

## your electric Co-op's newsletter

# June 2020

## Briefly...

### Summer Rates Holding Steady

The past few months have seen enough change, so we're glad to be able to hold rates steady for the summer period (May-November). This means NHEC members will continue to benefit from a power supply rate that is 18% lower than last summer. See more in Recent News at [www.nhec.com](http://www.nhec.com).

### 2020 Board of Directors Election Results

NHEC members are voting this month to fill three open seats on the NHEC Board of Directors. Complete election results will be available at [www.nhec.com](http://www.nhec.com) on June 22.

### Beat the Peak When the Heat Is On

Reducing your electric usage during summer peak demand hours can help keep future rates low. Enroll in Peak Days and be notified when peaks are predicted to occur. Participation is free and voluntary. See more & enroll at [www.nhec.com/energymanagement/peak-days](http://www.nhec.com/energymanagement/peak-days).

### Board of Directors Meetings

The NHEC Board of Directors regularly meets on the last Tuesday of each month. Please check the Board of Directors page on the Co-op web site at [www.nhec.com](http://www.nhec.com), or contact Sharon Yeaton at (603) 536-8801; [yeatons@nhec.com](mailto:yeatons@nhec.com) to confirm the current month's time and location.

# Here to Meet Your Needs

## NHEC Responds to COVID-19 Pandemic

New Hampshire Electric Cooperative has taken the steps necessary to continue providing our members with safe and reliable service throughout this public health crisis. This includes changes to our operations to protect our members, employees, and the public, while still providing the services our members rely on. We are closely monitoring this fluid situation and continuing to coordinate our COVID-19 response efforts with New Hampshire state officials. We have also taken the following steps to help our members and safeguard public health during this difficult time:

- **Suspended late payment charges and member disconnections for non-payment**
- **Suspended non-essential work that requires close contact with members**
- **Implemented social distancing work practices to keep our field workers healthy**
- **Offered flexible payment arrangements to members financially impacted by the pandemic**



NHEC is here for you when you need us. Our Member Solutions call center is open Monday – Friday, 8 a.m. – 5 p.m. and our Control Center is staffed 24/7/365 to report outages. Stay well and please call if we can help.

**MEMBER SOLUTIONS**  
**(800) 698-2007**

**REPORT AN OUTAGE**  
**(800) 343-6432**

## HELP IS AVAILABLE

NHEC recognizes that the COVID-19 pandemic is creating challenges for many of our members. Resources are available to help during this difficult time. Please call us at 1-800-698-2007 to learn more about the programs available, or to set up a payment arrangement that meets your needs.

### NHEC Project Care

Emergency bill assistance  
To apply: [www.nhec.com](http://www.nhec.com)

### Electric Assistance Program (EAP)

State program provides discounts on electric bills. To apply: nearest Community Action Agency

### NH Health & Human Services COVID-19 Website

Guidance on testing, financial assistance, food assistance and other services: [www.nh.gov/covid19/resources-guidance/residents.htm](http://www.nh.gov/covid19/resources-guidance/residents.htm)

# Help Us Help the NH Food Bank

The economic fallout from the COVID-19 pandemic is creating unprecedented demand for the services of the NH Food Bank and the 425 partner agencies it supports throughout New Hampshire.

In April, the NHEC Foundation provided a \$10,000 grant to the NH Food Bank, which is being awarded in the form of an account credit for 28 food pantries across NHEC territory. NHEC employees have nearly matched that grant with their own donations! If you can help, please give what you can. More information and a donation form are available here: <https://www.nhfoodbank.org/coronavirus/>

To help us meet our goal of matching the NHEC Foundation grant, please write 'NHEC Match' in the donation comment box.



Eileen Groll Liponis, left, Executive Director of the NH Food Bank, models excellent social distancing while accepting a donation from NHEC Foundation Executive Director Sara Thielbar.

## Tips for Saving Energy While Everyone's Home

As many families find themselves together at home due to remote work, school closures, and social distancing, you'll likely see your home's electricity usage increase. Below are some tips and strategies to help you manage your usage.



### SmartHub

NHEC's account management tool lets you see your daily and hourly electric usage. Get familiar with your usage and see the difference simple energysaving measures can make. Log in or create your account at [www.nhec.com](http://www.nhec.com).



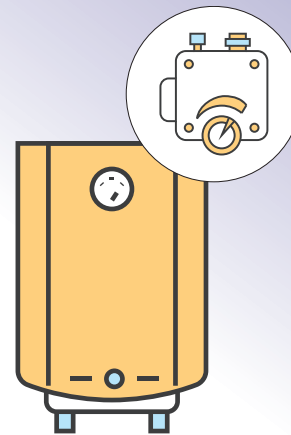
### Cooking

Crockpots, microwaves and toaster ovens all use a lot less energy than a full-size oven. Better yet, get outside and grill!



### Wash or Dry Full Loads Only

This applies to your dishwasher, clothes washer, and clothes dryer. These appliances are far more energy-efficient when you run them at their maximum capacity.



### Water Heating

According to Energy.gov, turning down your water heater temperature can reduce its energy use by 4-22% each year, and save you money on your energy bill. Got a stand-alone water heater? Turn off your primary heating source until fall.



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For member service,  
please call  
**800.698.2007** (8-5, M-F)  
[solutions@nhec.com](mailto:solutions@nhec.com)

Report an Outage,  
please call  
**800.343.6432**  
[www.nhec.com](http://www.nhec.com)