

New Hampshire Electric Co-op TODAY

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FEBRUARY 2009

Your Electric Co-op's Newsletter



FEATURE ARTICLE:

How Is Power Restored?

Restoring power after December's ice storm was a big job that involved much more than throwing a switch or removing a tree from a line. Our main goal was to restore power safely to the greatest number of members in the shortest time possible. To help members understand what we're facing during a major storm and how we go about restoring power, we've prepared the following guide:

STEP 1

Co-op line workers begin a system-wide assessment of the damage as soon as it is safe to do so. Within the first 48 hours of a major storm, it is often impossible to provide estimated restoration times for all areas affected by the storm. Power to the Co-op's substations is provided by wires owned by other electric companies, so we communicate frequently to make sure high voltage transmission lines are up and running. Tens of thousands of people could be served by one high voltage transmission line, so if there is damage here, it gets attention first.

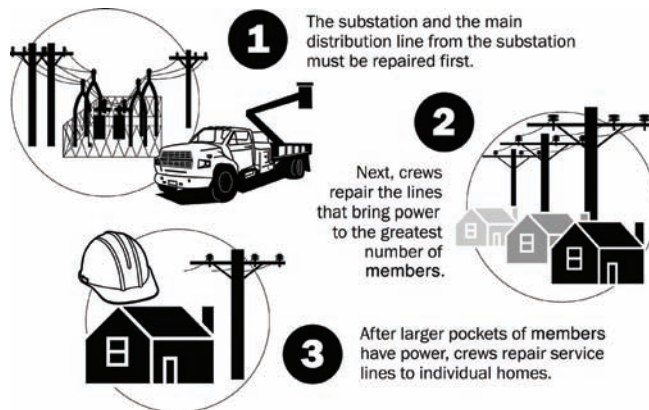
STEP 2

NHEC has about 40 substations and metering points, each serving thousands of members. When a major outage occurs, these substations are checked first. If the problem can be corrected at the substation level, power may be quickly restored to a large number of people.

STEP 3

Main distribution lines are checked next. These lines carry power from the substations to large numbers of members, such as entire towns or communities. These lines also serve other critical infrastructure like hospitals, waste water treat-

ment plants and communications systems. In large storms with widespread damage, these lines may be segmented so that power is restored one section at a time, from the substation outward.



STEP 4

After the main lines have been restored, workers begin repairing smaller branches from the main line, often called taps. These tap lines may serve a neighborhood or subdivision, or they may stretch over several miles in more rural areas. These lines will be repaired based on getting the largest number of members back on in the shortest amount of time.

STEP 5

Sometimes, damage will occur on the service line between your house and the transformer on the nearby pole. This can explain why you have no power when your neighbor does. After major repairs are completed, line workers will spend the remainder of the restoration effort repairing service lines that serve one or two members. Please note that members themselves (not the Co-op) are responsible for damage to the service installation on the building. Your Co-op can't fix this. Call a licensed electrician.

To Report an Outage: 1-800-343-6432

Bill Payment



When it comes to paying your Co-op bill, you've got several options.

Online: Choose from two options at www.nhec.coop – a one-time payment of any amount at any time; or Recurring Payment that automatically drafts your balance due two days before each due date. Both options allow members with residential coded accounts to pay via credit/debit card, checking or statement savings account.

By Phone: Call our automated phone payment system at 1-800-698-2007 anytime.

By Mail: Send payment to: NHEC, PO Box 9615, Manchester, NH 03108.

In Person: Walk-in hours at our Plymouth Headquarters are 8 a.m. – 4:30 p.m. (Monday – Friday, except holidays). Or, pay your bill at any one of the payment locations listed here.

