

- Surge Protection
- Tornado in NH
- State-of-the-art Technology
- Watts Happening
- Fred Said

## Your Electric Co-op's Newsletter

### FEATURE ARTICLE:

## Co-op Food Bank Challenge Is Underway!

The Co-op community has answered the challenge, already raising thousands of dollars in the first month of a three-month campaign to raise \$100,000 for the New Hampshire Food Bank.

The Food Bank distributes over four million pounds of donated and purchased food to over 300 food pantries, soup kitchens, shelters, day care centers, senior citizen homes and substance abuse treatment centers across New Hampshire. Record-low inventories and the soaring cost of transportation have put these services in jeopardy, however, and the Food Bank needs our help.

Each donation made to the Co-op Food Bank Challenge between now and October 31, 2008 will be matched dollar for dollar by the NHEC Foundation, the member-supported charitable fund that will contribute up to \$25,000. The Co-op Board of Directors has approved an additional \$25,000 donation from the Cooperative, leaving members and the public to make up the difference.

Your tax-deductible donation is needed and appreciated. Please use the donation coupon below and follow the progress of the Food Bank Challenge on our website – [www.nhec.coop](http://www.nhec.coop). Thank you!



NH Governor John Lynch helped Co-op and Food Bank officials kick off the Co-op Food Bank Challenge last month at a Statehouse ceremony in Concord.

# I TOOK THE CO-OP FOOD BANK CHALLENGE!

Clip this coupon and include it with your check made payable to:  
NHEC Foundation (please write Food Bank Challenge on the check memo line).  
Mail to NHEC, 579 Tenney Mountain Highway, Plymouth, NH 03264.

Name: \_\_\_\_\_

Amount: \_\_\_\_\_ Please do not send with your bill payment!



# Make Your Voice Heard!

by Richard G. Johnstone Jr., Executive Editor,  
Cooperative Living Magazine

There are several daunting energy challenges facing our great nation, challenges that must be understood by our members. Our elected officials, at both the state and federal levels, must also develop a keen understanding of these issues, in part by listening to the concerns of their constituents, and then by voting in the best long-term interests of our nation.

These challenges include a laundry list of newspaper headline materials: the rising cost of the fuels used to generate electricity, the long lead times needed to plan for, receive permits for, and construct a generating station or the transmission lines needed to carry its power to delivery points; rising demand for power driven by the population growth and by larger homes with multiple, high-usage technological wonders like computers and plasma TVs; the need to focus more effort on conservation of resources; and concerns about climate change.

The issue of climate change clearly needs to be examined in the context of a larger discussion of energy policy in general. This nation needs a clearly understood, laser-focused, broad-based, broadly supported energy policy now more than ever.

And that's where you come in. A big part of the "Our Energy, Our Future" campaign revolves around encouraging co-op members like you to make your voice heard, specifically by asking questions to your representatives in Congress: Senator Judd Gregg and individuals running for the other Senate seat and for the two House seats.

To make things easy, we have a web site that will send a question from you, directly to your representatives. Go to [www.ourenergy.coop](http://www.ourenergy.coop) and plug in your address. There you will be able to ask a series of questions to your current representatives in Washington.

The first question we'd like you to ask them is this:

"Experts say that our nation's growing electricity needs will soon go well beyond what renewables, conservation and efficiency can provide; what is your plan to make sure we have the electricity we'll need in the future?"

The second question focuses on technology:

"Our country faces a crisis as electricity use increases faster than available supply. By unleashing American ingenuity we can solve this problem. What are you doing to speed the development of new technology that will allow me to have the electric power I need while meeting our national climate policy goals?"

In order to craft a true national energy policy, co-op members, like you and me, must speak loudly, clearly and firmly and insist that our elected leaders address these questions, these needs and these imperatives now.

