

New Hampshire Electric Co-op TODAY

JUNE 2007

- NH Saves
- WildBlueSM
- Member Discounts
- Watts Happening
- Summer Cooling Tips

Your Electric Co-op's Newsletter



Weathering the Storm April Nor'Easter Put Co-op to the Test

FEATURE ARTICLE:

They say trouble comes in threes and a trio of storms that struck New Hampshire in April was no exception. Mother Nature saved the worst storm for last – a two-day event that lashed our service territory with gale force winds and several inches of rain.

At the height of the spring nor'easter, more than 35,000 Co-op members were without power. It was the most extensive outage the Co-op has experienced since the Ice Storm of 1998 and it triggered a massive power restoration effort that in some locations lasted more than a week.

More than 200 men and women, including assistance from 15 out-of-state electric companies, worked round the clock to get service restored as quickly and safely as possible. Statistics compiled by NHEC



indicate the extent of the damage: over 7 days, more than 200 workers logged over 13,000 hours repairing over 500 outages in nearly all 116 communities served by NHEC. More than 60 miles of electrical line was replaced and more than 75 broken poles were removed and replaced. At the NHEC Call Center

in Plymouth, more than 12,000 phone calls were received during the storm, surpassing the average monthly call volume of approximately 10,000.

The Co-op wishes to thank its members for their patience and support during the extensive power restoration effort. As much as we try to safeguard our electrical distribution system, we're occasionally reminded that it's no match for New England weather at its worst.

Featured on the inside pages of this newsletter is a graphic that explains the Co-op's process for restoring power in the event of a large outage. We hope it will help our members understand the thinking and planning that is involved when bad weather strikes. ■

NHEC HONORED FOR BOARD DEVELOPMENT

The New Hampshire Electric Cooperative (NHEC) was recently honored by the National Rural Electric Cooperative Association (NRECA) at their 2007 annual meeting of cooperatives from across the country. NRECA presented NHEC with an award recognizing the Board of Directors for attaining the highest percentage increase in 2006 of Credentialed Cooperative Directors (CCD) in the northeast United States. Directors who choose to participate in the CCD program must complete a five-course curriculum with final examinations to acquire the certification. Course topics included Directors Duties and Liabilities; Understanding the Electric Business; Board Roles and Relationships; Strategic Planning; and Financial Decision-making. ■

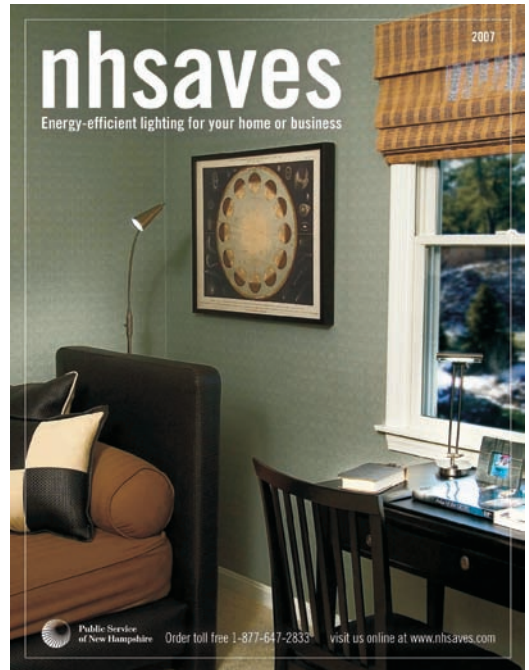
2007 Lighting Catalog: Bright Ideas, Big Savings

A collaborative of New Hampshire's four largest electric utilities, nhsaves is pleased to present the 2007 nhsaves lighting catalog. The new issue features a great selection of ENERGY STAR® qualified lighting and other energy-efficient products that save you money, energy and help protect the environment.

The nhsaves catalog makes it easier for you to purchase safe, stylish and affordable products without sacrificing comfort or convenience in your home. Every ENERGY STAR lighting product in the catalog is offered at an instantly-rebated price – \$2 off all compact fluorescent light bulbs and \$10 off all efficient interior and exterior light fixtures and torchieres. Best of all, you don't need to send in any rebate forms or coupons.

