

New Hampshire Electric Co-op TODAY

- Accessible Meters
- Marathon Heaters
- E-mail Encryption Safety
- Eat Locally in NH

September 2009

Your Electric Co-op's Newsletter



FEATURE ARTICLE:

GO GREEN, GET GREEN

RENEWABLE ENERGY REBATES FROM YOUR CO-OP

Up to \$4,000 on low temperature heat pumps

Install an ultra-efficient low temperature heat pump and get up to \$4,000 back. Unlike conventional heat pumps that switch over to resistance heat at temperatures of around 30°F or lower, low temperature heat pumps meet or exceed their rated capacity at 0°F. Some can maintain efficiencies of over 100% even at -30°F! In normal conditions, low temperature heat pumps operate at efficiencies of 200 - 300%. By comparison, the typical fossil fuel system runs at 70 - 95% efficiency. You'll also get air conditioning in summer with a low temperature heat pump. The result - homeowners can save up to 70% on their heating and cooling costs. Please see nhec.coop for a program application as well as a complete list of installers and qualifying products.



Up to \$1,500 on solar hot water systems

Use the power of the sun to heat your water and get up to \$1,500 back. Solar water heating systems cost 50-85% less to operate than traditional water heating and property owners who install solar systems can qualify for sizable tax credits on top of Co-op rebates. A typical solar hot water system consists of two 4 ft. x 8 ft. solar panels, a solar storage tank, a heat exchanger and a domestic hot water tank. At an average installed cost of \$6,000 - \$10,000 before rebates, tax credits and other incentives, solar hot water is one of the most affordable ways to get into renewable energy.

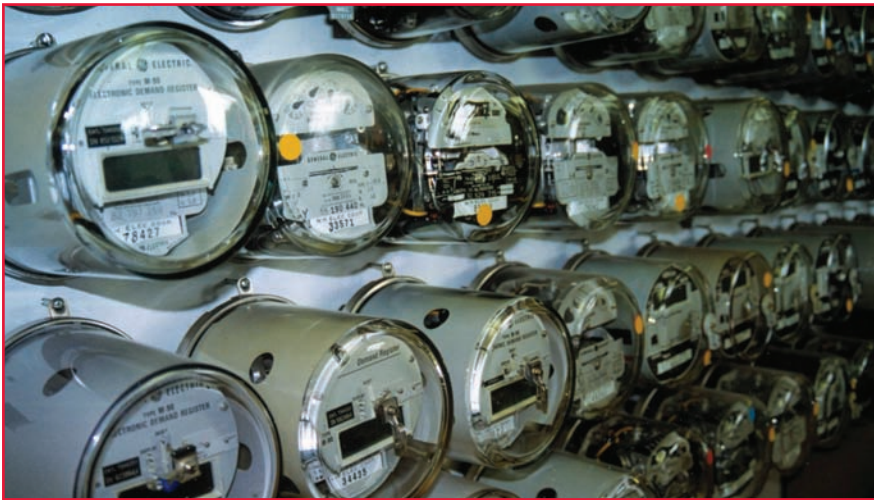
Complete details on both rebate programs are available on the NHEC website: nhec.coop. Hurry - funding is limited and issued on a first come basis.

CHECK OUT THESE OTHER CO-OP REBATES:

\$3,500 on Solar Photovoltaic (PV) Systems

\$3,500 on Small Wind Turbines

The Spin on Meters



Clear a Path

If we can't reach your meter, we can't read your meter. It's a simple equation that can sometimes add up to confusion if you receive an "estimated bill" for that month.

