

your electric Co-op's newsletter November 2020

Briefly...

YOUR CO-OP NEEDS YOU!

Want to get more involved in your Co-op? Consider running for a seat on the NHEC Board of Directors, or the NHEC Nominating Committee! NHEC seeks broad representation and encourages members from all parts of our service territory to consider serving on these important panels. For more information, contact Sharon Yeaton at 603-536-8801, or yeatons@nhec.com.

HOLIDAY CALL CENTER CLOSURES

In observance of Veterans Day, Thanksgiving, Christmas and New Year's Day, NHEC and the Member Solutions Call Center will be closed on:

- Wednesday, November 11, 2020
- November 26-27, 2020
- Friday, December 25, 2020
- Friday, December 31, 2020

Bill pay and outage reporting is available 24/7 at www.nhec.com, or 1-800-698-2007.

HELP IS AVAILABLE

We know that the pandemic has impacted many of our members' finances. If you are having difficulty paying your electric bill, our Member Solutions Representatives are here to help. There are financial assistance programs and payment arrangements that can help make your bill manageable. Call 1.800.698.2007, or visit www.nhec.com/covid-19.

Broadband Moves Forward with Member Vote to Approve Bylaw Amendments

NHEC members have approved amendments to the Co-op's bylaws that will allow the Board of Directors to consider all options for providing access to high speed internet service for members.

By a vote of 8,853 YES to 1,158 NO, the proposed bylaw changes were approved by 88.4% of members voting, well exceeding the two-thirds majority required for passage.

"The level of participation in this election is a demonstration of our members' interest in NHEC moving forward on broadband and a sign of the Co-op's health," said NHEC Board Chair Tom Mongeon. "Just as it brought electricity to rural New Hampshire 80 years ago, NHEC is well positioned to provide high speed internet to these same areas of our state."

The bylaw changes approved by members give NHEC the ability to respond quickly and efficiently to federal, state, and local funding opportunities. They will also allow NHEC's Board of Directors to enter into strategic partnerships and evaluate the best organizational structure to ensure members have access to the broadband service they need.

Though work has already begun on a pilot project to serve parts of four towns (see related story), NHEC is not currently signing up members for broadband internet service and does not have a timetable for connecting particular towns. For all the latest broadband news, visit our web page at www.nhec.com/broadband.



NHEC's first broadband pilot project is underway. This initial project will provide high speed internet access to about 900 NHEC members in Lempster, Colebrook, Clarksville and Stewartstown by the end of the year. Funded by a grant from the State of New Hampshire, NH Gov. Chris Sununu recently stopped by to check out the just delivered fiber optic cable and receive an update on the project. NHEC will be reaching out to the members who are part of this pilot project in the near future.

Winter Rates Set

Rates for the upcoming winter period are increasing 9.5% over current summer rates, but are down 1.7% from last winter's rates.

The rate changes take effect with bills rendered on or after November 1 and are the result of adjustments to two portions of your bill: the Co-op Power Charge (the cost of your actual power) and the Regional Access Charge (RAC), which is the cost NHEC pays to have electricity delivered to our distribution system. Both charges reflect NHEC's actual costs and are "passed through" directly to members without being marked up.

For a residential member using 500 kilowatt-hours (kWh) of electricity per month, the winter rate changes will result in an overall bill increase of \$9.43 (9.5%) per month over the summer period. However, the new winter rate is a decrease of \$1.93 (1.7%) per month compared to last winter's rates.

The increase in the Co-op Power Charge is primarily due to higher energy costs in winter months in New England. During the winter, the demand for natural gas as a heating fuel increases. Since natural gas is used

to generate much of the electricity in New England, the increased demand for natural gas to heat homes and businesses causes the price of electricity to increase. The increase in the Regional Access Charge is primarily due to continued investment and maintenance of high voltage electrical lines by the transmission companies that own them. The Regional Access Charge also includes a credit from revenue associated with the Regional Greenhouse Gas Initiative. NHEC's winter rates are in effect from November 1 to May 1. A complete list of NHEC rates and fees is available under the Rates & Tariffs menu at www.nhec.com.

Key Facts

- Winter rates up 9.5% over Summer
- Rates 1.7% lower than Winter 2019-20
- Higher power and transmission costs driving winter increase

Time to Tune Up that Heat Pump

So you made the switch to high efficiency heat pumps? Congrats on saving up to 50% on your home heating and cooling costs and reducing your greenhouse gas emissions. With winter coming, it's time to make sure your heat pump system is operating at maximum performance.

- Clean the air filters once a month, or as needed.
- Clear debris from the outdoor condensing unit.
- Don't cover your heat pump to try to protect it from outdoor elements, the units are designed for outdoor use.
- Make sure vents inside the home are clear.
- Have an annual check-up by a HVAC technician
- More tips and rebate info: www.nhec.com.



NHEC Foundation Supports Communities with \$47,998 in Grants

The NHEC Foundation awarded 10 grants in September totaling \$47,998. Co-op members fund the Foundation through the Round Up program. Enroll for just 50 cents a month at www.nhec.com/round-up-program.

Appalachian Mountain Club * Court Appointed Special Advocates * Kingswood Youth Center * NH Food Bank * Northeast Organic Farming Association of NH * Plymouth Area Community Closet * Plymouth Parks & Recreation * Special Olympics NH * YMCA Camp Huckins * YMCA of Greater Boston*



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