

BE PREPARED FOR WINTER STORM OUTAGES

A home emergency kit is essential for weathering a prolonged power outage. Here are some ideas for your kit:

The Essentials

- Portable radio
- Flashlight(s)
- Spare batteries
- Wind up or battery alarm clock
- Cell phone – fully charged if you know weather is coming
- Moist towelettes (baby wipes)
- Freezer ice packs - keep them in the freezer all the time so they're ready to use
- Large cooler or ice chest
- Sleeping bags or blankets
- First Aid Kit
- Personal hygiene supplies and 3-5 day supply of prescription medicines
- Baby supplies, including diapers
- Disposable plates, cups, and eating utensils

Water

- Rule of thumb for drinking water: one gallon per person, per day
- When you know a storm is coming, fill containers with water, including your bathtub(s). Cover drain with plastic wrap or trash bag to prevent leakage
- Separate water for drinking from that for other uses
- Flush toilets sparingly with a bucket of water

Be Safe

- Prepare a safe source of heat
- Never use an outdoor grill, camp stove or any other unvented heater because of the danger of carbon monoxide poisoning

REPORT AN OUTAGE
1-800-343-6432

- If you do not have a way to keep your home warm enough, go to the home of a friend or relative, or check into a shelter until the power comes back on

Outage Status and Estimated Times of Restoration

NHEC will communicate in several ways during prolonged outages:

- Mass Media (television, radio, newspapers)
- www.nhec.com (daily updates and outage map with real-time stats)
- Facebook (New Hampshire Electric Cooperative, Inc.)
- Twitter (@NHEC_OUTAGE)

CALL OR CLICK FOR OUTAGE REPORTING

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 an outage at your service location. 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 SmartHub account homepage at www.nhec.com. You can also report your outage online using SmartHub.

Click the **SECURE LOGIN** link at the top right of www.nhec.com and follow the links to Report an Outage.

GIVE THE GIFT OF ENERGY STAR!

The holiday season is a popular time to purchase the latest electronic gadgets. By choosing electronics that have earned the ENERGY STAR® certification, you'll get the latest features while you help your loved ones save energy and protect the environment. They are truly the best gifts! Visit www.energystar.gov/holiday for a complete list of great ENERGY STAR certified products. Learn more about what makes them great plus special deals and rebates available from ENERGY STAR partners like NHEC.



The best gifts
do great things.
energystar.gov

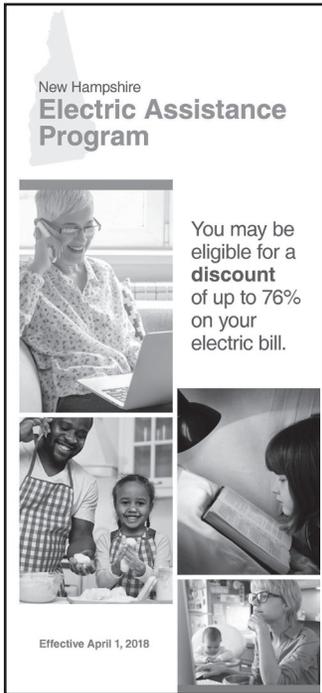
To:

From:



A Gift of Energy Savings for You and the Planet.

EAP PROVIDES SOLUTIONS FOR MEMBERS IN NEED



New Hampshire
Electric Assistance Program

You may be eligible for a **discount** of up to 76% on your electric bill.

Effective April 1, 2018

The New Hampshire Electric Assistance Program (EAP) can help income eligible Co-op members pay their electric bills. EAP provides eligible members with a discount on their monthly electric bills. These discounts range from 8% to 76% depending on the member's gross household income and household size. Any member who purchases their electricity from a third party provider will receive a credit towards the energy supplier power costs.

All electric utility customers support the statewide EAP through the System Benefits Charge on their bill. The EAP discount helps make bills more affordable and avoid the risk of disconnection for non-payment. To be eligible for the program, Co-op members must have a gross household income that qualifies at the time of application.

EAP is a 12 month bill assistance program. Benefits are subject to the availability of funds. To apply for 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.

HAPPY HOLIDAYS FROM YOUR CO-OP!

WHY YOU SHOULD BUY AN ELECTRIC CAR NOW: TAX CREDIT IN JEOPARDY?

Buyers of new, qualified Electric Vehicles (EVs) can still receive a \$7,500 federal tax credit, but perhaps not for long. According to the US Department of Energy, the \$7,500 tax credit will be available until 200,000 qualified EVs have been sold in the United States by each manufacturer, at which point the credit begins to phase out for that manufacturer. So, if you're in the market for one of the top-selling EVs, like the Tesla Model 3, Toyota

Prius Prime, Tesla Model S, Chevrolet Volt, or Chevrolet Bolt, you should consider buying sooner rather than later. All of these manufacturers are approaching 200,000 models sold, at which point the federal tax credit will decrease in value. If you're buying an EV, make sure you also take advantage of NHEC rebates of up to \$1,000! For complete rebate details, visit: www.nhec.com/drive-electric.

WATTS HAPPENING

Food Pantries Get Holiday Boost

Just in time for the holidays, the NH Electric Co-op Foundation has issued account credits to 29 food pantries across the state totaling \$15,000! The credits will be applied directly to each pantry's account at the NH Food Bank where many shop to take advantage of low prices. The NHEC Foundation is able to award grants like this one thanks to the generosity of NHEC members who round up their electric bills each month. To learn more about the Foundation or Round Up visit www.nhec.com/nhec-foundation or call 800-698-2007.

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 2019, 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.

Holiday Office Closures

In observance of the Christmas and New Year holidays, the NHEC will be closed on Tuesday, December 25, 2018 and Tuesday, January 1, 2019. 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!

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. Please note the December Board meeting will be held on December 18, 2018.

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