

## your electric Co-op's newsletter February 2021

### Briefly...

#### Vegetation Management

NHEC's Vegetation Management program helps maintain our system reliability by trimming vegetation in close proximity to power lines. We clear hundreds of miles of power line rights-of-way every year. NHEC members are notified when clearing is happening in their area, or visit our website to see where clearing is happening system wide: [www.nhec.com/vegetation](http://www.nhec.com/vegetation).

#### NHEC Foundation Grants

The New Hampshire Electric Co-op Foundation concluded an important year of community support in 2020 by awarding 10 grants in December totaling \$46,210 to non-profits throughout New Hampshire. Thanks to NHEC members who participate in the Round Up program, the NHEC Foundation has provided nearly \$4 million since 2006 to the organizations that make New Hampshire special. Learn more/enroll in Round Up: [www.nhec.com/nhec-foundation-news-events](http://www.nhec.com/nhec-foundation-news-events).

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

### NH Broadband Planning Further Expansion in 2021

NHEC's broadband Internet business has a new name – NH Broadband! Since connecting our first 900 members to high-speed Internet late last year, we've received hundreds of questions and requests for broadband service from all over NHEC service territory. We're committed to providing broadband Internet access to ALL Co-op members who need it, but it will take some time to reach everyone.



- NH Broadband WILL be expanding into additional towns in 2021! Stay tuned for more details soon...
- Interested in NH Broadband service? Please complete the Broadband Interest form on our website so we know where demand is high: [WWW.NHEC.COM/BROADBAND-INTEREST/](http://WWW.NHEC.COM/BROADBAND-INTEREST/)
- Current pricing: \$49.95/month for 25/25 Mbps service; \$89.95/month for 1 gigabit service.

#### KEEP IN TOUCH

[WWW.NHEC.COM/BROADBAND](http://WWW.NHEC.COM/BROADBAND)

Check our website for a Broadband FAQ and service updates

[BROADBAND@NHEC.COM](mailto:BROADBAND@NHEC.COM)

Email us with questions!

### 2021: No Increase in Distribution Rates

For the third straight year, we're pleased to announce that our distribution rates will remain unchanged. This means there will be no increase in 2021 to the **Delivery Charge** and **Member Service Charge** portions of your electric bill.

The **Delivery Charge** (the rate we charge to deliver power) and **Member Service Charge** (the monthly fee all members pay to have service available) are the two parts of your bill that NHEC is able to directly control. For 2021, neither charge will change. We're glad to do what we can to keep your costs from rising!

# Financial Assistance

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. Even if you can only pay a small amount of your balance, call us at 1.800.698.2007 and we can connect you with resources and programs that can help.

## Monthly Payment Plan

NHEC's Member Solutions Representatives are ready to help members who are having a difficult time paying their bills. We can work with you to come up with a payment plan that spreads out your balance over many months, so you don't have to pay everything you owe all at once. Learn more: 1.800.698.2007

## Community Action Agencies (CAAs)

Community Action Agencies can connect members with programs and resources to help them pay their bills. Learn more: <https://www.nh.gov/osi/energy/programs/fuel-assistance/agencies.htm>

## Project Care

Project Care is NHEC's member assistance program. Members who are unable to pay their bills can apply for financial assistance that is applied to their unpaid bill. Learn more <https://www.nhec.com/project-care/>

## Electric Assistance Program (EAP)

The New Hampshire Electric Assistance Program (EAP) is a financial assistance program based on a member's income and household size. Learn more: <https://www.nhec.com/financial-assistance/statewide-eap/>

## Financial Hardship Self-Certification

If members are unable to pay their electric bill and they have received financial assistance from other social service agencies or programs, like the Electric Assistance Program (EAP), Reduced Lunch Program, Women, Infants and Children Program (WIC), or Food Stamps (Supplemental Nutrition Assistance Program—SNAP), they can call NHEC's Member Solutions Representatives and self-certify as a Financial Hardship member. Written determination of household financial eligibility is required. This certification will keep the account from receiving disconnection notices until April 2021 and make the member eligible for payment arrangements up to 24 months in length. To begin the process of certifying yourself as a financial hardship member, or for more information, call us at 1.800.698.2007

## Low Income Energy Assistance Program (LIHEAP)

LIHEAP is a federal program that provides financial assistance to qualifying individuals, based on their income and household size. LIHEAP assistance is available to help with heating costs, like fuel oil, propane, kerosene, or natural gas, and can also be used to help pay your electric bill if you heat with electricity. Learn more: <https://www.nh.gov/osi/energy/programs/fuel-assistance/>

# ENERGY STAR® Certified Appliances Pay You Back



When shopping for appliances, remember - there are really TWO price tags. One is the cost at the register; the other is the energy cost to operate it. ENERGY STAR certified appliances keep paying you back in energy savings for the life of your purchase.

Always look for the ENERGY STAR label when purchasing appliances. By choosing ENERGY STAR, a household can save on its energy bills without sacrificing quality and performance. Use the ENERGY STAR website ([www.energystar.gov/products](http://www.energystar.gov/products)) as your source for information on the full range of ENERGY STAR certified products. On top of the energy efficiency savings, residential members may also qualify for rebates on ENERGY STAR certified products, including:

- Clothes washers & dryers (up to \$200)
- Refrigerators (up to \$75)
- Heat Pump water heaters (up to \$750)

Only ENERGY STAR certified products qualify for rebates, so make sure your new appliance carries the ENERGY STAR label!

## SEE CURRENT REBATES

[www.nhec.com/home-energy-solutions/appliance-rebates-in-new-hampshire/](http://www.nhec.com/home-energy-solutions/appliance-rebates-in-new-hampshire/)



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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)