

november 2006

NEW HAMPSHIRE

ELECTRIC CO-OP NEWSLETTER

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Winter Storm Outages – Be Prepared

Winter is right around the corner – be ready for storm-related outages with the following preparations...

A home emergency kit can be invaluable in an outage, especially if power is likely to be out for some time. We all hope that any outage is short lived, but preparing for longer interruptions is time well spent. Here are some ideas for your kit:

Basic Needs

- Portable radio
- Flashlight(s)
- Spare batteries
- Candles
- Matches or a lighter
- Wind up or battery alarm clock
- Moist towelettes (baby wipes)
- Freezer ice packs - keep them in the freezer all the time so they're ready to use
- Large cooler or ice chest
- Sleeping bags or blankets
- Warm, dry clothing
- First Aid kit
- Personal hygiene supplies
- Baby supplies, including diapers

Water

If you know a storm with the potential to cause outages is coming, fill containers with water, including your bathtub(s). Separate water for

drinking from that for other uses. Flush toilets sparingly with a bucket of water.

Food

Plan on a three to five day supply for each member of the family, including family pets. These can include:

- Canned meats, vegetables and fruits
- Freeze dried meats, vegetables, fruits, and prepared meals
- Instant foods
- Foil pouch products
- Infant foods and needs
- Pet foods

In addition, the following will make life without power easier:

- Manual can opener
- Disposable plates, cups, and eating utensils
- Camp stove and fuel

To Report an Outage

The Co-op's Control Center is a busy place during times of wide-spread power outages. You can help our employees and yourself if your power goes out by following these simple steps.

- To report an outage, call 1-800-343-6432. We recommend you keep this number posted in a convenient place in your home – near the phone, on your refrigerator ...wherever it's easy to remember and locate.
- Have your account number ready – when you call the Co-op to report a power outage, you'll be prompted to enter your 10-digit account number. This information will automatically enter your outage in our computer database without the need to speak to an employee directly. We know it can be tough to locate your account number in the dark. That's why we recommend you post your account number in a convenient place.
- Listen first – during times of heavy outages, our employees will leave recorded messages every 30 minutes announcing the locations of known outages and the expected time until restoration. If you hear your town or area mentioned in the recorded message, you can rest assured that we are aware of your outage.
- Tune in to local radio – the Co-op will notify local radio stations in your area if we expect your power to be out for an extended period of time.

Watts Happening

Behind on Payments?

The Co-op has a variety of options for members who are having difficulty paying their bills. Contact our Member Solutions department and ask about setting up a payment plan. Or, find out if you qualify for the Co-op's Home Energy Assistance Program (call 1-800-698-2007), or the Statewide Energy Assistance Program (contact your local Community Action Agency).

Board of Directors Meeting

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. The Board will meet next on Tuesday, November 21, 2006. The December meeting is scheduled for Tuesday, December 19, 2006. For more information, contact Sharon Yeaton at 603-536-8801, or nhechq@nhec.com.

CO-OP

Member Discounts

Present this coupon for
50% off admission price!

Present this coupon at the White Mountain Holiday Magic & LightPark on Sunday, November 26, 2006 and receive entry for **\$5 per carload** (50% off regular admission price).

Holiday Magic & LightPark is located in Branch Brook Campground in Campton. For more information, visit www.holidaymagiclightpark.com.

*Coupon is good for New Hampshire Electric Co-op members only.
Original coupon only, no photocopies will be accepted.



Co-op Rates Expected to Remain Stable Through 2007

After a rate adjustment last month to account for the increased cost of wholesale power and a reflection of seasonal prices, NHEC expects rates to remain stable at least through the end of 2007.

Taking advantage of a recent dip in power prices, NHEC has secured more than 75% of our members' power supply needs for the year 2007, and about 40% for 2008 through mid-2009, locking in prices that are lower than initially anticipated.

Last month's increase in Co-op Power, the energy portion of your bill, resulted in a total bill increase of about 19% for the typical residential member using 500 kilowatt hours of electricity per month. While still significant, the increase was less than initial projections earlier this year that anticipated total bill increases of up to 26%.

A combination of factors – most of which are beyond the Co-op's control – has caused wholesale power costs in New

England to increase dramatically since 2002 when NHEC locked in contract prices for 85% of our needs through the end of 2006. Though it has come down in recent weeks, the price of natural gas – New England's primary fuel for power generation – is now double the 2002 price. Since natural gas is also the fuel most New England households and businesses rely on for heat, winter electricity prices have risen relative to the rest of the year – particularly affecting NHEC members because we use most of our electricity in the winter months. Another factor leading to increased prices is the fact that portions of the New England power transmission grid are outdated, at times limiting the ability and increasing costs to get power from the most economical power sources into the market. In addition, there has been relatively little new generation added or planned to assure a long-term reliable and economical electricity supply, so regulators have ordered new incentives for developers to install new generation where most needed. The money for these new

capacity incentives is collected from all New England electricity users – it accounts for 0.7 cents per kilowatt-hour of the October increase in NHEC's Co-op Power rate and is scheduled to grow over the next several years.

NHEC has attempted to minimize the impact of these factors by increasingly diversifying our power supply. Our purchasing strategy calls for the "layering" of a variety of power resources through such measures as different contract terms, types of energy products and suppliers, plus pursuing some of our needs from specific generating plants with differing operating characteristics in different locations and using different fuels, including renewable resources. Our ongoing goal is to manage NHEC's wholesale power supply to become more diverse, flexible and self-reliant so as to capture lower and more stable rates for the Co-op Power we provide for our members.