## Tornado Cuts Swath of Destruction

A tornado packing winds in excess of 120 miles per hour cut a 60-mile path of destruction through the eastern part of Co-op service territory on July 24, posing a huge challenge for line crews and emergency officials.

More than 120 lineworkers, including contract line crews and tree crews, worked scheduled shifts round the clock until power was fully restored by the afternoon of Sunday, July 27.

At the height of the storm on July 24, more than 8,000 members were without power. Damage was not widespread, but where it did occur, the destruction was nearly complete. The most damage in a single location occurred on Griffin Road near the Epsom - Deerfield town line, where 60 continuous sections of primary line - a span of 12,000 feet - lay twisted on the ground. In all NHEC territory

affected by the storms, more than 75 broken poles were replaced, along with 16 miles of electrical line.

Reducing the severity and duration of power outages were two new facilities that came online just weeks before the July 24 storms. New substations built in Belmont and Canaan allowed Co-op officials to reroute power around areas affected by the storm to keep the electricity flowing to those members not directly affected by the high winds.

No injuries to Co-op personnel were reported during the restoration effort. NHEC wishes to thank its employees, contract line crews, tree crews and local emergency officials for their professional response. NHEC also thanks its members for their patience during this severe weather event.

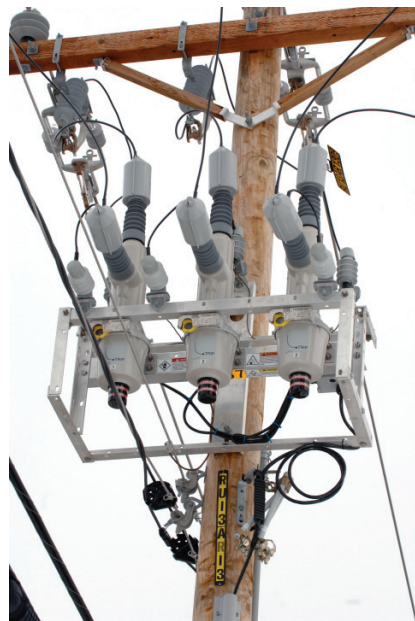


## Vipers Are Taking a Bite Out of Power Outages

Vipers – they're not slithering on the ground, in fact they're on a utility pole over your head. A Viper is a state-of-the-art "recloser," which is an automatic switch that shuts off power to an electric line when it senses trouble.

On high voltage electric lines, 80 to 90 percent of trouble occurrences are temporary - such as lightning, wind-blown tree branches, birds, or rodents - and will remove themselves from the electric line quickly. When something contacts an electric line, the recloser automatically shuts off the power. An instant later (the length of time may be noticeable only as a light bulb flicker), the recloser turns the power back on, but if the trouble is still present, it shuts it off again. If the trouble remains present after three tries, the recloser is programmed to consider the problem permanent and the power remains off. A power company crew must then repair the problem on the line and reset the recloser to restore power.

In the past, a tree branch in contact with one phase of a three-phase line would have resulted in outages on all three lines. The Viper now allows the Co-op to isolate the one affected phase while two-thirds of the members on that line see no interruption of service. The result - Vipers are preventing



thousands of hours of power outages for Co-op members.

In 2007, the installation of 38 Viper reclosers at key locations throughout our system saved 26,405 member-hours of outages. Already in 2008, the Vipers have saved over 7,000 hours of outage time for members. It's an example of how the Co-op is investing in the technology that improves the reliability of your electric service.

## WATTS HAPPENING!

### 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.

### Report an Outage

To report a power outage 24 hours a day, seven days a week, please use our automated reporting system by calling 1-800-343-6432. The Co-op's Outage Management System will recognize your phone number if we have it on record and automatically report your outage. You can also report an outage automatically by entering your 10-digit NHEC account number. You can also stay updated on power outages throughout the Co-op's system by checking our online outage map at [www.nhec.coop](http://www.nhec.coop). If there are outages anywhere on the Co-op system, a banner will appear on the website home page that links to a map showing real-time information on outages, their duration and expected time of restoration.