Co-op members can shop the e link under the "Residential" menu. Or, if you prefer, we will send you a copy of the catalog free of charge. To request a catalog, call Co-op Member Solutions at 1-800-698-2007.

Your purchases really do make a difference. Since 2002, customers of the New Hampshire electric utilities have saved enough energy to power 600,000 homes for a full year; reduced emissions by 2.8 million tons (the equivalent of taking 584,000 cars off the road); and saved \$648 million (the amount of money customers would have paid for electricity if energy-savings measures had not been undertaken). The New



Hampshire electric utilities look forward to working with you in the future to produce even greater savings for our state. ■

After a major power outage

The steps to restoring power

Step 1. Transmission towers and lines supply power to one or more transmission substations. These lines seldom fail, but they can be damaged by a hurricane or tornado. 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. A co-op may have several local distribution substations, each serving thousands of consumers. When a major outage occurs, the local distribution substations are checked first. A problem here could be caused by failure in the transmission system supplying the substation. If the problem can be corrected at the substation level, power may be restored to a large number of people.

Step 3. Main distribution supply lines are checked next if the problem cannot be isolated at the substation. These supply lines carry electricity away from the substation to a group of consumers, such as a town or housing development. When power is restored at this stage, all consumers served by this supply line could see the lights come on, as long as there is no problem farther down the line.

Hurricanes and ice storms. Tornadoes and blizzards. Electric cooperative members have seen them all. And with such severe weather comes power outages. Restoring power after a major outage is a big job that involves much more than simply throwing a switch or removing a tree from a line.

The main goal is to restore power safely to the greatest number of members in the shortest time possible.

The major cause of outages is damage caused by fallen trees. That's why your electric cooperative has an ongoing right-of-way maintenance program.

This illustration explains how power typically is restored after a major disaster.

Area enlarged: Consumers themselves (not the co-op) are responsible for damage to the service installation on the building. Your co-op can't fix anything beyond this point. Call a licensed electrician.

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. Your co-op needs to know you have an outage here, so a service crew can repair it.

