

your electric Co-op's newsletter

November 2021

Merrymeeting River flows underneath Rte. 11 towards Lake Winnepesaukee (John Gisis Photography)

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 upcoming holidays, NHEC and the Member Solutions Call Center will be closed on:

- November 11, 2021
- November 25-26, 2021
- December 24, 2021
- December 31, 2021

Bill pay and outage reporting are always available 24/7 at www.nhec.com, or **1.800.698.2007**.

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 Sets Winter Power Rates

NHEC has set its winter Co-op Power rate, effective with bills rendered on or after November 1, 2021 at 9.8 cents per kilowatt-hour, an increase from NHEC's current rate of 6.5 cents per kilowatt-hour. The typical member using 500 kilowatt hours of electricity a month will see an increase of \$17.19 on their monthly bill, or about 17%.

Why Are Rates Going Up?

The cost of many products has gone up recently, from groceries to cars. Unfortunately, the price of energy has also increased significantly. In New England, natural gas prices are very high right now, **over double what they were last year**. About half of the electricity generated in New England is fueled by natural gas, so the price of the electricity NHEC buys for use by our members this winter has increased sharply.

What does the Co-op Power rate pay for?

The Co-op Power charge pays for the electricity NHEC buys in the market on behalf of its members who do not choose a competitive supplier. The charge does not pay for any of NHEC's operations. There are no additional fees added to the Co-op Power charge on members' bills.

What can members do if they have trouble paying their bills?

Though NHEC has limited ability to control market prices, we have several [resources available](#) to our members who are having difficulty paying their bills. Please call us at **1.800.698.2007** to inquire about:

- Monthly payment plans
- Budget Billing
- Project Care assistance for members in emergency situations
- Referrals to state and local assistance agencies
- [Energy Efficiency programs](#) with rebates and incentives to save energy

NH Broadband Moves Ahead in Sandwich, Acworth

NH Broadband has finished filing all its applications to attach new fiber optic lines to 4,200 utility poles in Acworth and Sandwich. Next, we'll be riding out to survey each pole and determine what work needs to be completed before we can begin attaching the fiber optic lines that will deliver broadband internet at speeds up to 1 Gbps.

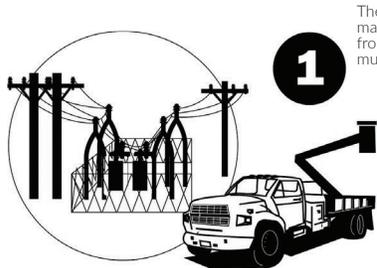
Service is expected to be available in both towns in the first part of 2022. Residents can pre-order service now at www.NHBroadband.com.



NH Broadband at the Sandwich Fair!

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.



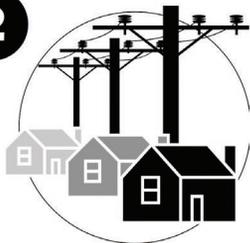
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The substation and the main distribution line from the substation must be repaired first.

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, we need 24 to 48 hours to assess the full extent of the damage. At this point, it's not possible to determine accurate restoration times for specific areas.

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Next, crews repair the lines that bring power to the greatest number of members.

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 brings 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, wastewater treatment plants and communications systems.



After larger pockets of members have power, crews repair service lines to individual homes.

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STEP 3: TAPS & SERVICE LINES

After the main lines have been restored, crews begin repairing damage to the smaller "tap" lines that branch off the main lines. They 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.

Heat Pump Water Heaters: Clean, Efficient, Affordable

Still burning gas or oil to heat your water? Switch to the all-electric heat pump water heater and kiss that old flame goodbye!

How They Work

A heat pump water heater pulls heat from the surrounding air, compresses it, and transfers it to the water in your tank. This means it can be two to three times more efficient than a conventional water heater, saving you up to 50% on your annual water heating costs.

Other Benefits

- No combustion or on-site fuel storage
- Less maintenance
- Heat pump water heaters cool and dehumidify as they operate

Incentives Up to \$750

Through NHSaves, NHEC members can get instant incentives of \$750 on the purchase of 40-gallon through 80-gallon heat pump water heaters. To learn more or apply for rebates, just scan the QR code here, or visit www.nhec.com/home-energy-solutions/heat-pump-water-heaters.

Scan here for instant Rebate



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