

New Hampshire Electric Co-op TODAY

JULY 2007

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Your Electric Co-op's Newsletter



FEATURE ARTICLE:

Annual Meeting 2007: New Era and New Directions



Meeting for the first time on the campus of Plymouth State University (PSU), Co-op members attending the 68th Annual Meeting got a first look

at the next two decades of change that will reshape the regional, national and global energy industries.

The new location of the Annual Meeting – the Silver Center for the Arts – sent the same message as the day's slate of speakers: business as usual in the world of energy is over.

"We know where we need to go but it's not clear yet how we will get there," remarked Amy Ignatius, the Director of the NH Governor's Office of Energy and Planning.

Ignatius joined other speakers, including Martin Lowery of the National Rural Electric Cooperative Association and PSU President Sara Jayne Steen, in looking ahead to the challenges that will confront not only NHEC in the coming years, but the entire world.

Balancing the world's surging demand for energy with its effect on global climate will require new ways of thinking, the meeting speakers agreed. The Co-op will do its part by supporting energy conservation, efficiency and the growth of renewable energy resources in the coming years, said NHEC President/CEO Fred Anderson.

NHEC has joined the national 25x'25 Coalition, a group of organizations, politicians and individuals committed to the goal of deriving 25% of America's energy needs from renewable energy sources by 2025, Anderson said. NHEC has also expanded its energy efficiency programs to include more funds for home energy audits, load management switches and rebates on the installation of solar hot

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MEMBERS RE-ELECT INCUMBENTS TO BOARD SEATS

By a thin margin, Co-op members re-elected four incumbent members to serve new terms on the NHEC Board of Directors.

Jerry Hopkins of Moultonborough, Georgie Thomas of Thornton, Earl Hansen of Holderness and Robert Johnson II of Moultonborough will return to the NHEC Board as the top vote getters among the 10,952 ballots cast this year by Co-op members. Candidate Bob Reals of Plymouth finished fifth in the voting, losing to Johnson by 51 votes.

Voters overwhelmingly approved a proposed bylaw change that

eliminates the requirement that a quorum of members be present at the annual meeting to approve routine business. Results of the Board of Directors balloting appears below.

<u>Candidate</u>	<u># of Votes</u>
Jerry Hopkins	7,554
Georgie Thomas	7,419
Earl Hansen	7,107
Robert Johnson II	6,865
Bob Reals	6,814

WATTS HAPPENING!

Board of Directors Meetings

The Co-op Board of Directors meets the second to last Tuesday of each month at the Co-op's facility at 287 Highland Street, Plymouth, unless otherwise noted. The Board will meet next on Tuesday, July 24, 2007. The August meeting is scheduled for Tuesday, August 21, 2007. For more information, contact Sharon Yeaton at 603-536-8801, or nhechq@nhec.com.

5K Road Race is September 1

Mark your calendar now and join us for the 2nd Annual Pemi Youth

Cooperative Covered Bridge 5K on Saturday, September 1, 2007. Last year's race attracted a field of over 200 runners and walkers, and raised over \$5,000 for the Pemi Youth Center of Plymouth. The race begins and ends inside the Smith Millennium Covered Bridge in Plymouth. We've got great food donated by the Common Man Inn of Plymouth, a big raffle featuring a grand prize weekend getaway to The Balsams and a kids fun run. For more information or to download a race application, visit our website at www.nhec.coop. ■

Outage Management System (OMS)

What It Is and How to Use It

NHEC has a new, fully automated tool for reporting outages. It's called an Outage Management System and here's what it can do for you:

- Recognize your phone number or account number
- Automatically record your outage
- Alert the NHEC Control Center to your outage
- Automatically update the status of your outage

In the event of a power outage, here's how to use it:

- Call 1-800-343-6432
- Confirm your phone number if NHEC has a record of it
- If not, select 1 or 2 to log your outage by phone number or account number
- Receive a status update if you're part of a known outage
- Receive automatic confirmation, hang up

- Request a callback upon power restoration

To automatically check the status of your outage:

- Call 1-800-343-6432
- Confirm the location of your outage via phone number or account number
- Listen to automatic update

Help us help you:

- Call Member Solutions to get up to three phone numbers in our records, or use the "Update Account Information" link on our website (nhec.coop) to record your phone number with us
- Dial zero only if you need to speak to a Member Solutions representative (*Bypassing the automated reporting puts you in the back of the queue. The automated information you get from the OMS is the same information available to our call takers. Hold times can be lengthy during major outages.*) ■



In the next 10 years, 50 million non-Marathon water heaters will rust and leak...



Marathon
WATER HEATERS

Never rusts.
Never leaks.
Never needs replacing.

Buy direct from NHEC
1-800-698-2007

Win a Weekend Getaway to The Balsams



A weekend for two at The Balsams resort in Dixville Notch, NH is the grand prize in the raffle following the 2nd Annual Pemi Youth Cooperative Covered Bridge 5K on September 1, 2007. You do not have to be present at the race to win. To enter, fill out this form, and return to NHEC with a check made payable to NHEC for the number of tickets you wish to purchase. We will photocopy your entries and place them in the drawing. Ticket prices: 1 for \$1, 6 for \$5. No limit to number of entries. Winner drawn September 1, 2007.

Name: _____

Daytime Phone Number: _____

Number of Entries: _____

Make It Easy with Online Bill Payment

Make Payments 24 Hours a Day Online or by Phone

Skip the check, skip the stamp and make secure payments when you want – 24 hours a day, seven days a week.

