

## Feature Story:

# NHEC Makes Short Work of "Trick or Treat" Storm

An unusual October snowstorm dropped more than a foot of heavy, wet snow on parts of Co-op service territory, knocking out power to nearly 19,000 members. It was a bad storm, but for Co-op members, it could have been worse.

In some cases, Co-op members in the hardest hit areas of southeastern New Hampshire had their power restored a full three days before customers served by other utilities in the same town. In fairness, the larger utilities had their hands full with hundreds of thousands of customers out in several Northeast states. But that doesn't take away from the great job that NHEC and contract crews did repairing damage at more than 100 trouble spots within three days.

The end of Co-op outages was just the beginning for 18 NHEC line workers, who spent the next six days helping Northeast Utilities restore outages in New Hampshire and Connecticut.

Remember – when major storms strike and outages are occurring, use your mobile device to follow restoration updates at [nhec.coop](http://nhec.coop), Twitter (NHEC\_OUTAGE) and Facebook.

## Member Feedback

*"I just wanted to say what a great job NH Coop did during this last snow storm. I live in Derry and unlike some of my friends and family who have different utility companies, we were only out of power for less than a day. We can tell that NH Coop were really proactive and took steps before the storm arrived to make sure their customers were impacted with the least amount of inconvenience."*

*"When things go wrong customers let you know about it. Thought I would let you know when things go right. Great job during this last storm on restoring power."*

*"We just wanted to extend a warm thank you to the NHEC staff & crews who restored power to so many members so efficiently. The outage map and the outage updates posted on the website were extremely helpful to our family (which includes an infant & pet) in planning for how long we would be without power. Thanks for keeping us informed and working so diligently!"*

## Putting the Power in Their Christmas Stockings Gift Certificates Available from Your Co-op

Be honest. What would you rather have for Christmas – another neck tie or someone to pay your electric bill?

This year, give them a gift that they'll be happy to get. Buy a gift certificate for a Co-op member in any dollar amount. We'll credit their account and give you a gift receipt that's sure to bring a smile on Christmas morning.

To buy a gift certificate, stop by our Plymouth headquarters at 579 Tenney Mountain Highway, or call NHEC Member Solutions at 1-800-698-2007.

Thanks and Happy Holidays from your friends at New Hampshire Electric Co-op!

### HAPPY HOLIDAYS

*A gift certificate has been credited to your  
New Hampshire Electric Cooperative  
energy account in the amount of \$100.00*

*Your gift certificate is from*

*Mom & Dad*

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

# E-Bill: Online Payment & More

File Edit View Favorites Tools Help  
Favorites Inter-Lakes Middle Tier Suggested Sites AOL for Broadband Free Hotmail Web Slice Gallery  
NHEC eBill - Consumer Self-Serve  
NEW HAMPSHIRE Electric Co-op Serving the Granite State  
579 Tenney Mountain Highway - Plymouth, NH 03264-3154  
1-800-698-2007 - fax: 603-536-8687 - email: Member Solutions

**Welcome to NHEC E-Bill**

Welcome to the NHEC eBill site!

NHEC Home  
About Us  
Contact Us  
Privacy Policy  
Help  
Log On

\* E-mail Address:   
\* Password:

• If you are registered enter your e-mail address and password.  
• If you are a new user [Click Here to sign up for online account access.](#)  
• If you have lost your password [Click Here to retrieve it.](#)

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*E-Bill is NHEC's electronic bill presentation and payment solution that offers a live presentation of billing information, plus added conveniences all in one place – NHEC.coop.*

## *Real-time Account Updates    E-mail Alerts    Paperless Billing*

Skip the check, the stamp and the mailbox and pay your bill online! NHEC's E-Bill solution provides all the information and options you need to manage your account online at NHEC.coop.

### Features

When you use E-Bill, you'll see real-time posting of payments with balances updated immediately. Other features include e-mail notifications when new bills are generated, and the ability to opt out of receiving a paper bill. You'll also have access to graphs that chart your monthly electric usage, payment history and historical billing information.

### Payment Options

The E-Bill solution offers members with multiple accounts the ability to view and pay them from one screen. E-Bill gives you the choice of making recurring or one-time payments. You'll still be able to pay your bill by drafting from your checking or statement savings account. Debit and credit card payment options have been expanded to include Discover® in addition to MasterCard® and Visa®.

### Get Started

Using E-Bill is easy - just visit [www.nhec.coop](http://www.nhec.coop). If you've never used E-Bill before, click the link to 'Sign Up.' Follow the prompts and you'll be ready to enjoy the convenience of online bill payment.

**WWW.NHEC.COOP**



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

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

# Watts Happening

## Board Candidates Wanted

The Co-op is governed by a Board of Directors, which is elected by the members themselves. In 2012, four seats will be up for election to three-year terms. 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 information about how to get your name on next year's ballot, contact Sharon Yeaton at 603-536-8801, or [yeatons@nhec.com](mailto:yeatons@nhec.com). For more information about the Board of Directors election process, visit [www.nhec.coop/about\\_electionprocess](http://www.nhec.coop/about_electionprocess)

## 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.

## Rate Changes

Effective November 1, changes to the Co-op power and Regional Access Charge components of your bill have resulted in an overall bill increase of \$2.36, or 2.50%, for the typical residential member using 500 kWh per month. The increase is the result of the typical seasonal increase in the wholesale cost of power heading into the winter season.

## Member Discounts

Check the Quick Links section of the Co-op's website for the latest discounts available to Co-op members. New this month – LaValley/Middleton Building Supply is offering Co-op members 5% off everything in their stores. Store locations here: <http://retail.lavalleys.net>.