

DRIVE ELECTRIC & EARN GREEN!

There are plenty of good reasons to buy an Electric Vehicle (EV), now here's another – rebates up to \$1,000 from your Co-op!

Electric Vehicle Options	Fuel Economy	Emissions	Fueling Flexibility	Rebates
Plug-In Hybrid Electric Vehicles (PHEVs) Powered by combination of conventional fuels and electrical energy stored in battery. PHEVs are plugged into a power source to charge the battery. They also use regenerative braking and internal combustion for power.	Better than conventional hybrid vehicles; PHEVs use 40% to 60% less fossil fuel than conventional vehicles	Tailpipe emissions are lower than conventional hybrids and much lower than conventional vehicles	Charge at home or public stations; can run on battery or conventional fuel	\$600 NHEC Rebate Tax credits and other incentives may be available
Battery Electric Vehicles (BEVs) Powered only by electrical energy stored in batteries. BEVs are charged by plugging vehicle into an electric power source	No gasoline or other fuels. Fuel economy of BEVs is expressed in cost per mile. BEVs cost significantly less per mile than conventional vehicles	Zero emissions; BEVs run only on battery power	Charge at home or public stations; a typical BEV costs \$0.02 to \$0.04 per mile to operate	\$1,000 NHEC Rebate Tax credits and other incentives may be available



PROGRAM INFORMATION AND REBATE FORMS:

WWW.NHEC.COM/DRIVE-ELECTRIC

RIGHT TREE, RIGHT PLACE

It's spring planting season, a good time to remember that today's small tree could become tomorrow's power outage.

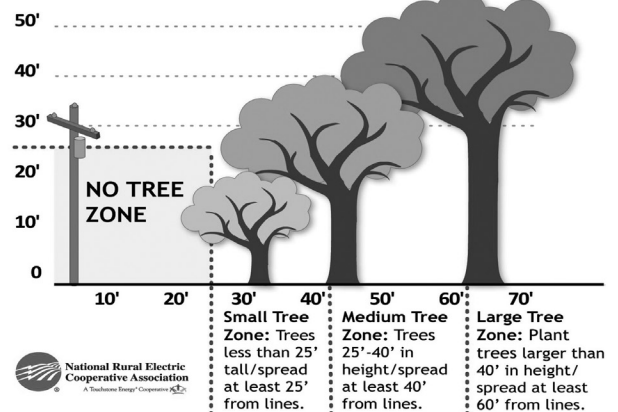
If you're planting trees or other vegetation around or beneath power lines, please make sure they will not grow up to interfere with overhead power lines. Planning before planting can help ensure that the right tree is planted in the right place.

NHEC recommends certain shrub and tree species for planting around power lines, including:

Arborvitae	Azaleas	Crabapple
Lilac	Apple	Holly
Rhododendron	Spirea	Redbud
Forsythia	Witch Hazel	Japanese Maple

Please see a complete list of approved trees and shrubs, plus a schedule of areas being cleared around our service territory, at www.nhec.com.

Tree Planting Guide



PEAK DAYS – GET ALERTS WHEN DEMAND PEAKS

With your help we can lower peak demands, which can result in lower rates.

Participation is easy and completely voluntary – just enroll in Peak Days and we'll notify you when peak demand hours are expected to occur. Any steps you take to reduce energy use during those hours will lower our peak demand and have a positive impact on electric rates.

Peak demands occur during the few hours per year when demand for electricity is highest, usually during a summer heat wave. If we can reduce our demand for electricity during these peak periods, we can reduce the cost to deliver that energy in the future. When we manage the peak, we all save!

To receive email or text alerts, please use the enrollment portal online at www.nhec.com/energy-management/peak-days/, or call Member Solutions at 1-800-698-2007.

EAP PROVIDES SOLUTIONS FOR MEMBERS IN NEED

The New Hampshire Electric Assistance Program, or EAP, can help income eligible Co-op members pay their electric bills. The EAP provides eligible members with a discount on their monthly electric bills. The discounts range from 8% to 76%, depending on the member's gross household income and household size.

All electric utility customers support the statewide EAP through the system benefits charge portion of their electric bill. The EAP discount helps make bills more affordable and helps customers avoid the risk of having their electric service shut off for non-payment. To be eligible for the program customers must receive an electric bill from a regulated electric utility and have a gross household income that qualifies at the time of application.

2017 Income Eligibility Guidelines	
Family Size	Gross Annual Income
1	\$24,120
2	\$32,480
3	\$40,840
4	\$49,200
5	\$57,560
6	\$65,920
7	\$74,280
8	\$82,640
For each additional person add \$8,320	

The EAP is a 12 month bill assistance program. Benefits are subject to the availability of funds. To apply for the EAP, call your local Community Action Agency (CAA) office. See a complete list of CAA offices and phone numbers under the 'For Home' menu on our website: www.nhec.com.

WATTS HAPPENING

Automated Outage Reporting (No Waiting!)

Reporting an outage can take as little as 30 seconds...IF we have your phone number on record! Our Outage Management System will recognize your phone number and automatically report your outage. There's no need to wait for a call taker. To add or update your phone number, call NHEC Member Solutions at 1-800-698-2007 (M-F, 8-5); or update anytime on your account homepage at www.nhec.com.

Virtual Hold Calls You Back!

Why wait when Virtual Hold calls you back? 'Virtual hold' kicks in when caller wait times exceed five minutes, offering you the option to get a call back from NHEC when you've reached the front of the queue. This way, you can get off the phone but still hold your place in line! At this time virtual hold is not an option on the Co-op's automated outage reporting line due to the volume of calls received during outages.

Pole Testing Underway

Alamon Contract Services is performing testing of over 10,000

IT'S REFRIGERATOR RECYCLING SEASON!

Are you running an old refrigerator or freezer in your home? If so, it could be costing you up to \$150 per year to run that appliance. NHEC is offering a seasonal program to help our residential members recycle that old fridge or freezer at no charge, and we'll give you a \$30 incentive for doing the right thing.

To participate:

- you must be a residential member of NHEC
- the unit must currently be installed in NHEC territory
- the eligible refrigerator or freezer must be 10-30 cubic feet, in working condition on the day of the pick-up, and owned by the member



ARCA Recycling Inc., our recycling contractor, will schedule your free pick-up and properly dispose of your old appliance - most components are recycled! For more information or to schedule a pick-up, go to www.NHSaves.com/recycle or call ARCA at 1-877-889-4763. For ease in scheduling, please have your NHEC account number available. Offer good for a limited time and while funding is available, so act quickly!

Happy Father's Day!

utility poles throughout the NHEC service area during the summer and fall of 2017. Pole testing helps determine the integrity and stability of the pole and whether it should be replaced. All Alamon vehicles will have signage identifying them as working for NHEC, and all Alamon Contract Services employees will have personal identification with them and available upon request.

View Your Usage Online

View your monthly, daily or hourly electric usage online at www.nhec.com. Click the SECURE LOGIN link on the home page and follow the links to My Usage. There, you'll find detailed information that can help you learn more about when you use power and track your efforts to reduce your usage.

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.

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

579 Tenney Mountain Highway

Plymouth, NH 03264