

## Workforce Housing Gets ENERGY STAR® Treatment



With help from NHEC energy efficiency rebates and a grant from the NHEC Foundation, 32 units of affordable housing are ready for occupancy in Meredith.

Pinecrest Apartments feature town-house style “workforce housing” units that range in size from one to three bedrooms. Rents are set at below-market rates in order to offer permanently affordable homes where low-income, working families in the Meredith area can afford to live on the wages they earn.

All of the units were certified by NHEC to meet or exceed the standards of the EPA’s ENERGY STAR® New Homes program. Using funds made available by the state through the Regional Greenhouse Gas Initiative (RGGI), NHEC was able to provide \$40,000 in energy efficiency rebates to the project developer, the Laconia Area Community Land Trust.

With advanced insulation products, ENERGY STAR appliances, high-efficiency ENERGY STAR heating equipment and ENERGY STAR lighting, the apartments are expected to use up to 50% less energy than typical housing construction. The efficiency improvements are expected to prevent the emission of an estimated 116 tons of carbon dioxide per year.

## New Hampshire In Top 10 for ENERGY STAR® Homes

More than 20% of new homes built in New Hampshire meet or exceed ENERGY STAR® standards, a rate that puts the state in the top 10 in the nation.

To earn the ENERGY STAR, a home must meet strict guidelines for energy efficiency set by the U.S. Environmental Protection Agency. ENERGY STAR qualified homes include a variety of ‘tried-and-true’ energy-efficient features that contribute to improved home quality and homeowner comfort, including: effective insulation, high performance windows, tight construction and ducts, efficient heating and cooling equipment, as well as efficient appliances and products.

Rebates and incentives are available to homeowners who build ENERGY STAR-rated homes. The Co-op is your connection to these rebates – see our website for complete program details: [www.nhec.coop](http://www.nhec.coop).

## 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 and calls you in the event of trouble.

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](http://www.nhec.coop).

- Utility Payment Fraud
- ENERGY STAR® Housing
- Board Candidates Wanted
- Online Energy Calculator
- Youth Tour

Your Electric Co-op’s Newsletter

### FEATURE ARTICLE:

## WINTER HEATING ASSISTANCE

If you or someone you know is having trouble paying for heat during the winter season, the Co-op can put you in touch with at least three programs that can help.

### Statewide EAP

Qualified members of the Co-op can receive discounts on their monthly electric bills through the Statewide Electric Assistance Program (Statewide EAP), ranging from 5%–70% of their total bill. Co-op members and electric ratepayers throughout the state support the Statewide EAP through the System Benefits Charge portion of their electric bill.

### Fuel Assistance Program (FAP)

Members can also take advantage of the Governor’s Office of Energy and Community Services Fuel Assistance Program (FAP). As funds become available, the FAP provides benefits to qualified New Hampshire households to assist with heating costs. Renters and homeowners are eligible for the FAP. The FAP can also help households in a heating emergency by securing an emergency delivery of fuel, delaying a shut-off notice, or referring clients to another source of assistance.

To receive assistance from both the Statewide EAP and the FAP, recipients must meet income eligibility guidelines. To apply for assistance or for more information, contact your local Community Action Agency (see list on page 2).

### Project Care

Project Care is a nonprofit, charitable organization developed to provide assistance paying electric bills for NHEC members who are in an emergency situation. The majority of Project Care’s funding comes from the NHEC Foundation, which is funded by Co-op members who agree to have their monthly bill rounded up to the next dollar with the proceeds benefiting the Foundation. Applicants are eligible for Project Care emergency assistance only once in a twelve-month period. Project Care is intended to be used as an option of last resort. Members should apply to the programs listed above before considering application to Project Care. For program guidelines or more information, contact Member Solutions at 1-800-698-2007.

**REVISED GUIDELINES**  
Effective January 23, 2009

**New Hampshire Electric Assistance Program**

**You may be eligible for a DISCOUNT of 5% to 70% on your electric bill.**

*This brochure is available to Co-op members by calling 1-800-698-2007.*



15% Off Your Room Rates @ the Town Square Condos for the Weekend of December 11, 2009 plus \$1.00 off entry to the Cookies & Snow Event on December 12.