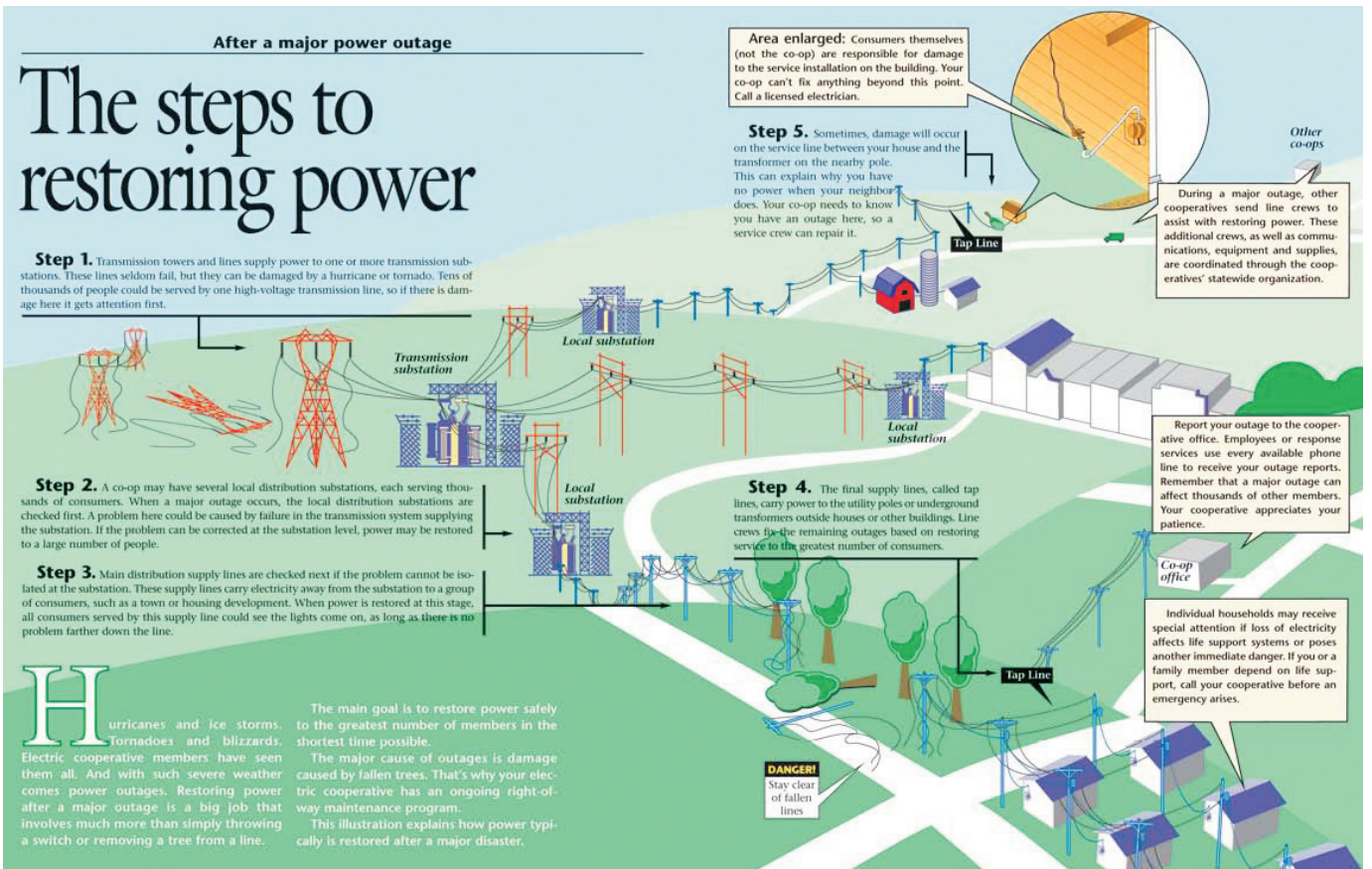
Other co-ops

During a major outage, other cooperatives send line crews to assist with restoring power. These additional crews, as well as communications, equipment and supplies, are coordinated through the cooperatives' statewide organization.

Report your outage to the cooperative office. Employees or response services use every available phone line to receive your outage reports. Remember that a major outage can affect thousands of other members. Your cooperative appreciates your patience.

Individual households may receive special attention if loss of electricity affects life support systems or poses another immediate danger. If you or a family member depend on life support, call your cooperative before an emergency arises.

DANGER!
Stay clear of fallen lines



WATTS HAPPENING!

Board of Directors Meetings

The Co-op Board of Directors meets the second to last Tuesday of each month at 287 Highland Street, Plymouth, unless otherwise noted. The Board will meet next on Tuesday, June 19, 2007. The July meeting is scheduled for Tuesday, July 24, 2007. For more information, contact Sharon Yeaton at 603-536-8801, or nhechq@nhec.com.



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

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 more than 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

Save \$10

Co-op members – present this coupon and save \$10 on guided kayak tours of the Blackwater River in Andover.

Discount good on these dates only: July 10-12, 2007; July 17-19, 2007. Please call ahead for reservations at (603) 735-5000.

Includes equipment, paddling lesson and guided tour featuring the ecology and history of the Blackwater River. For more information, visit www.kayakcountry.com.



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. ■

Papermill THEATRE

North Country Center for the Arts

Two offers for Seussical the Musical and West Side Story

Two for One Tickets for Seussical from July 6 – July 21 (closed Sunday and Monday)

\$5 off Seussical and West Side Story from July 26 – August 23 (closed Sundays)

*All offers subject to availability. Advance reservations recommended – call box office, mention "NHEC Program" or redeem coupon in person. Coupon is valid for NHEC members only. \$5 off offer only valid for Adult Mainstage Tickets. Original coupon only, no photocopies will be accepted.

Exit 32, off I-93 in the Lincoln Village Shops
www.papermilltheatre.org

Call (603) 745 2141 for reservations

Ditch the Dial-Up – Go WildBlueSM!

