

Briefly...

What Is SmartHub?

SmartHub is your online account manager, which you can access from our website at www.nhec.com. 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. Or, get SmartHub to go by downloading the SmartHub app on your mobile device!

Holiday Call Center Closures

In observance of Thanksgiving, Christmas and New Year's Day, NHEC and the Member Solutions Call Center will be closed on Thursday, Nov. 28; Friday Nov. 29; December 25; January 1, 2020. Bill pay and outage reporting is available 24/7 at www.nhec.com, or 1-800-698-2007.

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.

Winter Rates Set

Starting November 1, NHEC's residential members can expect a total bill increase of about 5%, or \$5.50 per month. While this is an increase compared to our current summer rates, the 2019-20 winter rates are 83 cents less than last winter's rates.

This increase is being driven by changes to the Co-op Power Charge (the cost of actual energy used) and the Regional Access Charge (the cost of transmission grid services). These charges are directly passed through to our members - the cost to NHEC is the cost you pay. For most members, the Co-op Power Charge will increase by 10%, while the Regional Access Charge will increase by 13% over the current summer rate.

The increased Co-op Power Charge is primarily due to the continuing pattern of higher energy costs in winter months in the Northeast. This is due to regional natural gas supply constraints. Natural gas is used to generate roughly half of the electricity in New England. Natural gas demand increases sharply during the winter months, when it is used as a heating fuel, which reduces supply and drives up the cost of generating electricity.

The increase in the Regional Access Charge is primarily due to an increase in the costs other companies charge NHEC to deliver energy to our distribution system. A complete list of NHEC rates and fees is available under the Rates & Tariffs menu at www.nhec.com.

Meet the Energy Saving Heat Pump Clothes Dryer

An energy efficient clothes dryer? Isn't that impossible? Not with a heat pump built in! Using the same technology that heats and cools your home, an ENERGY STAR® certified heat pump clothes dryer can save you up to 60% over conventional dryers. Plus, NHEC has rebates up to \$200 on the purchase of qualified models. Check current rebate offers at www.nhec.com.





This Month's Photo...

It's fall at the base of Stinson Mountain in this picture, but it's already winter at the top! Thank you to Co-op member Mark Runquist of Rumney for submitting this month's photo.

Candidates Wanted for Board and Nominating Committee

NHEC is governed by a Board of Directors, which is elected by our members. Each year, a Nominating Committee recommends candidates to run for the Board of Directors. NHEC is seeking members interested in serving on both panels – the Board of Directors and the Nominating Committee.

Board of Directors

In 2020, three seats on the 11-member Board of Directors will be up for election to three-year terms. NHEC seeks broad representation from a diverse group of individuals and encourages all qualified members to consider running. 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.

Nominating Committee

The Nominating Committee reviews the qualifications of potential candidates seeking election to the Board of Directors and nominates a slate of candidates to run for the three open seats. Any Co-op member interested in being part of the candidate selection process for the NHEC Board of Directors is encouraged to apply for a position on the Nominating Committee. For more information about time requirements and applying to be considered for the Nominating Committee, contact Sharon Yeaton at 603-536-8801, or yeatons@nhec.com.



Congratulations to the NHEC line crews that competed in the 2019 New England Public Power Association Lineworker's Rodeo! NHEC won several events and finished 3rd overall in the contest that promotes job skills and safety.

Season of Need

NHEC Foundation Grants \$5,000 to Help Local Food Pantries

Fifteen food pantries that serve members of NH Electric Co-op will share part of a \$5,000 grant awarded by the NHEC Foundation to the New Hampshire Food Bank.

Pantries from Colebrook to Raymond will share the grant, which is being awarded in the form of an account credit at the Food Bank. "The grant award is a great way to give each food pantry a boost during the holiday season when the need is greatest," said Sara Thielbar, Executive Director of the NHEC Foundation.

Visit www.nhec.com/nhec-foundation to learn more about the NHEC Foundation and the Round Up program that funds it.



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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