Our new automated bill payment sys-

tem lets you choose two easy options – pay online at www.nhec.coop, or via your touchtone phone by calling 1-800-698-2007.

Both options are backed by the security of BillMatrix, a leading provider of automated payment solutions,

which has contracted with the Co-op to provide this service.

E-Pay is free for Co-op members and is available NOW! To get started, log on to your account at www.nhec.coop, or call us toll-free at 1-800-698-2007. ■

Social and Environmental Responsibility

Co-op to Expand Energy Efficiency and Renewables Programs

Energy efficiency, conservation and the development of renewable energy resources have always been an important part of New Hampshire Electric Co-op's business. Recently, the NHEC

Board of Directors put social and environmental responsibility at the core of the company's mission by approving the expansion of existing energy efficiency programs and the creation of several

new initiatives. Read on to learn how you can save money, reduce emissions and help lessen our dependence on foreign fuels.

Free Home Energy Audits

Fifty Co-op members will receive a free comprehensive audit including blower door testing, building shell assessment, lighting and appliance evaluation and a comprehensive report outlining recommended improvements and potential energy savings. Members will also receive a complimentary Kill-A-Watt appliance meter, lighting and water saving measures, a lighting catalog and educational materials

at the time of the audit, a \$350 value. Members who choose to install air sealing and insulation can receive an incentive of 1/3 of the installed cost up to \$650. It's available only to members who use fossil fuels as their primary heat source.

Due to the anticipated interest in this program, NHEC will be pre-screening applicants and entering qualified members in a

drawing to determine the program participants. To enter your name for consideration, please download the form located on our website at www.nhec.coop, or call 1-800-698-2007 to receive a copy by mail. All entries must be received by August 31, 2007. The drawing will occur in September and members will be contacted shortly thereafter to schedule appointments.

Wind Generator Incentives Up to \$1,000

Wind generation technology has become surprisingly affordable and efficient. To stimulate interest in this renewable resource within Co-op service territory, NHEC is providing incentives of up to 30% of the installed cost of small and medium generators, up to \$1,000. For more details, check our website at www.nhec.coop or call 1-800-698-2007 for full program requirements.

Solar Hot Water Incentives Up To \$1,500

Let the Co-op be your guide to solar hot water and receive incentives up to \$1,500 on the installation of a qualified system. Solar water heating systems cost 50% - 85% less to operate than traditional water heating and property owners who install solar systems can also qualify for federal tax credits up to \$2000. To begin your solar water heating conversion, call the Co-op at 1-800-698-2007. We'll walk you through all the steps - free of charge - from sighting panels to the finished product. ■

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water systems and wind-powered generators. Further, Anderson said the Co-op is currently in negotiations to acquire up to 25 megawatts of renewable energy for use by members. Eight other projects are in preliminary discussions, he added.

"As a member-owned cooperative, we feel social and environmental responsibility is at the core of our company's mission," Anderson said. "We know these issues are important to our members and anticipate you will support us in this major initiative."

For more on the 2007 Annual Meeting of Members, visit www.nhec.coop, or look for a rebroadcast of the entire meeting on your local cable public access channel. ■



The BACK PAGE

RESOURCECORNER

A wealth of energy-saving information is available at your fingertips. Check these websites for the latest in conservation tips and products.

www.eere.energy.gov

(U.S. Department of Energy's comprehensive guide to saving energy at home and work.)

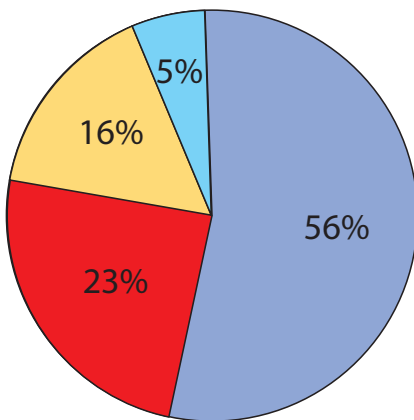
www.energystar.gov

(A partnership between the Environmental Protection Agency and Department of Energy, this site provides information about the 40 different ENERGY STAR® product lines that use less energy and protect the environment.)

www.energyquest.ca.gov

(The award-winning energy education website of the California Energy Commission. Interactive learning tools make it a great energy primer for kids.)

HOME ENERGY COSTS - National Averages



- Heating & Cooling
- Appliances & Lighting
- Water Heating
- Refrigeration

* source: Touchstone Energy

Close the Window on High Energy Bills



Homeowners often believe that window replacement is a priority when evaluating ways to reduce energy costs. But in a typical home windows account for less than 5% of the total exterior surface area (walls, ceilings, floors and basements). Replacing all your 25-year-old insulated glass windows with new high performance windows will only save about \$150-200 per year, making the investment a 30 to 40 year payback. Other improvements such as adding insulation or air sealing cost 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 or damaged components.

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

Get Cold Cash Back

NHEC Energy Solutions offers Co-op members a \$20 mail-in rebate on the purchase of ENERGY STAR® qualified room air conditioners. ENERGY STAR qualified room air conditioners use 10-20% less energy and are often the quietest models on the

market. Rebate forms are available at retail locations where ENERGY STAR products are sold. For a complete list of participating retailers near you, please visit the Co-op website at www.nhec.com/residential_energystar_appliances.php. ■

Next month: Which heating system is really most efficient?



For member service please call

1-800-698-2007 or visit us online at www.nhec.coop

To report an outage please call

1-800-343-6432

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