Hannaford Supermarket	301 Pleasant Street	Dracut, MA
Hannaford Supermarket	255 Joseph E Warner Boulevard	Taunton, MA
Hannaford Supermarket	80 Wolfeboro Highway	Alton, NH
Vista Foods	101 Plaza	Bedford, NH
Hannaford Supermarket	5 Colby Court, Bedford Grove	Bedford, NH
Stop & Shop	7 Kilton Road	Bedford, NH
EM Heath	Rt 25B/Bean Road	Center Harbor, NH
Hannaford Supermarket	220 Washington Street	Claremont, NH
La Perles IGA	64 Trooper Leslie G Lord MH	Colebrook, NH
Hannaford Supermarket	73 Fort Eddy Road	Concord, NH
Hannaford Supermarket	35 Manchester Road #28	Derry, NH
Hannaford Supermarket	833 Central Avenue	Dover, NH
Hannaford Supermarket	1458 Lakeshore Drive	Gilford, NH
Grant's Supermarket	Routes 302 and 16	Glen, NH
Hannaford Supermarket	630 Lafayette Road	Hampton, NH
Hannaford Supermarket	77 Derry Road	Hudson, NH
Hannaford Supermarket	41 West Street	Keene, NH
Case N Keg Laconia	855 Union Avenue	Laconia, NH
Vista Foods	376 Main Street	Laconia, NH
Hannaford Supermarket	6 Hampton Drive	Londonderry, NH
Hannaford Supermarket	201 John Devine Drive	Manchester, NH
Stop & Shop	365 Lincoln Street	Manchester, NH
Hannaford Supermarket	79 Bicentennial Drive	Manchester, NH
Hannaford Supermarket	859 Hanover Street	Manchester, NH
Hannaford Supermarket	38 NH Route 25	Meredith, NH
Hannaford Supermarket	175 Coliseum Avenue	Nashua, NH
Hannaford Supermarket	295 Newport Road	New London, NH
Hannaford Supermarket	Rts 16 & 302, Mountain Valley Mall	North Conway, NH
Hannaford Supermarket	174 First New Hampshire	Northwood, NH
Hannaford Supermarket	Route 16, Ames Plaza	Ossipee, NH
Stop & Shop	19 Wilton Road	Peterborough, NH
Hannaford Supermarket	Route 25	Plymouth, NH
Hannaford Supermarket	2 Freetown Road	Raymond, NH
Hannaford Supermarket	11 Milton Road	Rochester, NH
Hannaford Supermarket	290 North Main Street	Rochester, NH
Hannaford Supermarket	1936 US Route 6	Carmel, NY
Hannaford Supermarket	14 Delaware Plaza	Delmar, NY
Hannaford Supermarket	2066 Route 32	Modena, NY
Hannaford Supermarket	1400 Altamont Avenue	Schenectady, NY
Hannaford Supermarket	3703 NY Highway Route 43	West Sand Lake, NY



\$10 OFF LIFT TICKETS!

Discount is valid for 2009 season only; not to be combined with any other offers. Show this original coupon to receive discounts, or copy of recent Co-op bill. No photocopies allowed.



Co-op Members - Present this coupon at Tenney Mountain and take **\$10 off** the cost of a lift ticket for you and a friend!

For conditions and trail maps, visit Tenneymtn.com. Tenney Mountain, Rt. 3A, Plymouth. Coupon good for up to two people. Discount applies to all age categories. Discount does not apply to other resort activities.

Put the FreezeAlarm™ On Duty!

Available from your Co-op, the FreezeAlarm™ is an innovative temperature alarm and power outage notification product that monitors your home's electricity and temperature. You'll know if the power goes out, the system fails, or the temperature drops below (or rises above) a preset point, so you can take action to protect your home and property against frozen pipes and water damage due to heat loss.

Choose from three models:

Intermediate

When connected to a land line telephone, calls up to three phone numbers and alerts you if: 1) the temperature gets too low (OR too high); 2) the power has been out for one hour or more; or 3) the back-up battery needs replacing. Call from any touchtone phone to find out what the temperature is and if the power is on. Easy to install out of the box. Price: \$219.95

Deluxe

Same features as Intermediate, with the addition of a second thermostat (sold separately), you can remotely switch between a lower, "unoccupied" temperature and a higher, "occupied" temperature. Requires professional installation. Price: \$339.95

Deluxe w/ Water Alarm

This model adds protection against water leaks. When the sensor detects water at a designated location, an audible alarm sounds

and the FreezeAlarm calls the three programmed telephone numbers. Requires professional installation. Price: \$369.95

For more information about the FreezeAlarm, call Member Solutions at 1-800-698-2007, or visit www.nhec.coop.