NHEC contracts with Corix Utilities to read electric meters. They're a pretty rugged crew, but on occasion (bad weather, impassable roads, obstructions around the meter, etc.) it is not possible to reach your meter. In most cases, your bill for that period will be based on estimated usage. The Co-op estimates your usage by taking the average of your previous three months usage and your usage for the same month a year ago. Your bill will then be reconciled for actual usage during the next month's reading. This can occasionally result in an unpleasant surprise if your estimated usage is well below your actual usage for that period. If your bill is marked "EST" next to the kilowatt-hour usage line, you'll know your bill for that period has been estimated. If you do not want to receive an estimated bill and prefer to reconcile your account during the next reading period, please call the Co-op at 1-800-698-2007. If your bill says "NO RDG" then the meter reader was unable to access your meter and your usage during that period will be reconciled on your next meter reading.

Of course, you can avoid the cause of most estimated bills by keeping the path to your meter and the area around it free of obstructions and deep snow. Thanks!

High Bill? It's Probably Not Your Meter

"There's no way I'm using that much electricity!"

"There must be something wrong with my meter."

At the Member Solutions call center, we hear these statements frequently from members who are unpleasantly surprised by their monthly usage. Before we offer you some solutions, here are some facts about your electric meter:

- Results of member-requested meter tests show 99.6% of Co-op meters are accurate.
- If an electric meter is not functioning properly, it will typically slow down, not speed up.
- The Co-op conducts a random test of one percent of its meters each year.

If you think your electric usage is too high, call the Co-op and we'll try to help. We've got a number of options – from online energy audits that break down your home's electric use by appliance, to home energy audits for members who use electric heat, to income-qualified state programs that can save you up to 70% on your electric bill.

If you're still convinced there's a problem with your electric meter, the Co-op will test it for a fee of \$70, which will be refunded if the meter is faulty.

Marathon Water Heaters - the Smart Choice for Winter

Believe it or not, winter is just around the corner. For many Co-op members, that means the price of oil and propane are going up. Do you want to get off the winter fuel price rollercoaster? The ultra-efficient, electric Marathon water heater is for you.

Oil and propane prices have swung back and forth as much as \$1 per gallon in the past year while electric rates have remained stable. With another long, cold winter on the way, it's time to add some stability to your household budget with the purchase of a Marathon water heater.

A plastic inner and outer liner makes the Marathon the most durable water heater on the market – it will never rust or leak and comes with a lifetime warranty. Envirofoam™ insulation makes it the most energy efficient water heater on the market.

Co-op members can now purchase Marathon water heaters at discount prices directly from the Co-op and tap into our network of local plumbers for installation or service. Even deeper discounts are available for new construction. For more information on our hot water solutions, contact the Co-op at 1-800-698-2007, or visit us online at nhec.coop.



E-mail Encryption Aims to Safeguard Personal Information

In an effort to keep the personal information of its members secure, New Hampshire Electric Cooperative (NHEC) has implemented a new protocol for e-mail transmissions that contain potentially sensitive information.

Starting September 1, 2009, e-mails that contain information such as account numbers, payment agreements, or any other information that falls under New Hampshire RSA 359-C will be encrypted and password protected.

Recipients of encrypted transmissions will receive an e-mail with a link to the NHEC secure mail server. Upon connecting for the first time, the member will be asked to enter identifying information in order to gain access to their secure mailbox. After the first log-in and set-up of a secured mailbox, members will need only to enter their e-mail address and password to view

subsequent secured transmissions.

“Identity thieves use personal information to open new accounts and misuse existing accounts, creating havoc for consumers and businesses,” said Dena DeLucca, Vice President /CFO. “That’s why NHEC is taking this step, and others, to safeguard our members’ personal information.”



WATTS HAPPENING!

Board of Directors Meetings

The NHEC Board of Directors meets monthly at dates and locations that are available on the Co-op website at www.nhec.coop/boardofdirectors, or by calling Sharon Yeaton at 603-536-8801.

Attention Teachers!

Make electrical safety part of your classroom curriculum this year. Your Co-op offers free electrical safety presentations to students in grades 2 – 5. Combining education and entertainment, this presentation offers fast-paced lessons on electricity and the need to always play it safe. To schedule a visit, please contact Seth Wheeler at 603-536-8685, or wheelers@nhec.com.

