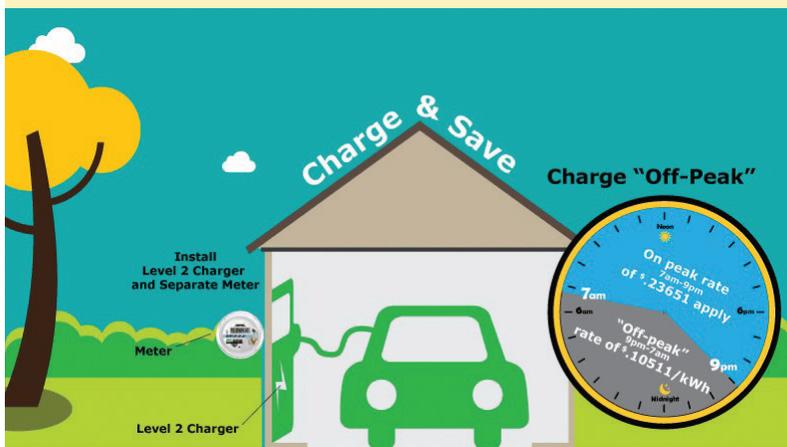


your electric Co-op's newsletter

March 2019

Your picture here... see page 2 for photo contest details.

TAKE CHARGE & SAVE!



We are rolling out rebates of \$300 combined with low off-peak rates for residential members who install qualified Electric Vehicle (EV) charging stations at their homes.

Charging Station Rebate

NHEC will provide rebates of \$300 to residential members who install Level 2 EV charging stations (240 volts) in our service territory. Rebates will help offset the cost of installing a second electric meter that will record your EV charging usage AND let you take advantage of a low off-peak rate when charging your EV.

Off-Peak Rate

When you participate in this program, you'll be able to charge your EV during off-peak hours at a rate that is lower than the basic residential rate.

Learn More

Program details and current rates at www.nhec.com/drive-electric, or call (800) 698-2007.

Meter Replacement Project

Starting this spring, NHEC will be replacing a significant number of electric meters.

The meter replacements are the result of an agreement between NHEC and Honeywell/Elster that will resolve a claim brought by NHEC relating to meters provided by Elster to NHEC in 2012. The original meters were part of NHEC's project to create an Automated Metering Infrastructure that, among other important features, would enable NHEC to receive electronic notification of service outages without the need for members to contact NHEC by phone.

PLEASE NOTE - automated outage notification is not currently available. Until advised otherwise by NHEC, members should continue to report outages by phone at (800) 343-6432, or online at www.nhec.com.

The installation of replacement meters will be carried out across NHEC's system over a maximum period of two years with the majority of work occurring in the Spring, Fall and Summer months of 2019 and 2020. Not all members will receive replacement meters.

Installation work will be performed by Utility Partners of America (UPA), contractor for NHEC. Installers will be carrying photo identification and driving vehicles marked with both the UPA and NHEC logos. The replacement of meters will be accomplished with as little disruption to members as possible, however it will require a brief outage that typically lasts about one minute.

We've created a page on our website for more information as well as a planned installation schedule by town: www.nhec.com/meter-replacement.



Briefly...

Save the Date – Annual Meeting Is June 13

The 2019 Annual Meeting of Members will be held on Thursday, June 13th at 6 p.m. at the Merrill Place Conference Center & Residences on the campus of Plymouth State University. We will again be offering live streaming of the meeting online. More information about the live stream will be available as the date approaches.

Apply Now for a \$1,500 NHEC Foundation Scholarship

The New Hampshire Electric Co-op Foundation will be offering six \$1,500 scholarships in 2019 to support the education and resulting careers of our members and their families. High school seniors, college and non-traditional students are welcome to apply. The deadline for applications is April 22, 2019. For eligibility requirements and application, please visit www.nhec.com/nhec-foundation/scholarships.

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.

This Month's Photo...

The winner of this month's photo contest and a Dunkin' gift card is Co-op member Joanne Pawlowski, who shot this beautiful winter sunset over Lake Winnisquam in Laconia. We want your best scenic NH pics from all seasons! Got a shot you want to share? Email it as an attachment to membernews@nhec.com. Your photo should be 1 MB or larger. Please include your name, mailing address and a brief description of your photo.

The Cooperative Difference: Our People!



Mike, Energy Solutions

When he's not helping NHEC members save energy and money, you can usually find Mike with a banjo in his hands. Mike has been "picking and grinning" on the New England bluegrass scene for more than 30 years and currently plays with a number of bands, including his own – Brock Hill. It's employees like Mike that keep us in tune with our members!

BEWARE OF UTILITY SCAMS!

Scammers are posing as employees of NHEC or other New Hampshire utilities in order to steal your money and personal information! Beware when called or visited by people claiming to save you money, or threatening to disconnect your electric service.

Don't Be a Victim:

- Never provide personal financial or account information to any unsolicited person on the phone, at the door or online, even if they seem legitimate.
- Don't trust your caller ID – scammers can manipulate your caller ID to say the caller is NHEC.
- NHEC never demands instant payment over the phone or requires the use of pre-paid debit cards.
- Members scheduled for disconnection due to nonpayment receive a written notice that includes information on how to maintain their service.
- Verify you are speaking with an NHEC representative by asking for some basic information: name on the account, account address, and the exact past due balance.
- When in doubt, trust your gut instinct – hang up the phone and call NHEC at (800) 698-2007 to confirm that we called you.



579 Tenney Mountain Hwy • Plymouth, NH 03264

For member service,
please call
800.698.2007 (8-5, M-F)
solutions@nhec.com

Report an Outage,
please call
800.343.6432
www.nhec.com