

HEAT PUMPS FOR SPACE HEATING? YES!

It used to be that heat pumps couldn't keep up with winter. If temperatures dipped below freezing, they couldn't produce enough heat to keep your house warm. But that's changed now, thanks to the ductless mini-split heat pump that maintains sufficient heat output even in sub-zero temperatures.

The Most Efficient Way to Heat

Though we recommend you keep an alternate source of heat, a properly sized heat pump system can replace your existing heat source entirely. Heat pumps are typically three to four times more efficient than fossil fuel furnaces or boilers and, depending on how you heat, can save you up to 50% on your heating costs. And with no onsite fuel storage, combustion or emissions, heat pumps are a cleaner, greener way to heat.

How It Works

Air Source heat pumps extract heat from the outside air, which is absorbed into a fluid that flows through a heat exchanger. You don't need to have pre-existing ductwork to install mini-split heat pumps as your primary heat source, so they can be installed easily in any home. Heat pumps also offer better zone control so you only heat the areas you are using.

It Cools Too!

During the hot days of summer, your heat pump extracts heat from the inside, cooling and dehumidifying your home, just like central air conditioning! They also cost less to operate and are much quieter than window units.

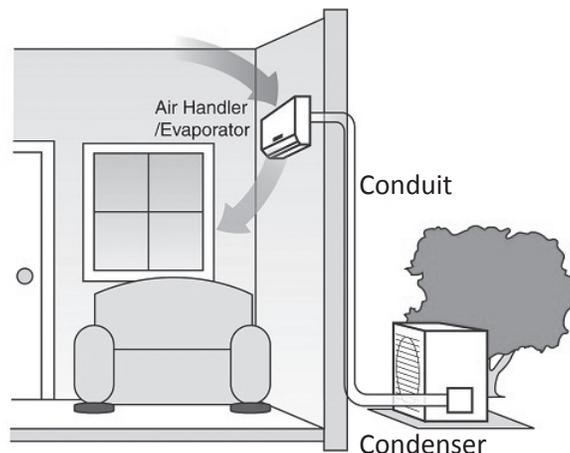
New Hampshire Electric Co-op Rebates Available

We want to help you make the switch to ultra-efficient heat pump technology. For 2017, NHEC is offering rebates of up to \$2,500 on the installation of qualified systems. To learn more or get started, visit www.nhec.com, or call 1-800-698-2007.

Be Ready for Winter Outages

- Water—one gallon per person, per day
- Food—non-perishable
- Medications and required medical items
- Oil lamps, candles, camping lights
- Battery operated radio
- Flashlights; fresh batteries
- Bottled water, juice

See more outage preparation tips at www.nhec.com



A typical mini-split heat pump requires no ductwork. One condenser unit outside your home can connect to one or more heads inside your home, each with its own temperature control.

INTRODUCING... THE NEW NHEC.COM

New Hampshire Electric Cooperative has a new website and it's online now! We're making it easier to do business with us and adding features that empower you with information and resources to better manage your energy use.

EASE OF NAVIGATION

- We've re-organized information to make it intuitive and easy to find what you need. Whether it's **FOR HOME** or **FOR BUSINESS**, you'll find what you need quickly with our new streamlined design.

OUTAGE ALERTS

- When power outages are occurring, you'll see a red alert bar on every page with a link to our live Outage Map.

WAYS TO SAVE

- We've put energy savings information, links to energy efficiency programs and a complete list of NHEC rebates and incentives all in one location to make it easier to save energy and money.

NEW FEATURES

- Take a Home Energy Savings Tour and see how much you can save by using energy wisely at home.
- Use the new Appliance Calculator to see what it costs to power each appliance in your home.
- Are you a good candidate for solar electric? Answer a few questions and find out!

The new **WWW.NHEC.COM** is still your home for online bill payments and all the latest news and events from your Co-op. We invite you to click by and visit!

WATTS HAPPENING

Board Candidates Wanted

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 2017, three seats will be up for election to three-year terms. For more information about how to get your name on this year's ballot, contact Sharon Yeaton at 603-536-8801, or yeatons@nhec.com.

Telephone Town Hall Is January 25

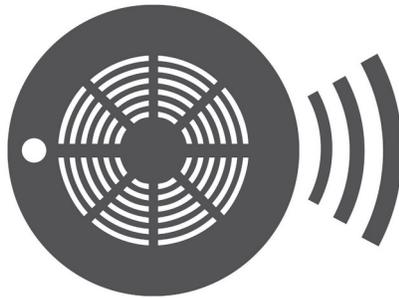
NHEC makes periodic outbound calls to members, inviting you to stay on the line to hear presentations by NHEC staff on a variety of topics of interest to Co-op members. Our next call is scheduled for Wednesday, January 25 at 6:30 p.m. The topic will be energy efficiency and how NHEC can help save energy and money. To join the call, just stay on the line!

Board of Directors Meetings

The NHEC Board of Directors regularly meets on the last Tuesday of each month at the Cooperative's office at 287 Highland Street in Plymouth. Please check the Board of Directors page on the Co-op web site at www.nhec.com, or call Sharon Yeaton at (603)536-8801 to confirm the current month's time and location.

FREE SMOKE ALARM INSTALLATIONS FOR CO-OP MEMBERS

New Hampshire Electric Co-op is partnering with the American Red Cross of New Hampshire & Vermont to install 600 smoke alarms in the homes of 200 Co-op members.



The Home Fire Preparedness Campaign is working to target homes that do not have smoke alarms.

Nationally, the American Red Cross aims to reduce the number of fire deaths and injuries in the U.S. by 25 percent by visiting more than 1.6 million homes to install smoke alarms, replace smoke alarm batteries, complete home safety checklists and help families and individuals develop a disaster plan.

To make your appointment for FREE installation of smoke alarms in your home, please visit the ARC of NH & VT website (www.redcrossorg/local/new-hampshire-vermont) and click the link for Smoke Alarm Installation Request, or call 1-800-464-6692.

Super Ski Savings!

\$20 Off Lift Tickets

Present this coupon at any ticket window on
Sunday, February 5, 2017

to receive \$20 off Adult, Teen, Junior/Senior full day lift ticket, or \$20 off a Learn to Ski or Snowboard package (ages 13+).

- Coupon good for up to four people;
- Valid only on **Sunday, February 5, 2017**;
- Valid only for members of NHEC;
- Cannot be combined with any other offer, no cash value.

Coupon valid only at these Co-op member ski areas.
Thanks for participating!



JAN. 1 RATE CHANGES

Effective with bills rendered January 1, 2017, slight rate increases in two portions of your bill will result in an overall bill increase of approximately 53 cents per month for the typical residential member using 500 kilowatt-hours (kWh) of electricity per month. The increase is the result of rate changes affecting two portions of your bill: the System Benefit Charge and the Delivery Service Charge. The System Benefit Charge funds statewide energy efficiency programs and is increasing by .018 cents per kWh. The Delivery Service Charge is increasing by .088 cents per kWh. This increase allows NHEC to preserve full funding of our right-of-way clearing program, the goal of which is to improve the reliability of our distribution system by reducing outages. The total increase experienced by the typical residential member will be .106 cents, or about one-tenth of one cent per kWh.

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

New Hampshire Electric Cooperative

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