

Building a Better Grid from the Ground Up

The communications system that supports NHEC's Advanced Metering Infrastructure (AMI) is taking shape.

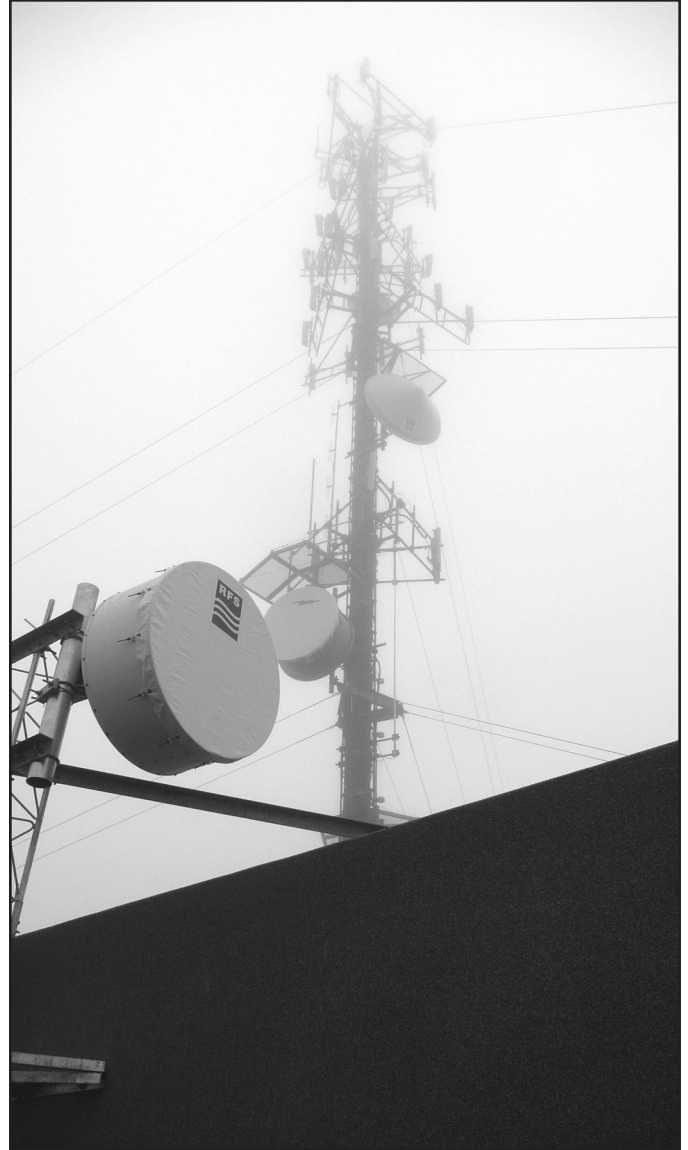
Last month in a shelter atop Prospect Mountain in Alton, crews from Green Mountain Communications were busy connecting microwave radio equipment that will receive and transmit meter usage data beamed up to it from NHEC's Alton District facility two and half miles away. The site is one of 20 or so mountaintop locations around the state that will be receiving and transmitting Co-op communications and meter data when the AMI project is fully built out.

Deployment of communications links is one of the important milestones in the project, needed to allow members to view a detailed record of their energy usage on a web portal located on NHEC's website (nhec.coop). NHEC will notify members in 2012 when the web portal is available for use.

The communications and data received at the Prospect Mountain site will be processed through microwave radios and transmitted to the next closest mountaintop site where NHEC has microwave equipment, in this case Mount Belknap in Gilford. The communications and data are received and transmitted in this way around the state. The meter data from around the state will ultimately arrive at facilities in one of two locations - Gilman Hill in Meredith or Tenney Mountain in Plymouth. Both sites are connected by a new fiber optic cable that will deliver the meter data to NHEC facilities in Plymouth for processing.

15,000 Meters and Counting...

While work continues among the clouds, things are also busy with the AMI project in lower elevations. As of mid-October, more than 15,000 members had received new meters. When the installations are complete in late 2012, the AMI meters will be reporting daily readings to the next closest meter. Groups of readings will be received at a nearby gatekeeper, which transmits the data to a takeout point and on to the microwave communications system.



In all but one location, NHEC is installing communications equipment in places that are already home to existing towers. In the photo above, the dish in the foreground is owned by NHEC, but shares space atop Prospect Mountain with a tower that is used by cell phone providers and other organizations.

Learn more at www.nhec.coop/AMI

Be Prepared for Winter Outages

A home emergency kit can be invaluable in the event of a prolonged power outage. Here are some ideas for your kit:

The Essentials

- Portable radio
- Flashlight(s)
- Spare batteries
- Candles
- Matches or a lighter
- Wind up or battery alarm clock
- Cell phone – fully charged if you know bad weather is coming
- 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
- First Aid Kit
- Personal hygiene supplies and 3-5 day supply of prescription medicines
- Baby supplies, including diapers
- Disposable plates, cups, and eating utensils

Water - If you know a storm with the potential to cause outages is coming, fill containers with water, including your bathtub(s). Store drinking water separately. Flush toilets sparingly with a bucket of water. Also, remember to fully charge your cell phone – portable phones without battery back-up will not work without power.

Prepare a Safe Source of Heat - Have a safe alternative way to heat your home in case of a power failure. Never use a barbecue, camp stove or any other unvented heater because of the danger of carbon monoxide poisoning. If you do not have a way to keep your home warm enough, go to the home of a friend or relative, or check into a shelter until the power comes back on.

To Report an Outage:

1-800-343-6432

Update your phone number with NHEC to make outage reporting easier

How Are We Doing?

It's a question we ask about 200 Co-op members every month via a customer satisfaction survey conducted by Touchstone Energy (TSE) Services.

Each month, a random selection of Co-op members are asked to participate in a telephone survey. The survey grades NHEC on everything from providing reliable service to being polite and courteous. Those results are used to tabulate NHEC's score on the American Customer Satisfaction Index (ACSI). The ACSI provides a uniform and independent measure of customer satisfaction, allowing us to see how we stack up against local service providers (banks, cable, phone, etc.) and similar companies across the country. It also helps us better understand what we're doing well and what needs improvement. So if you've participated in a survey recently - thank you!

Watts Happening

Board Candidates Wanted

The Co-op is governed by a Board of Directors, which is elected by the members themselves. In 2012, four seats will be up for election to three-year terms. 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. Voting takes place by mail ballot in May 2012 with Board members installed at the June Annual Meeting. For more information about the Board of Directors election process, visit www.nhec.coop/about_electionprocess.

Lighting & Appliance Rebates

In-store rebates are available to Co-op members on a variety of energy efficient Compact Fluorescent Lights (CFLs) and ENERGY STAR appliances. Coupons are available and redeemable at participating retailers or by ordering from our 2011 nhsaves mail order or online catalog (<http://catalog.nhsaves.com>). Appliance rebates up to \$30 are available on a variety of products, including refrigerators, clothes washers and air conditioners. For a list of participating retailers in New Hampshire, please visit the Residential Energy Efficiency page on the Co-op's website – www.nhec.coop.

Board of Directors Meetings

The NHEC Board of Directors 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, or call Sharon Yeaton at (603) 536-8801 to confirm the current month's meeting time and location.



For member service
please call
1-800-698-2007
Monday-Friday, 8-5:00
or visit us online at www.nhec.coop

To report an outage
please call
1-800-343-6432

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