Good News, Bad News on Rates

The price of Co-op Power is going down but it’s costing more to get it to you. The result? An overall bill increase of 1.4%, or $1.29, effective November 1 for the typical residential member using 500 kWh per month.

Your winter period bills will show a decrease in the cost of Co-op Power, but it will be more than offset by an increase in the Regional Access Charge rate. This increase reflects a growing concern in New England – the spiraling cost of electricity transmission.

All New England electric utilities share the cost of improvements to the regional bulk transmission system – the large high voltage facilities that move large amounts of power from generators to load centers and electricity distributors like NHEC. The total investment in New England’s bulk transmission system has doubled every five years since 2002 and now stands at $8 billion. While this improves reliability and reduces the cost of moving electricity around New England, many agree the rise in transmission costs and its impact on consumers’ bills at this same pace is not sustainable.

On the positive side, effective November 1, the price of Co-op Power for most NHEC members was lowered from $0.0771 to $0.06773 per kWh. That’s well below the rates for energy service continued on page 2

LED 101

What does LED stand for? Light Emitting Diodes.

What’s so great about LEDs? LEDs save energy, reduce maintenance costs, help protect the environment and last much longer than traditional lighting.

Just how energy-efficient are LED lights? LED lighting can save up to 85% of the electricity used by incandescent bulbs and up to 50% of electricity used by fluorescents.

Where are LED lights best used? You’ll get the most value from your LED when it’s installed in a fixture that’s on for long periods of time, i.e., outdoor lighting, kitchen lights, offices, etc.

What type of light quality can I expect with LED lights? The color temperature of a bulb is measured in kelvins (K). For warm light, look for lighting that is close to 2700K. For a more neutral light, look for something closer to 3500K and for cooler light, look for 5000K or more. Always look for the ENERGY STAR® label to ensure you have the best quality product.

How much do they cost? They’re pricier than traditional lighting – anywhere from $10 - $50 per bulb, but they last up to 20 years and can save you 12 to 15 times the cost of the bulb in energy savings.

IN-STORE REBATES ARE AVAILABLE FOR ENERGY STAR CERTIFIED BULBS AT MOST NH RETAIL OUTLETS. SEE WWW.NHSAVES.COM FOR COMPLETE DETAILS

Energy Efficiency Pays off in Center Harbor

Center Harbor taxpayers are seeing a return on their investment in energy efficiency. The new addition to the town’s Municipal Building qualified for $27,800 in incentives from NHEC Energy Solutions programs. Working with NHEC Energy Solutions, the town received incentives for the installation of high efficiency heating and cooling systems, as well as energy efficient lighting and controls. Here, NHEC Energy Solutions Program Administrators Joe Lajewski (left) and Chris Johnson present Center Harbor Selectman Harry Viens with a check for $27,800. The completed project is 64% above minimum energy efficiency standards, saving the town over $8,000 per year in energy costs.
Watts Happening

When Does NHEC Require a Security Deposit?
To protect the entire membership against losses, the Cooperative may require security in the form of a cash deposit or other guarantee as a condition of establishing electric service. On existing accounts, the Cooperative shall require a deposit, a written guarantee or a recurring bank draft:

a. When the member has received four disconnect notices for electric service within a twelve-month period, or
b. When the member’s service has been disconnected for non-payment of a delinquent account a second time in a twelve month period, or

c. When the Cooperative has disconnected the member’s service because the member interfered with, or diverted, the service of the utility on or about the member’s premises.

Complete details are available for viewing in the NHEC Terms & Conditions, which are posted on our website at www.nhec.coop.

How Are We Doing?
It’s a question we ask dozens of Co-op members every month via member satisfaction surveys conducted by Touchstone Energy Services. The results are used to tabulate NHEC’s score on the American Customer Satisfaction Index (ACSI).

NHEC is doing additional surveying in the coming months as part of the Cooperative Difference survey. This year’s study will take a deeper look into issues impacting consumers of electricity including energy efficiency, the economy, technology, and core cooperative services. So, if you’ve participated in a survey recently – thank you!

iPad Winners!
Congratulations to Co-op members John Fantasia of Farmington and Steven Ladd of Lee who both won new iPads as part of NHEC’s Recurring Payment promotion. While it’s too late to win an iPad, it’s not too late to sign up for the convenience of Recurring Payment. To learn more about how you can “set it and forget it,” visit www.nhec.coop/smarthub.

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 web site at www.nhec.coop, or call Sharon Yeaton at (603)536-8801 to confirm the current month’s time and location.

Candidates Wanted for Board of Directors

Have you considered playing a more active role in your Co-op? How about running for a seat on the Board of Directors?

NHEC is governed by an 11-member Board of Directors, which is elected by the members themselves. In 2014, three seats will be up for election to three-year terms.

NHEC 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 2014, with Board members installed at the Annual Meeting in June. For more information about the Board election process, please visit www.nhec.coop/about_electio

Good News, Bad News (continued)

that are currently proposed by other New Hampshire utilities and being advertised by competitive electric suppliers. In this way, NHEC is benefiting from some longer term energy contracts entered into before the effect of natural gas delivery issues caused operating problems and price spikes last winter.

Please Give to the NHEC & Northway Bank Food Bank Challenge

To Donate:
• Clip the form below and return to NHEC (do not send with bill payment)
• Donate online at www.nhfoodbank.org
• Donate at any Northway Bank branch location

YES, I want to participate in the 2013 NHEC & NORTHWAY BANK Food Bank Challenge!
Clip this coupon and include it with your tax deductible donation made payable to:

NHEC Foundation (write Food Bank Challenge on the memo line)
Mail to NHEC Foundation, 579 Tenney Mountain Hwy, Plymouth, NH 03264

Name:_________________________________________________________
Address:_____________________________________________________

Donation: $___________

Follow our fundraising progress at www.nhec.com/foodbankchallenge

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

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

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