

A. Introduction

1. Terms and Conditions

New Hampshire Electric Cooperative (“the Cooperative”, “we”) is a non-profit, member owned electric distribution company that delivers electricity to member homes and businesses in 115 communities throughout New Hampshire. Our goal is to provide safe, reliable electric service to our members under the “Terms and Conditions” of this document, and in accordance with *New Hampshire Public Utilities Commission (NHPUC) regulations*. The *Terms and Conditions* are rules and regulations of the Cooperative that may be revised, amended, supplemented or otherwise changed by the Board of Directors from time to time without prior notice. The Terms and Conditions are available upon request from the Cooperative or on our web site at www.nhec.coop.

The delivery of electricity and its use by the member constitutes a contract between the parties subject to these *Terms and Conditions*, the regulated *Tariff* and the *Schedule of Fees, Charges and Rates*, whether service is based upon a written contract, verbal agreement, accepted signed application, or otherwise. The regulated *Tariff* includes those portions of the Cooperative’s rates and terms that are regulated by the NHPUC.

2. Membership Rights and Responsibilities

The Cooperative is a democratically controlled organization, owned by the members it serves. As a member you have the unique opportunity to participate in the operation and governance of the Cooperative through exercising your member right to vote. This includes, but is not limited to, voting for and/or running for the Cooperative’s board of directors; attending the annual meeting, monthly board meetings or public forums; and by voting on important issues affecting the Cooperative’s future. No more than one membership may be held by any one person, firm, corporation or body politic. For complete rights and responsibilities, see the *Code of Bylaws*, available upon request from the Cooperative or on our web site at www.nhec.coop.

All Cooperative personnel, agents, or other representatives strive to use good judgment in protecting members’ interests and the Cooperative’s interests, while performing assigned duties in a responsible, safe and efficient manner at the members’ premises.

3. Service Interruption

Although the Cooperative will endeavor to make the service rendered as continuous and uninterrupted as it reasonably can, electricity delivery service is subject to variations in its characteristics and/or interruptions to its continuity. Therefore, the characteristics of the electricity delivery service may be varied and/or such service to any member or members may be interrupted, curtailed, or suspended in the following described circumstances, without liability against and without recourse to the Cooperative; and the obligations of the Cooperative to render service under these *Terms and Conditions* and *Tariff* are subject to such variance, interruption, curtailment, or suspension:

- a. When necessary to permit the Cooperative to make repairs to or changes and improvements in a part or parts of the Cooperative's electrical facilities; such action to be taken upon reasonable notice to the members to be affected, if practicable, or without any notice in an emergency when such notification would be impracticable or would prolong a dangerous situation.
- b. When conditions in a part or parts of the transmission system with which the Cooperative's facilities are interconnected make it appear necessary for the common good.
- c. When such variance, including a reversal of supply, or such interruption, curtailment, or suspension is caused by war, flood, wind, storm, drought, strike or other cause beyond the control of the Cooperative, or by any cause except willful default or neglect on the Cooperative's part.

If a member contacts the Cooperative to report a service interruption and the dispatched Cooperative crew finds the interruption has been caused by member-owned equipment, the member will be charged a fee in accordance with the *Schedule of Fees, Charges and Rates*.

NHEC Operation Centers and Towns Served

ALTON	ANDOVER	COLEBROOK	CONWAY	LISBON
Alton	Alexandria*	Clarksville	Bartlett	Bath
Barnstead	Andover	Colebrook	Conway	Benton
Belmont*	Belmont*	Columbia	Glen	Easton
Farmington	Bristol	Dixville	Hales Location	Haverhill
Gilford*	Canterbury	Pittsburgh	Harts Location	Landaff
Gilmanton*	Danbury	Stewartstown	Intervale	Lisbon
Loudon	Franklin		Jackson	Littleton
New Durham	Gilmanton*			Lyman
Pittsfield*	Grafton*			Monroe
	Hill			Pike
	Northfield			Sugar Hill
	Salisbury			
	Springfield*			
	Sutton			
	Wilmot			
MEREDITH	OSSIPEE	PLYMOUTH	RAYMOND	SUNAPEE
Center Harbor*	Brookfield	Bridgewater	Allenstown	Acworth
Holderness*	Eaton	Campton	Auburn	Charlestown
Laconia	Effingham	Canaan	Brentwood	Claremont
Meredith	Freedom	Center Harbor*	Candia	Cornish
Moultonboro*	Madison	Dorchester	Chester	Croydon
New Hampton*	Moultonboro*	Ellsworth	Danville	Enfield
Sanbornton*	Ossipee	Glenciff	Deerfield	Goshen
Sandwich*	Sandwich*	Grafton*	Derry	Grafton*
Tuftsboro*	Tamworth	Groton	Durham	Langdon
	Tuftsboro*	Hanover	Epping	Lempster
	Wakefield	Hebron	Epsom	Marlow
	Wolfeboro	Holderness*	Fremont	Meriden
		Lincoln	Kingston	Newport
		Lyme	Lee	Plainfield
		New Hampton*	Londonderry	Springfield*
		Orange	Northwood	Sunapee
		Orford	Nottingham	Unity
		Piermont	Pittsfield*	Washington
		Plymouth	Raymond	
		Rumney	Sandown	
		Sandwich*		
		Thornton		
		Warren		
		Waterville		
		Wentworth		
		Woodstock		

*These towns served by multiple Operation Centers