

# HOW WE RESTORE POWER

When a bad storm strikes and thousands of Co-op members have lost power, our main goal is to restore power safely to the greatest number of members in the shortest time possible. We also want to provide you with accurate information about when your power will be restored.

## STEP 1: ASSESSMENT

After a major storm, there may be hundreds of locations where trees and limbs have come down on power lines. When this occurs, we need approximately 24 to 48 hours to assess the extent of the damage and create a plan for full restoration. While assessment is underway, crews are already working to restore power to substations and main lines. At this point, it's not possible to determine accurate restoration times for specific areas.

## STEP 2: SUBSTATIONS, MAIN LINES, CRITICAL FACILITIES

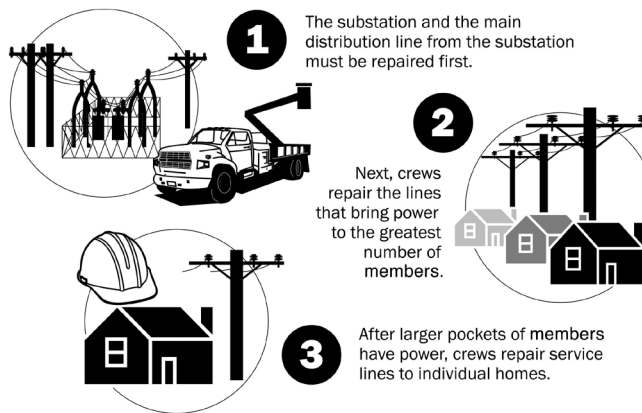
NHEC has more than 40 substations and delivery points where high voltage power enters our distribution system. Restoring power to substations can restore power to thousands of members

at once. The main lines that carry power from substations also serve large numbers of members, as well as critical facilities like hospitals, waste water treatment plants and communications systems. While substations are being restored, crews are also working on the main lines.

## STEP 3: TAPS & SERVICE LINES

After the main lines have been restored, crews begin repairing damage to the smaller lines that branch off the main lines. These lines, often called "taps," may serve a neighborhood or they may stretch over several miles in more rural areas.

Sometimes, damage will occur on the service line between your house and the street. If you've signed up to receive outage/restoration notifications and the power is restored to the substation or main line that serves your property, you may receive notice that your power has been restored. However your power may still be off because of damage on the smaller lines that serve you directly. When this occurs, please call us and let us know that you are still without power.



## 3 Easy Ways to Report an Outage

- **Sign into your SmartHub account**  
(Not a user? Click 'SECURE LOGIN' at [www.nhec.com](http://www.nhec.com) to create an account)
- **Use the SmartHub mobile app**  
(Download the app for Apple or Android devices)
- **Call 1-800-343-6432**

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

Electric Vehicle Options	Fuel Economy	Emissions	Fueling Flexibility	Rebates
<b>Plug-In Hybrid Electric Vehicles (PHEVs)</b> Powered by combination of conventional fuels and electrical energy stored in battery. PHEVs are plugged into a power source to charge the battery.	More efficient 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	<b>\$600 NHEC Rebate</b>  Tax credits and other incentives may be available
<b>Battery Electric Vehicles (BEVs)</b> Powered only by electrical energy stored in batteries. BEVs are charged by plugging 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 tailpipe 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	<b>\$1,000 NHEC Rebate</b>  Tax credits and other incentives may be available

# WHAT IS SMARTHUB?

SmartHub is the name of your online account manager.

SmartHub is secure and convenient. Use it to pay bills online and manage all aspects of your NHEC electric account.

## With SmartHub, you can:

- View your daily/hourly energy use
- Report an outage and check restoration updates
- Sign up for text/email notifications

To launch SmartHub or enroll as a first-time user, just click the **SECURE LOGIN** button at the top of our website homepage at [www.nhec.com](http://www.nhec.com). Or, get SmartHub to go by downloading the SmartHub app on your mobile device!



Scan to download the  
SmartHub Mobile App



## FREE GENERATOR TRANSFER SWITCH INSPECTIONS

Generators can help you keep some comforts of home during extended power outages, but they can be dangerous to you or lineworkers if the generator transfer switch is not operating as designed. Please let us know if you have a standby or portable generator at your home, so we can visually inspect the transfer switch to ensure it will not “backfeed” power to the electric grid. “Backfeeding” occurs when a generator energizes the electric lines serving the member. This can presents a danger to you, your neighbors, and lineworkers. NHEC offers a free visual safety check of the generator transfer switch. To schedule one, please contact NHEC Member Solutions at 1-800-698-2007.

For member service  
please call

1-800-698-2007

Monday-Friday, 8-5:00  
or visit us online at [www.nhec.com](http://www.nhec.com)



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



## THANK YOU!

A big “thank you” to all the NHEC employees who volunteered to raise \$1,766 for the Salvation Army of Laconia by ringing the bell and collecting donations during the 2017 holiday season. The NHEC Foundation contributed an additional \$2,000 for a total donation of \$3,766! Above, NHEC employee Kristie Saulnier and her daughter Alyson collecting donations outside the Plymouth Wal Mart.

## WATTS HAPPENING

### Save the Date

The 2018 Annual Meeting of Members will be held on Tuesday, June 19th from 10-11am. For the first time, we will be offering live streaming of the meeting online in an effort to increase member participation with this convenient way to attend virtually. The meeting itself will still be held in Plymouth, NH. More information will be provided as the date approaches.

### Correction

A story in the January member newsletter about a January 1, 2018 rate change incorrectly stated the amount of a change in the System Benefit Charge (SBC) portion of your electric bill. Effective with bills rendered on or after January 1, 2018, the SBC charge is increasing from \$0.00348 per kilowatt-hour (kWh) to \$0.00425 per kWh.

### 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](http://www.nhec.com), or call Sharon Yeaton at (603)536-8801 to confirm the current month’s time and location.

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