtures that feature "full cutoff" technology. As a result, says Town Manager Mark Decoteau, the town has lights that are more focused, use 30% less wattage and reduce the glare that can obscure the stars from the night sky.

NHEC's Outdoor Lighting Program uses only Dark Skies fixtures. To learn more about how the Co-op can help municipalities that are considering replacement lighting, contact Bill Johnstone at 536-8651, or johnstoneb@nhec.com.

NHEC Foundation: Strengthening Community, Granting Wishes

In 2007, the NHEC Foundation awarded more than \$200,000 to dozens of non-profit and charitable organizations throughout Co-op service territory. Thanks to the generosity of Co-op members who fund the NHEC Foundation, your spare change has made a big difference in the lives of our friends and neighbors.

Two recent Foundation awards are helping youth in two communities. The first, a \$24,000 grant, put fundraising over the top for the renovation of the Pemi Youth Center in Plymouth. The Main Street building has undergone

a complete facelift that has returned it to its original appearance when it was home to an early Plymouth fire house. More importantly, it will allow the Youth Center to continue its mission to provide a safe after-school destination for youngsters in the greater Plymouth area.

The second award, a \$5,000 donation to the Make-A-Wish Foundation of New Hampshire, is making a Center Ossipee teen's dream a reality. Seventeen year old David suffers from Ewing Sarcoma and Fibromyalgia, but that hasn't stopped him from pursuing

his favorite pastime—tinkering in the garage. Now, thanks to the NHEC Foundation and General Custom & Repair in Tamworth, David is tinkering in style. The Foundation's award has paid for the parts, tools and materials to restore and customize a 1987 Chevy pick-up truck that David will work on in the Tamworth garage near his home.

A complete list of Foundation awards is available on our website www.nhec.coop.



Top row:

David and his family with Make-A-Wish New Hampshire CEO Julie Baron (far right), NHEC Foundation Director Judy Gove (far left), and employees of the New Hampshire Electric Co-op's Ossipee District.

Bottom row:

The Pemi Youth Center before renovation, and an architect's rendering of the final project.



WATTS HAPPENING!

Board of Directors Meetings

The NHEC Board of Directors meets monthly at dates and locations that are available on the Co-op website at www.nhec.coop/boardofdirectors, or by calling Sharon Yeaton at 603-536-8801.

Seeking Candidates for Board of Directors

Three seats on the 11-member Co-op Board of Directors will be up for election to three-year terms in 2008. In a co-operative, the members themselves elect candidates they feel will best represent them on the Board of Directors. Voting takes place by mail ballot in May 2008 with board members installed at the June annual meeting. The Co-op seeks broad representation from a diverse group of individuals and encourages all qualified members to consider running for one of the open seats. You must be a Co-op member in order to run for a position on the Board. For more infor-

mation about how to get your name on next year's ballot, contact Sharon Yeaton at 603-536-8801, or nhechq@nhec.com.

Wanted: High School Juniors for 2008 Youth Tour

Attention high school juniors—want a free trip to Washington D.C.? Apply now for a spot on the 2008 Youth Tour. A group of New Hampshire students will again be joining high schoolers from across the country for a week of sightseeing and meetings with the state's Congressional delegation. The 2008 Youth Tour is June 13-19, 2008. You've got until **Friday, February 29, 2008** to apply, so don't wait 'til it's too late. For complete details, click on the Community link on our website (www.nhec.coop), or call Youth Tour coordinator Audrey Simpson at 603-536-8699.

Holiday Safety Tips

Each year fires occurring during the holiday season injure 2,600 individuals and cause over \$930 million in damage. According to the United States Fire Administration (USFA), there are simple life-saving steps you can take to ensure a safe and happy holiday. By following some of the outlined precautionary tips, you can greatly reduce your chances of becoming a holiday fire casualty.