## Take Cover with Whole House Surge Protection

Lightning has been wreaking havoc in Co-op country this summer, but you can rest easy with Whole House Surge Protection from your Co-op.

### What Is Whole House Surge Protection?

Whole house surge protection starts with a visit from a qualified Co-op electrician to test and analyze your home's electrical grounding. If it's up to snuff, the Co-op will install the Kenick Surge Arrester and HomeGuard® Surge Protection kit.

This whole house surge protection provides your home with two levels of surge protection. First, the Kenick surge arrester blocks surges from entering your home with a special device installed by a qualified Co-op technician at your electric meter. This device protects your home and major "white" appliances, such as your refrigerator, stove, dishwasher and washing machine/dryer.

Also, you'll receive four high-quality plug-in devices (HomeGuard Surge Protection kit) to provide a second level of protection for your television, computer and other sensitive electronic equipment. You'll get all this and a socket tester for just \$450, including delivery and installation.

### Order Today

For more information or to order, call Co-op Member Solutions at 1-800-698-2007, or visit [www.nhec.coop](http://www.nhec.coop).

# The BACK PAGE

## How Big Is Your Footprint?

The talk about carbon and its relationship to global warming can be confusing. Simply put, carbon is stored in fossil fuels and released as carbon dioxide (CO<sub>2</sub>) when these fuels are burned. These carbons are harmful to the environment and the more we do to try to reduce carbon, the better our environment will be today and tomorrow. You can measure your own personal carbon footprint that determines the impact of your fuel consumption on the environment. A personal carbon footprint takes almost everything you do into consideration, including the types of food you eat, how far you drive each day, whether or not you recycle and even how you shop.

So where do you fit on the carbon footprint scale? There is information online to help you in determining this. Several web sites have calculators to help you measure your personal carbon footprint, such as [www.footprintnetwork.com](http://www.footprintnetwork.com), [www.climatefriendly.com](http://www.climatefriendly.com), [www.carbonfootprint.com](http://www.carbonfootprint.com) and [www.epa.gov/climatechange/emissions/ind\\_calculator.html](http://www.epa.gov/climatechange/emissions/ind_calculator.html).

Once you have measured your personal footprint,

you can take steps towards reducing it. The good news is that there are smallSTEPS you can take today to reduce your carbon output that will also save you money in the long run. Some efficiency measures, such as CFL's (compact fluorescent lights), can pay for themselves in just a few months. Other investments, such as home insulation, have a longer payback, but the savings will last for years.

For those things you can't control directly, such as the impact of air travel, you can purchase carbon offset credits. When you buy these renewable energy credits, you put renewable energy back into the power grid to replace the energy from fossil fuels that you have used. The money typically goes only to new and accredited renewable energy projects, such as wind farms, which creates further demand for their product.

Your Co-op has partnered with Portsmouth based company, Clean Air-Cool Planet to measure its own carbon footprint. With the results, we will be able to identify measures that will reduce our impact on the planet and potentially save some money on operating costs. Here's how you can do your

part: Start by visiting [www.smallSTEPS.coop](http://www.smallSTEPS.coop) to learn about energy savings tips for your home or office and consider the following tips.

### FRED SAID:

"Lowering your carbon footprint can actually save you money!"

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



## RESOURCECORNER

### TIPS FOR LOWERING YOUR PERSONAL CARBON FOOTPRINT:



1. Drive less & fly direct.
2. Install a solar hot water system or other renewable electric resource.
3. Buy energy efficient appliances.
4. Choose a hybrid, biodiesel or other fuel-efficient car.
5. Pay bills online.
6. Buy local (food & other products).
7. Buy recycled products.
8. Drink less bottled water.
9. Unplug appliances not in use.
10. Use cold water for dishes and laundry.

*you*

A Touchstone Energy  
Cooperative 

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