

your electric Co-op's newsletter January 2021

Briefly...

Board Candidates Wanted

Want to get more involved in your Co-op? Consider running for a seat on the NHEC Board of Directors! NHEC seeks broad representation from a diverse group of individuals and 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 this year's ballot, contact Sharon Yeaton at 603.536.8801, or yeatons@nhec.com.

Get to Know SmartHub

SmartHub is your online account manager. 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 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!

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.

NHEC Broadband Celebrates First Connections, Plans for More



NHEC Board Chair Tom Mongeon prepares to cut the ribbon marking the start of broadband Internet service to the first 900 NHEC members at an outdoor ceremony in Lempster, NH last month. WATCH EVENT HERE: WWW.NHEC.COM/BROADBAND.

In the same town where 81 years ago NHEC began its mission to electrify rural New Hampshire, a small gathering of Co-op officials and guests marked the start of a new essential service provided by NHEC – broadband Internet.

Nearly 900 NHEC members in four towns – Lempster, Clarksville, Colebrook and Stewartstown – now have access to high-speed Internet, thanks to the rapid construction of two fiber optic networks that provide service at upload/download speeds as high as 1 gigabit per second.

These initial broadband projects were supported by a \$6.7 million grant from the State's Connecting New Hampshire Emergency Broadband Program, and are the Co-op's first steps towards its goal of ensuring all its members have access to the high-speed Internet service they need.

"Our entry into broadband Internet isn't just good news, it's essential news, especially as we ramp down from all the pandemic activities that have kept us so cloistered," remarked NHEC Broadband Executive Robert Cruickshank. "Broadband clearly is a service that's on par with electricity and water, and we're proud to be able to bring that to our communities."

WHAT'S NEXT?

NHEC Broadband is pursuing funding opportunities and planning further expansion into unserved areas of the NHEC service territory in 2021. To express YOUR interest in receiving broadband service, please complete a brief form on our website at:

WWW.NHEC.COM/BROADBAND-INTEREST

**WE ARE WORKING AS QUICKLY AS POSSIBLE TO GET YOU THE
HIGH-SPEED INTERNET SERVICE YOU NEED!**

How We Restore Power

When a bad storm strikes and thousands of Co-op members have lost power, our goals are to protect public safety and restore power to the greatest number of members in the shortest time possible. We also want to provide you with accurate information about when your power will be restored.

STEP 1: ASSESSMENT

After a major storm, there may be hundreds of locations where trees and limbs have come down on power lines. Though crews start restoration work right away, they often need 24 to 48 hours to assess the full extent of the damage. During this initial evaluation, it's not possible to determine accurate restoration times for all areas.

STEP 2: SUBSTATIONS, MAIN LINES, CRITICAL FACILITIES

NHEC has more than 40 substations and delivery points where high voltage power enters our distribution system. Restoring power to substations can bring thousands of members back on at once. The main lines out of substations also serve large numbers of members, as well as critical public safety facilities like hospitals, waste water treatment plants and communications systems.

STEP 3: TAPS & SERVICE LINES

After the main lines have been restored, crews begin repairing damage to the smaller lines that branch off the main lines. These "tap" lines may serve a neighborhood or stretch over several miles in more rural areas. At this time, crews are also repairing damage to individual service lines that serve one or two properties.



Last month's nor'easter knocked out power to nearly 20,000 members. Major storms are a major challenge, but we want you to know what's going on when the lights go out.

About Restoration Times

- NHEC will provide Estimated Times of Restoration (ETORs) by outage when a line crew is on scene and has assessed damage to poles and wires
- ETORs are posted online on our Outage Map at www.NHEC.com
- Download the SmartHub app for custom updates on the outage affecting you
- During major storms many smaller outages may not have ETORs assigned until later in the restoration process

Round Up for Community This Year

Looking for an easy way to support a good cause in your community this year? Enroll in NHEC's Round Up program and you'll be supporting hundreds of New Hampshire non-profit organizations that receive grants every year from the NHEC Foundation.

To join Round Up for an average monthly contribution of 50 cents, please enroll online at: www.nhec.com/round-up-program. Thank you!

2021 New Year's Resolutions



NHEC has incentives to help you with at least **ONE** of your New Year's resolutions. If you are looking to save energy, or for ways to use energy more efficiently, visit www.nhec.com

We are here to help.

PS...You are on your own with your other New Year's resolutions!



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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