- **Selecting a Tree for the Holiday**
Needles on fresh trees should be green and hard to pull back from the branches, and the needle should not break if the tree has been freshly cut. The trunk should be sticky to the touch. Old trees can be identified by bouncing the tree trunk on the ground. If many needles fall off, the tree has been cut too long, has probably dried out, and is a fire hazard.
- **Caring for Your Tree**
Do not place your tree close to a heat source, including a fireplace or heat vent. The heat will dry out the tree, causing it to be more easily ignited by

heat, flame or sparks. Be careful not to drop or flick cigarette ashes near a tree. Do not put your live tree up too early or leave it up for longer than two weeks. Keep the tree stand filled with water at all times.

- **Maintain Your Holiday Lights**
Inspect holiday lights each year for frayed wires, bare spots, gaps in the insulation, broken or cracked sockets, and excessive kinking or wear before putting them up. Only use lighting listed by an approved testing laboratory.
- **Do Not Overload Electrical Outlets**
Do not link more than three light strands, unless the directions indicate it is safe. Connect strings of lights to an extension cord before plugging the cord into the outlet. Make sure to periodically check the wires—they should not be warm to the touch.
- **Shelter Plugs**
Avoid possible short-circuiting from rain, sleet or snow by locating plugs and connector joints in sheltered areas.

Outage Management System Won't Keep You In the Dark

The Co-op has a powerful tool to help you report a power outage, update you on the status of repairs and confirm that your power has been restored. The process is entirely automated and has the ability to:

- recognize your service location or cell phone, if it exists in our system
- report your outage to the NHEC Control Center
- tell you the cause and approximate duration, as soon as it's available
- tell you if crews are assigned, en route, or on the scene of the outage
- call you back at any number to confirm that power has been restored

This process is entirely automated. The information you get from the system is the same information our call takers have. You should only bypass the automated system if you have a special need to communicate to a call taker.

**Outage Reporting:
1-800-343-6432**

Make It Work for You

This advanced technology will only work if we have an up-to-date phone number for your account. There are two ways you can make sure we've got your current information on record. You can call a Member Solutions representative during regular business hours at 1-800-698-2007 and we'll update your information for you. Or, you can update your account record anytime online by clicking the Update Account Information link on the My Account section of our website at www.nhec.coop.

The BACK PAGE

Water Heating: What You Need to Know

Nearly 20% of a home's total energy is used to heat water. There are many important factors to be considered when selecting a water heater. The Energy Factor is perhaps the most important.

Energy Factor is a measure of efficiency that measures the amount of energy lost

during the water heating process. Electric water heaters have a higher Energy Factor than oil or propane because there are no combustion losses.

Another important factor is the recovery capacity, which is the number of gallons a water heater can produce per hour. If a home has a large demand during certain hours, choose a water heater with an 80-90 gallon first hour rating. Standby loss (heat that escapes

through the walls of the tank when not being used) can also affect water heating efficiency. Choose a water heater with a well insulated tank, or wrap with an insulated blanket.

Also, to improve efficiency you should wrap water heater distribution lines in the basement and set the thermostat at 125 degrees. For small families, a water heater timer can save energy by reducing heating cycles during long periods when the appliance is not in use.

FRED SAID: Electric? Oil? Propane? How about using the sun to heat your water! NHEC is currently offering rebates up to \$1,500 for members who install qualified solar hot water systems in Co-op service territory. Check out our website—smallsteps.coop—for details.



Who is Fred? He's Fred Anderson, President & CEO of the Co-op and he's big on energy efficiency!

Marathon Water Heaters Are Most Efficient

With an Energy Factor of .94 compared to .55 for oil or propane heaters, the electric Marathon water heater is the most efficient on the market today. Because it is surrounded by a thick layer of Envirofoam[®] insulation, the Marathon also has the lowest standby loss of any available water heater.

Durability is also an important part of the Marathon advantage. Each tank is made of seamless plastic—not steel—and comes with a lifetime no-leak warranty. New Hampshire Electric Co-op sells the Marathon water heater in sizes from 15 to 105 gallons to its members at a discounted price. Even deeper discounts are available for members installing a Marathon in a new home or converting from oil or propane. For more information, please call 1-800-698-2007.



For member service please call

1-800-698-2007
Monday-Friday, 8-5:00
or visit us online at
www.nhec.coop

To report an outage please call

1-800-343-6432

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