With a new satellite in orbit and triple the capacity for new subscribers, WildBlue Internet service is ready to free you (and your phone line) from slow dial-up.

New Hampshire Electric Co-op (NHEC) is your connection to the speed and convenience of WildBlue. NHEC is now taking orders for summer installations – don't miss your opportunity to enjoy all the benefits of a high-speed Internet connection.

An always-on Internet connection, WildBlue's wireless service provides 2-way wireless high-speed data in both directions. Customers do not need an additional phone or cable line or the

expense of a traditional dial-up ISP in order to receive broadband Internet access. The service is easy to install, and requires no software installation on customers' computers.

The Co-op is offering three basic WildBlue services packages: Value Pack - \$49.95 per month for speeds up to 512 kbps; Select Pack - \$69.95 per month for speeds up to 1.0 Mbps; and Pro Pack - \$79.95 per month for speeds up to 1.5 Mbps. All packages include ISP services including email and web space, the WildBlue Portal, featuring the latest news, information and entertainment, customer care, and an equipment warranty. The cost of installation is \$300.

Call the Co-op today to receive a service contract and informational brochure!

If you are interested in receiving WildBlue service, please have your NHEC account number ready and call NHEC at 1-800-698-2007, follow the prompts and enter your account number. ■



The BACK PAGE

RESOURCECORNER

Many people buy an air conditioner that is too large, thinking it will provide better cooling. However, an oversized air conditioner is actually less effective — and wastes energy at the same time. Use this chart to determine what size unit is best for your space.

Make any adjustments for the following circumstances:

- If the room is heavily shaded, reduce capacity by 10 percent.
- If the room is very sunny, increase capacity by 10 percent.
- If more than two people regularly occupy the room, add 600 BTUs for each additional person.
- If the unit is used in a kitchen, increase capacity by 4,000 BTUs.
- Consider where you install the unit. If you are mounting an air conditioner near the corner of a room, look for a unit that can send the airflow in the right direction.

Area to be cooled (s.f.)	Capacity Needed (BTUs per hour)
100 - 150	5,000
150 - 250	6,000
250 - 300	7,000
300 - 350	8,000
350 - 400	9,000
400 - 450	10,000
450 - 550	12,000
550 - 700	14,000
700 - 1,000	18,000
1,000 - 1,200	21,000
1,200 - 1,400	23,000
1,400 - 1,500	24,000
1,500 - 2,000	30,000
2,000 - 2,500	34,000



Save \$20 on ENERGY STAR® Room Air Conditioners

Co-op members can receive a \$20 mail-in rebate after purchasing an ENERGY STAR-rated room air conditioner. ENERGY STAR models use 10-20% less energy and save an average of \$25 per year on your electric bill.

For more information about the full line of ENERGY STAR-rated appliances, including a list of participating ENERGY STAR appliance retailers in New Hampshire, please visit the Co-op online at www.nhec.coop. ■

Easy Summer Cooling Tips

If your home is too hot in the summer, there are many ways you can help keep heat out of your house. Planting trees, for instance, is one of the best ways to diffuse the hot summer sun before it enters your home. But a surprising amount of heat comes from inside your home.

The biggest sources of internal heat gain are lights and appliances. Reducing their use will save electricity and keep your home cooler. In humid climates, moisture that is released by cooking, bathing, and other activities will also make it harder for air conditioners to cool your home. A drier home feels more comfortable.

Here are some easy ways to keep cool in the summer:

- Replace standard incandescent light bulbs with compact fluorescent light bulbs. The electricity used by standard bulbs produces 10 percent light and 90 percent heat. Also,

compact fluorescent lights are cheaper to operate.

- Schedule heat-producing chores like baking or doing the laundry after the hottest part of the day.
- Use kitchen and bathroom fans to remove heat and moisture during and after cooking and bathing.
- When replacing appliances, buy those with the Energy Star® label. These appliances conserve energy and release less unwanted heat.
- If you are home during the day, use a room fan to create a cooling breeze.
- If you live in an area where evenings are cool, don't forget about the cheapest cooling method of all. Open your doors and windows, or run window fans. This will move cool evening air through your home for almost no cost. ■



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

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