

THANK YOU!



Damage like this in the Lakes Region was a common sight after the October 30 storm, which knocked out power to over 55,000 Co-op members.

The wind storm of October 30 was one for the record books. When morning dawned on October 30, more than 55,000 members were without power. That easily surpasses the previous high of 49,000 members who lost power at the height of the 2008 Ice Storm.

Getting everyone back up and running after a major storm requires the efforts of our entire Co-op community—not just NHEC's lineworkers and support staff, but also local businesses that provide critical support by housing and feeding out of state crews and many of the NHEC employees working in the field. Despite being without power for days, your patience and your support of our lineworkers and the hundreds more that joined the effort from five states and Canada demonstrated the best of the cooperative spirit. When the weather is at its worst, we see time and again that it brings out the best in our members.

While the vast majority of our members' power was restored within four days and nearly all were restored within seven, we

YOU CAN NOW REPORT YOUR OUTAGE ONLINE!

Announcing a new capability to help you report an outage—simple, easy and efficient. Online outage reporting logs your outage directly to our Control Center where a crew will be assigned to assess the outage and restore your power as quickly as possible.

To take advantage of online outage reporting, please follow these steps:

Existing SmartHub Users:

Go to <https://www.nhec.com/report-an-outage>

Follow prompts to report outage and submit. Once outage is reported, you can log back into SmartHub to view the status of your outage.

HINT: Set up your notification preferences to get text/email messages notifying you when your power is out and when it has been restored.

Not a SmartHub User? Enroll Now!

SmartHub is your online account manager where you can pay bills, view your usage and report an outage. To enroll, click the 'SECURE LOGIN' link at the top of our website home page at www.nhec.com. Have your account number ready and create a user name and password.

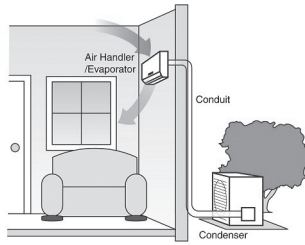
During an outage, simply go to <https://www.nhec.com/report-an-outage> and follow the prompts. For added convenience - download the SmartHub APP and report an outage. As always, you can report an outage any time to 1-800-343-6432.

know how stressful it is to be without power for any extended time and apologize for your inconvenience. To ensure that our performance in future storms continues to improve, we will be conducting a review of our performance in this storm and applying the lessons learned to prepare for the next one (because, in New England, there's always a next one).

To the restaurants, hotels, laundromats, hardware stores, and the many other businesses that drop what they're doing to make sure our crews are well-fed and able to return to work safely – thank you! And again, thank you to our member-owners who weathered the storm with us.

TRY HEAT PUMPS FOR EFFICIENT SPACE HEATING

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.



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! It costs less to operate and is much quieter than window units.

NHEC Rebates Available

We want to help you make the switch to ultra-efficient heat pump technology. 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.

WATTS HAPPENING

Candidates Wanted for Board of Directors

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 2018, four seats will be up for election to three-year terms. NHEC seeks broad representation from a diverse group of individuals and encourages all qualified members from all parts of our service territory to consider running for one of the open seats. You must be a Co-op member in order to run for a position on the Board. For more information about how to get your name on next year's ballot, contact Sharon Yeaton at 603-536-8801, or yeatons@nhec.com.

Ways to Save

Are you looking to save energy and money? Visit the Ways to Save section on our website at www.nhec.com for a complete list of energy efficiency rebates and incentives, plus tips and advice for getting the most for your energy dollar.

Holiday Office Closures

In observance of the Christmas and New Year holidays, the NHEC Headquarters will be closed on Monday, December 25, 2017 and Monday, January 1, 2018. Payments can still be made on these days via our automated payment system by calling 1-800-698-2007, or on our website at www.nhec.com. In the event of power outages, NHEC's Control Center is staffed 24 hours a day, 365 days a year. Please report outages by calling 1-800-343-6432. Happy Holidays from your New Hampshire Electric Co-op!

New Date for December Board Meeting

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 note that the Board's December meeting has been moved to December 19. Check the Board of Directors page on the Co-op web site at www.nhec.com to confirm the current month's time and location.

DRIVE ELECTRIC & EARN REBATES UP TO \$1,000

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

For member service please call

1-800-698-2007

Monday-Friday, 8-5:00

or visit us online at www.nhec.com



To report an outage please call **1-800-343-6432**

New Hampshire Electric Cooperative

579 Tenney Mountain Highway

Plymouth, NH 03264