• For a full schedule of events go to [www.waterville.com](http://www.waterville.com)  
More info? 888-462-9887



## Community Action Agencies

(continued from page 1)

**Community Action Program**  
(Belknap and Merrimack Counties)  
[www.bm-cap.org](http://www.bm-cap.org)

Concord - 225-6880  
Franklin - 934-3444  
Laconia - 524-5512  
Meredith - 279-4096  
Suncook - 485-7824  
Warner - 456-2207

**Rockingham Community Action**  
[www.rcaction.org](http://www.rcaction.org)  
Portsmouth - 436-3896 or 1-800-639-3896  
Salem - 898-8435

**Southern New Hampshire Services**  
(Hillsborough County)  
[www.snbshome.homestead.com](http://www.snbshome.homestead.com)  
Manchester - 647-4470 or 1-800-322-1073  
Nashua - 889-3440 or 1-877-211-0723  
Peterborough - 924-2243

**Southwestern Community Services**  
(Cheshire and Sullivan Counties)  
[www.scs-helps.org](http://www.scs-helps.org)  
Keene - 352-7512 or 1-800-529-0005  
Claremont - 542-9528

**Strafford County Community Action**  
[www.traffcap.org](http://www.traffcap.org)  
Dover - 749-1334,  
Milton - 652-9893  
Rochester - 332-3963  
Farmington - 755-9305

**Tri-County Community Action**  
(Coos, Carroll and Grafton Counties)  
[www.tccap.org](http://www.tccap.org)

Berlin - 752-3248  
Littleton - 444-6653  
Colebrook - 237-8168  
Plymouth - 536-8222  
Lancaster - 788-4477  
Woodsville - 747-3013  
Lebanon - 448-4553  
Carroll County - 323-7400 or 1-888-842-3835

## Win a Free Trip to Washington D.C.

High school juniors who are the children of Co-op members or attend a school served by the Co-op are eligible to win a free five-day trip to Washington D.C. in June as part of the 2010 National Rural Electric Cooperative Youth Tour.

The Electric Cooperative Youth Tour has brought high school students to Washington, D.C. every June since the late 1950s. Students gain a personal understanding of American history and their role as a citizen by meeting their representative and senators and exploring the sights around the nation's capital.

Please visit our website at [www.nhec.coop](http://www.nhec.coop) for complete details. To learn more about the Youth tour, visit the Co-op website or [www.youthtour.coop](http://www.youthtour.coop).

## Candidates Wanted

The Co-op is governed by a Board of Directors, which is elected by the members themselves. Each year, a Nominating Committee recommends candidates to run for the Board of Directors. This year, NHEC is seeking members interested in serving on both panels – the Board of Directors and the Nominating Committee.

### Board of Directors

Four seats on the 11-member Board of Directors will be up for election for three-year terms in 2010. Voting takes place by mail ballot in May 2010 with Board members installed at the June annual meeting. The Co-op seeks broad representation from a diverse group of individuals and encourages all qualified members to consider running for one of the open seats. You must be a Co-op member in order to run for a position on the Board. For more information about how to get your name on next year's ballot, contact Sharon Yeaton at 603-536-8801 or [yeatons@nhec.com](mailto:yeatons@nhec.com).

### Nominating Committee

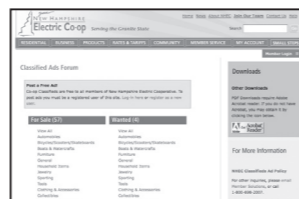
Any Co-op member interested in being part of the candidate selection process for the NHEC Board of Directors is encouraged to apply for a position on the Nominating Committee by December 14, 2009. The Nominating Committee reviews the qualifications of potential candidates seeking election to the Board of Directors and nominates a slate of candidates to run for open seats on the Board. Time commitments typically include three to four all-day meetings between mid-January and mid-March, as well as a substantial amount of time reviewing candidate material. If you're interested, please provide a summary of your background and why you'd make a good member of the Nominating Committee and send it to Sharon Yeaton at [yeatons@nhec.com](mailto:yeatons@nhec.com) or by mail c/o NHEC, 579 Tenney Mountain Highway, Plymouth, NH 03264.