Paying Your Bill? Take Your Pick

Online: choose one-time or recurring payment at nhec.coop. Both options allow members with residential accounts to pay via credit/debit card, checking or statement savings account.

By Phone: call our automated phone payment system anytime at 1-800-698-2007.

By Mail: send payment to NHEC, PO Box 9615, Manchester, NH 03108.

In Person: walk-in hours at our Plymouth HQ (579 Tenney Mtn. Hwy.) are 8 a.m. – 4:30 p.m., M-F, except holidays. Or pay your bill at one of dozens of payment locations across the state. See nhec.coop for locations.

Buy and Sell with Co-op Classifieds



Aluminum dock cleats, upholstered arm chairs and a compound bow...

They were all for sale last month in the online Co-op Classifieds. Buy, sell or swap at 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.

Half-price greens fees at Owl’s Nest Golf Club

Co-op Members - present this coupon on Sunday October 25, 2009 for half-price greens fees (\$31 including cart) at Owl’s Nest Golf Club in Campton, NH.

Coupon is good for up to four people. Call ahead for tee time information. For more information about Owl’s Nest Golf Club, visit them online at owlnestgolf.com

Discount is valid on Sunday, October 25, 2009 only; not to be combined with any other offers. Show this original coupon to receive discounts, or copy of recent Co-op bill. No photocopies allowed.



The BACK PAGE

COMMUNITY SUPPORTED AGRICULTURE



THINK GLOBALLY, EAT LOCALLY

Over the last 20 years, Community Supported Agriculture (CSA) has become a popular way for consumers to buy local, seasonal food directly from a farmer. Here are the basics: a farmer offers a certain number of “shares” to the public. Typically the share consists of a box of vegetables, but other farm products may be included. Interested consumers purchase a share (aka a “membership” or a “subscription”) and in return receive a box (bag, basket) of seasonal produce each week throughout the farming season.

This arrangement creates several rewards for both the farmer and the consumer.

Advantages for farmers:

- Get to spend time marketing the food early in the year, before their 16 hour days in the field begin
- Receive payment early in the season, which helps with the farm's cash flow
- Have an opportunity to get to know the people who eat the food they grow

Advantages for consumers:

- Eat ultra-fresh food, with all the flavor and vitamin benefits
- Get exposed to new vegetables and new ways of cooking
- Usually get to visit the farm at least once a season
- Find that kids typically favor food from “their” farm – even veggies they've never been known to eat
- Develop a relationship with the farmer who grows their food and learn more about how food is grown

It's a simple enough idea, but its impact has been profound. Tens of thousands of families have joined CSAs, and in some areas of the country there is more demand than there are CSA farms to fill it. To find a New Hampshire CSA near you, visit www.localharvest.org, the most comprehensive directory of CSA farms, with over 2,500 listed in a grassroots database.

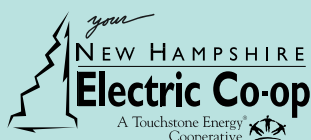
It's September and New Hampshire farms are producing an abundance of fresh fruit, vegetables and more. Local foods are an important part of the New Hampshire economy. Each year approximately \$550 million worth of food is produced in the state, according to the New Hampshire Department of Agriculture. Total economic impact, including farm tourism, reaches close to \$935 million per year. New Hampshire agriculture also preserves 450,000 acres from development, adding to the scenic beauty and recreation opportunities in the state.

Good for You, Good for the Environment

Not only does locally-grown food taste better, it's easier on the environment. The local food movement points out that most foods travel between 1500 – 2500 miles to reach supermarkets in the northeast US. Total the cost of shipping, CO2 emissions and loss of freshness along the way and you're better off getting that tomato from the farm stand down the road.

LOCAL FOOD IN NH

For a listing of local NH farm stands, farmers markets, pick your own fruits and vegetables, restaurants or bedding plants visit <http://agriculture.nh.gov/publications/>



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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