Prevent Freeze-Ups Before You Disconnect

If you're planning to disconnect your electric service in the winter months, please be advised that NHEC is not liable for any property damage that may occur as a result.

Frozen or burst pipes and resulting water damage are the most common mishaps resulting from disconnections. Fortunately, they're also the most preventable. Please take steps to ensure that your property is ready for a long, cold winter before you request a disconnection of service.

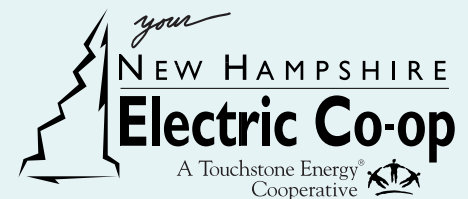
Landlords – you can help us help you by telling us your wishes when a tenant requests a disconnection of service. NHEC will attempt to contact a landlord when a tenant requests a disconnection of service. If we can't reach you, however, we're obliged to disconnect power. To avoid this, you can call Member Solutions at 1-800-698-2007 and leave a blanket authorization expressing your wishes when a tenant requests a disconnect.

FreezeAlarm™ – Peace of Mind All Winter

Never worry about power outages, frozen pipes and water damage with the FreezeAlarm, the innovative product that monitors your home's electricity and temperature.

Choose from three models available from the Co-op – all three will automatically call you in the event of a power outage, or if the temperature in your property drops below a pre-

set point. The Deluxe version allows you to adjust the temperature in your home remotely using your telephone, while the Deluxe with Water Alarm will notify you in the event of a water leak. This is the ideal product for second or seasonal homeowners! Call the Co-op today for complete details at 1-800-698-2007, or read more online at www.nhec.coop.



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 or e-mail
nheccc@nhec.com

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

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RESOURCECORNER

Refrigerator Retirement Savings Calculator

If you have a refrigerator that was manufactured before 1993 it's probably time to say goodbye. Visit the EnergyStar™ website and enter your information in the calculator to find out how much yours is costing you.

<http://www.energystar.gov/index.cfm?fuosection=refrig.calculator>

Watch What You Heat

Heat only the space you need, not an entire zone, with the expanded line of Convectair electric space heaters available from your Co-op. Choose from two models – the Apero or the Jazz. Both models offer gentle, even heating with programmable thermostats sensitive to one-fifth of a degree. Convectair heaters mount on the wall so there's no need to worry about a portable heater tipping over. For more information or to order, call Co-op Member Solutions at 1-800-698-2007, or visit us online at www.nhec.coop.



Convectair electric space heater

Ventilation Is Key To Air Quality

Homeowners often think that houses need to breathe in order to improve indoor air quality. Leaky houses (or poorly insulated ones) have more warm air in contact with cold surfaces, which can lead to condensation. This causes mold, mildew and structural damage. The best way to improve air quality is to make sure the building is as energy efficient as possible and to remove the bad air (moisture) and other indoor pollutants with mechanical ventilation. Improving air tightness of the building

shell will reduce the amount of environmental contaminants entering the home (dust, pollen, carbon dioxide and automobile emissions).

Inadequate ventilation and high humidity levels can increase indoor pollutant levels. Install a high quality bath fan and measure the humidity level in the main part of the home. If it is below 40 RH (relative humidity) the fan is running too much; above 55 it needs to run more.

The Big Chill

Old Refrigerators Can Put Your Energy Budget On Ice

Refrigerators are typically the largest electricity users in houses without air conditioning or in climates where the air conditioners are used only a few days of the month during the cooling season. If your refrigerator is more than ten years old you should consider replacing it. New efficiency standards went into effect in 1993, and older refrigerators are typically two to three times more expensive to run than a new unit. For more information go directly to the American Council for an Energy-Efficient Economy's list of the most efficient refrigerator-freezers:

<http://www.aceee.org/consumerguide/topfridge.htm>

If you're planning to make a refrigerator purchase, consider the following tips:

- Ask for an ENERGY STAR™ model. When buying a refrigerator or freezer from a retailer, request an ENERGY STAR qualified model to ensure it is energy efficient.
- Purchase an appropriate-sized refrigerator or freezer model for your needs. Generally, the larger the refrigerator or freezer model, the greater the energy consumption. The most energy-efficient refrigerator models are typically 16-20 cubic feet. The most energy-efficient freezer models are typically chest freezers.

- Consider buying a refrigerator model with a top freezer. Top freezer models use 10-25% less energy than side-by-side models.
- Consider doing without an ice-maker and dispenser. Automatic ice-makers and through-the-door dispensers increase energy use by 14-20% and raise the purchase price by about \$75-250.

For better performance and energy savings from your current refrigerator:

- Position your refrigerator away from a heat source such as an oven, a dishwasher, or direct sunlight from a window.
- To allow air to circulate around the condenser coils, leave a space between the wall or cabinets and the refrigerator or freezer and keep the coils clean.
- Make sure the door seals are airtight.
- Keep your refrigerator between 35 and 38 degrees Fahrenheit and your freezer at 0 degrees Fahrenheit.
- Minimize the amount of time the refrigerator door is open.

About Our Cover

Cover Image: *Mysterious Traveler*. Raku-fired stoneware with a copper matte glaze by Sue and Steve Russell of Russell Pottery, Newbury, NH. Check out the NHEC Co-op Cover Collection at: www.cafepress.com/nhec_art.