For more information about the Board of Directors election process, visit [www.nhec.coop/about\\_electionprocess](http://www.nhec.coop/about_electionprocess).

## Buy and Sell with Co-op Classifieds

### Welsh Ponies, CB Radios and a Futon...

They were all for sale last month in the online Co-op Classifieds. Buy, sell or swap at [www.nhec.coop](http://www.nhec.coop). Ads are free of charge to Co-op members and there's no limit on how many ads you can post. To get started, register online and follow the links to post your free ads.



## Extreme Pole Replacement

NHEC Lineworkers Wes Read, left, and Matt Monahan put the finishing touches on a pole replacement at the site of the ABC television series *Extreme Makeover: Home Edition* in Lyme, NH. The Co-op crew was on hand to upgrade the electrical service at the home that was completely remodeled from the ground up in less than a week by dozens of volunteers.



## Beware of Utility Payment Fraud

An increasing number of electric cooperatives are reporting members targeted by scam artists looking to gain access to bank accounts and credit card information.

The scam is particularly alarming to seniors or others who live alone. A caller claiming to represent the local electric co-op insists that they will disconnect service unless the member provides credit card or other information.

In recent months, a variation on the scam has involved vague references to federal stimulus dollars. Cooperatives in the southern U.S. have heard from members who've been encouraged to apply for grants of up to \$350 to help senior citizens and low-income members pay their utility bills.

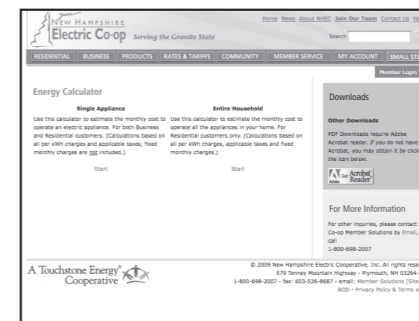
Co-op members should know that NHEC will never make unsolicited calls to you seeking credit card or bank account information. If you receive an unsolicited call seeking that information from someone claiming to represent NHEC, please contact our Member Solutions department at 1-800-698-2007. As a security precaution, NHEC will request personal information to confirm the identity of any caller seeking to make or discuss payments. NHEC does not make outbound calls to solicit such information.

## Online Energy Calculator Puts the Power In Your Hands

Did you ever wonder how much it costs to run that home appliance? The Co-op's website has a handy tool that can tell you. It's called the Energy Calculator and it's available only at our website [www.nhec.coop](http://www.nhec.coop).

The Energy Calculator has two features – a Single Application calculator which allows you to see the monthly cost of operating close to 100 different household appliances and an Entire Household calculator which lets you estimate the monthly cost to operate all the appliances in your home.

The Energy Calculator is updated periodically to reflect current rates so it always gives you an accurate look at your household's electric use. It's just one of many online resources you'll find at the Co-op website.



## 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.

### Recycle Your Fluorescent Lights

The Co-op is accepting spent fluorescent lights for disposal at its Plymouth Headquarters facility on Tenney Mountain Highway and its Meredith District facility on Route 25. As of 2008, it is against the law in New Hampshire to dispose of any mercury-containing products in landfills, incinerators, or transfer stations. That includes spent fluorescent bulbs and Compact Fluorescent Lights (CFLs), which contain a small amount of mercury. Co-op members may dispose of spent fluorescents subject to the following conditions:

- Limit six bulbs per household
- No commercial disposal
- Bulbs accepted – maximum four-foot fluorescent tubes, U-shaped tubes, circular (or Circline) lamps, CFLs (spiral shaped used in standard light fixtures)

**Plymouth: 8 a.m. – 4:30 p.m., M-F**

**Meredith: 7:30 a.m. – 2 p.m., M-F**