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.

New Year Rate Changes

Changes to two rates on your Co-op bill have resulted in a slight overall monthly decrease, effective January 1, 2009. The typical residential member using 500 kilowatt hours (kWh) of electricity per month will see an overall decrease of about a penny per month. The changes affected the Stranded Cost charge portion of your bill, which decreased from \$.01580 to \$.01505 per kWh. At the same time, the Delivery Service charge portion of your bill increased from \$0.02937 to \$0.03009 per kWh. These rates will be in effect until December 31, 2009.

Clear a Path, Help a Meter Reader

You can help us save time – plus avoid the need for estimated meter reads – by clearing a path to your electric meter. If you are able, please keep the path to your meter shoveled and free of obstacles that may prevent our readers from doing their jobs. Thank you!

Renewable Energy Rebates

Co-op rebates of up to \$3,500 are available in 2009 on the installation of qualified renewable energy systems in Co-op service territory. Members can receive up to \$3,500 on solar photovoltaic systems and small wind turbines, plus rebates of up to \$1,500 on solar hot water systems. Complete program details and applications are available online at www.nhec.coop or www.smallsteps.coop. If you do not have Internet access, please call Co-op Member solutions at 1-800-698-2007.

The BACK PAGE

The Smart Money On Energy Efficiency

When it comes to saving energy and money at home, the smart money may be the dollar you don't spend...Following are two investments you could make to improve the energy efficiency of your home, one of which will get you more bang for the buck.



THUMBS UP! Air Seal and Insulate Your Attic

Ice damming, or icicles at the edge of your roof, are a sure sign that your home is wasting energy. Heat escaping from your home into the attic melts snow on the roof, which runs down to a point where it freezes (usually over the soffits). Ice builds up on and under the shingles, backs up on the roof where it is melted by the warm attic and then leaks into the house. This can cause structural and moisture damage. The worst ice dams occur when heavy snow is followed by extreme cold. Adding ventilation to the attic is not a solution to the problem. This will only increase the airflow from the house into the attic.

The best way to reduce or eliminate ice damming is to have your attic floor properly air sealed and insulated. Electrical penetrations, plumbing, chimney and other holes to the attic need to be sealed with caulking or foam. Adding cellulose insulation will provide both air sealing and add R-value to keep the heat inside your home, saving money on your energy and home repair bills.

FRED SAID: "Get your kids involved in energy efficiency. Put one in charge of turning off lights, make another the head of household recycling, start a friendly competition that rewards smart energy practices. Remember – it all starts at home!"



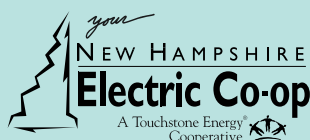
Who is Fred? He's Fred Anderson, President & CEO of the Co-op and he's big on energy efficiency!



THUMBS DOWN! New Windows

Homeowners often believe that window replacement is a priority when it comes to reducing energy costs. But in a typical home, windows account for less than 5% of the exterior surface area (walls, ceilings, floors and basements). Replacing all your 25-year-old insulated glass windows with new high performance windows will save you about \$150 - \$200 per year in energy costs. But at a cost of around \$400 per window, the average homeowner won't see a payback on their investment for at least 30 years. Other improvements such as adding insulation or air sealing costs much less and provide more energy savings. You should only replace windows when there are other factors which influence your decision – failed or foggy glass, poor operation, damaged components or single pane windows.

If you decide not to replace your windows, there are other ways to improve their performance. During the winter, close your curtains and shades at night and open them in the day. Installing storm windows can also reduce your heat loss significantly. During the summer, install white window coverings to reflect heat away from the house, and close south- and west-facing curtains during the day.



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

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