

NEW CHALLENGES, NEW OPPORTUNITIES NHEC PLANS FOR THE FUTURE

Building on the success of our past, New Hampshire Electric Cooperative (NHEC) has embarked on a strategic planning process that will enable our members to take advantage of rapid changes that are redefining how electric utilities do business.

Seventy-eight years ago, there were still thousands of rural New Hampshire residents living without electricity. NHEC was founded in 1939 to do what the private utilities of the day wouldn't, namely bring the life-changing blessing of electricity to anyone who wanted it at a price they could afford. We were successful in that effort and today continue to fulfill that need for our members.

NOW WHAT?

Electricity powers the modern world; how we use that electricity and where we get it continue to change. Here are some realities that are re-shaping the energy landscape as we see it ...

MEMBERS' NEEDS HAVE EVOLVED

No two members are alike. Some rely on NHEC only to provide reliable, affordable power. Others want choice and control over all their energy needs. NHEC must balance the needs of our members and work collaboratively to deliver solutions and services that address the diversity of member needs.

POWER HAS SHIFTED

For decades, the business model was simple – the consumer buys power from the utility. However, consumers are becoming more actively engaged in the management of their energy needs. Many buy their power from competitive suppliers with

Rapid changes are redefining how electric utilities do business

NHEC only delivering that power to the member's home or business. Others generate their own power much of the time and sell any excess back to the utility. To date, nearly 900 Co-op members have installed solar electric systems that are generating approximately 8.4 million kilowatt-hours (kWh) of electricity per year.

GROWTH HAS STALLED

In the past, you could count on the Co-op growing in membership and kWh sales every year. During the boom years of the 1990's and early 2000's, we were adding as many as 1,000 new members per year, while kWh sales increased accordingly. Due to the slow pace of growth in our service territory and the impact of energy efficiency and renewable energy efforts, growth in both these areas has essentially flat lined for the past 10 years.

These and other challenges we face today represent opportunities to move beyond the old utility business model and plan a future that meets our members' diverse needs. In 1939, our mission was to electrify the New Hampshire countryside. Going forward, it is to provide you with affordable, reliable electric service options that support and simplify your life. We'll be providing more information as we implement programs and make other changes that are intended to serve you better. We're looking forward to the next 78 years!

NHEC FOUNDATION ANNOUNCES SUMMER GRANTS

Fourteen non-profit organizations throughout the state will share nearly \$40,000 in grants awarded this summer by the NHEC Foundation. Grants are awarded quarterly by the Foundation, which is funded by NHEC members who participate in the Round Up Program. Round Up members agree to have their monthly electric bill rounded up to the next

dollar with the proceeds benefiting the Foundation. Are you a Round Up member? Opt-in anytime online at www.nhec.com, or call NHEC Member Solutions at 1-800-698-2007.

Visit www.nhec.com/nhec-foundation to learn more about the NHEC Foundation.

2017 NHEC FOUNDATION SCHOLARSHIPS ANNOUNCED

Seven Co-op members were named recipients of the 2017 NHEC Foundation Scholarships. Nearly 100 candidates applied for the \$1,500 scholarships, which are available to high school seniors, students returning to college, and non-traditional students enrolled in an accredited, undergraduate educational or training institution. Scholarships are awarded in June. To learn more, visit the Community tab on our website at www.nhec.com.

Congratulations to the following members:

Christin Badylak-Reals of Plymouth will be continuing her education at the UNH where she studies Mechanical Engineering.

Eric DuBois of Moultonborough is in his second year at Brown University where he is studying Biomedical Engineering.

Emma Hardie of Alton will be attending New Hampshire Technical Institute where she will earn her degree in Dental Hygiene.

Meghan Hurley of Moultonborough is in her second year at Colby College where she is studying Environmental Policy.

Dylan McLaughlin of Moultonborough will be attending UNH where he will study Mechanical Engineering.

Charlotte Pitts of North Woodstock is studying Art History and Archaeology at Wesleyan University in Connecticut.

Caitlin Royer of Fremont will enter her third year at Great Bay Community College where she continues her studies in Veterinary Technology.

WATTS HAPPENING

Recycle Your Old Fridge and Get \$30

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. Now, NHEC residential members can recycle that old fridge or freezer at no charge; get free pick up and 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

For more information or to schedule a pick-up, go to www.NHSaves.com/recycle or call 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!

View Your Electric Usage Online

Did you know you can view your monthly, daily or hourly electric

A THRIFT STORE AND MORE!



Flip'n Furniture is ready for business in Plymouth, offering furniture, household goods... and job training!

A \$5,000 grant from the NHEC Foundation will help the Bridge House in Plymouth launch a second thrift store that's doing a lot more than selling used furniture and household items.

Flip'n Furniture will offer job training and skill building courses facilitated by Cindy Bates, the employee trainer for the Common Man family of restaurants. *Excellence in Customer Service* will be offered to a wide variety of people looking to improve their interpersonal skills. This service is being donated free-of-charge by Common Man owner Alex Ray.

Bridge House provides emergency shelter and support for individuals, families, veterans and veteran families. Flip'n Furniture is Bridge House's second thrift store to open in Plymouth. Bridge House staff say their goal is to fully fund shelter operations from the stores' proceeds, therefore reducing or replacing its reliance on state and federal aid.

usage anytime? Just click the SECURE LOGIN link on our website home page (www.nhec.com) and follow the links to 'My Usage.' You'll find detailed information that can help you learn more about when you use power and track your efforts to reduce usage.

Attention Teachers: Free Electrical Safety Presentations!

School is back in session and that means it's time to learn about electrical safety. NHEC offers free presentations to elementary school age students in schools in our service territory. To schedule a visit, please contact Seth Wheeler at (800) 698-2007, or wheelers@nhec.com.

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

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