

your electric Co-op's newsletter

December 2020

Briefly...

Heat Pumps for Small Business

Feeling a chill in your business? Are your employees using space heaters to stay warm? Switch to high efficiency heat pumps and save up to 75% over electric heat! Heat pumps offer highly-controllable, highly-efficient heating in winter. In summer, they cool and dehumidify for much less than standard air conditioning. NHEC provides incentives of \$500 per ton on the installation of high efficiency heat pumps at your business. Learn more at www.NHEC.com/heat-pumps, or contact Energy Solutions Program Administrator Joe Lajewski at 603.536.8663; or lajewskij@nhec.com.

Board Candidates Wanted

Want to get more involved in your Co-op? Consider running for a seat on the NHEC Board of Directors! NHEC encourages qualified members from all parts of our service territory to consider running for one of the four open seats that will be filled by members in the 2021 Board election. 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 Call Center Closures

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

- Friday, December 25, 2020
- Friday, January 1, 2021

Bill pay and outage reporting is available 24/7 at www.nhec.com, or 1.800.698.2007. Happy Holidays from your Co-op!

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, or call Sharon Yeaton at 603.536.8801 to confirm the current month's time and location.

With First Connections, Broadband Moves Ahead

Less than two months after NHEC members voted overwhelmingly to approve it, broadband internet service is coming this month to the first 900 members of NHEC. The pilot projects underway to connect members in four NHEC towns are the most visible signs of progress towards NHEC's goal of expanding high speed internet access to our unserved and underserved members. Here's an update on NHEC's broadband efforts...



Contract crews installing fiber optic line in Lempster earlier this fall. Service is expected to start this month.

- **Pilot Projects:** The Co-op was awarded a grant from the Connecting New Hampshire Emergency Broadband Fund to construct fiber optic networks in Lempster, Colebrook, Stewartstown, and Clarksville, which will provide internet access to over 900 currently unserved members. Construction is on schedule and service is expected to be made available this month.
- **Broadband Executive:** In November NHEC announced the hiring of Robert Cruickshank to lead the company's efforts to expand access to broadband internet for members. Cruickshank will report directly to the NHEC Board of Directors' Broadband Committee. He joins NHEC after working as a senior executive for a number of telecommunications providers, including as Vice President of Broadband Internet Access at CableLabs, and Vice President of Engineering and interim Chief Technology Officer of Road Runner High Speed Online.
- **Next Steps:** NHEC is in the early stages of its plan to make broadband internet service available to all members who need it. We are currently reviewing a number of criteria, including the availability of federal, state and local funds, to determine where and when broadband service will be made available next. As our plan develops we will be sharing information with our members through our website: www.NHEC.com/broadband.

THANK YOU FOR YOUR SUPPORT OF NHEC'S BROADBAND EFFORTS. WE ARE WORKING AS QUICKLY AS POSSIBLE TO PROVIDE THE BROADBAND SERVICE OUR MEMBERS NEED!

Welcome New Member...Cathedral Ledge Distillery

With modern energy efficiency built into its classic timber frame construction, the new Cathedral Ledge Distillery will soon be lifting spirits in North Conway! The organic "grain to glass" distillery has worked closely with NHEC to identify and pursue energy efficiency opportunities, as well as the incentives that have made them more affordable to install. Read more about this new landmark on the North Conway strip at www.NHEC.com.



Pilot Project Aims to Reduce Outage Times

With the application of advanced engineering and communication technologies in the field, NHEC is reducing the time it takes to restore power outages.

Supervisory Control and Data Acquisition, or SCADA, is making it possible for an employee in our Plymouth Control Center to safely do in a few minutes what would normally take a lineworker an hour or more to do in the field.

NHEC has long had the ability to remotely monitor and control the flow of power within its 45 substations, but a pilot project underway this year is providing that same control on smaller circuits outside the substations, where the majority of outages occur.

In practical terms, that means the NHEC Control Center, working with field crews on the scene, will be able to refeed entire circuits that have lost power with a few mouse clicks. The manual process of refeeding circuits can be a time-consuming task for a line crew. But by utilizing SCADA to support lineworkers on the ground, outage times can be reduced significantly.

A key part of NHEC's SCADA project is an investment in a variety of 'recloser' technologies. Like a circuit breaker on household electric lines, reclosers shut off electric power when trouble occurs, such as a short circuit. Reclosers also allow power to flow if the interruption is temporary, like a branch that brushes a line when it falls. NHEC is installing a variety of recloser technologies in the field that will respond to automated processes activated by employees from our Control Center. The result – shorter outage times and increased reliability for members.



Using technology like this Viper recloser, NHEC is reducing the time it takes to restore power.

NHEC Foundation Increases Food Bank Support

The long lines at mobile food banks around the country are proof of the hard times that many people are experiencing during the COVID-19 pandemic. With a recent \$15,000 grant, the NHEC Foundation provided a \$200 account credit to 50 food pantries across New Hampshire, and will help fund a mobile food pantry in Colebrook next year. Since 2006, the NHEC Foundation has granted nearly a half-million dollars to the New Hampshire Food Bank, including a \$10,000 grant that was matched earlier this year by donations from NHEC employees when the outbreak first occurred. Help the NHEC Foundation increase its support to the NH Food Bank by enrolling in the Round Up program. For just 50 cents a month, you can join more than 40,000 NHEC members who are putting their small change to good use!



ENROLL IN ROUND UP
www.nhec.com/round-up-program



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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