

your electric Co-op's newsletter

January 2022

Fresh snow on Mt. Washington. (John Gisis Photography)

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 three open seats that will be filled by members in the 2022 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 Sets Member Service Charge for 2022

For the first time in four years NHEC is increasing the monthly Member Service Charge. On bills rendered on or after January 1, 2022, the Basic Residential Member Service Charge will increase by \$1.70 a month for the typical residential member, a total bill increase of 1.4%.

What is the Member Service Charge?

The Member Service Charge is a fixed, monthly charge that is paid by all NHEC members, regardless of how much power they use. The charge pays for the operating expenses of the Co-op, ensuring that the electric distribution system continues to provide safe and reliable service to all members. The Member Service Charge and Distribution Delivery Charge are the only monthly bill items that fund NHEC's operations.

Why is the Member Service Charge increasing?

Over the past four years NHEC has seen the cost to provide service to its members rise. For example, the cost NHEC pays contractors for tree trimming in power line rights-of-way has increased by nearly 40% during that period. Costs have increased for equipment and materials as well over the same period – a 40% increase in the price of transformers, 200% increase in conduit, etc. The Member Service Charge funds essential investments that make NHEC's system more reliable, like tree trimming and equipment upgrades. These projects help reduce the number and duration of power outages and are critical to maintaining the electric distribution system throughout NHEC's rural service territory.

Why are NHEC's rates structured differently than other NH utilities?

NHEC has a high percentage of seasonal members (almost 40%) compared to neighboring utilities. Because these members have lower monthly use during the year, the fairest way to recover increases in the Co-op's operational costs are through the Member Service Charge. Other utilities have lower fixed monthly charges but much higher distribution rates that are based on the amount of electricity their customers use. NHEC always tries to make sure that all our members pay their share of the cost to provide them service, which is why increasing the Member Service Charge is the fairest way to recover the Co-op's costs.

Where can members get assistance?

There are several [resources available](#) to NHEC members who are having difficulty paying their bills. Call us at **1.800.698.2007**, or email solutions@nhec.com to inquire about:

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



The Member Service Charge ensures that NHEC's electrical system is well maintained and available 24/7/365 for all members.

NHEC to Partner with Conexon for Major Broadband Project

We're excited to announce that NHEC has entered into an agreement with Conexon, a national broadband solutions provider that works exclusively with electric cooperatives.

The partnership will enable NHEC's new subsidiary, NH Broadband, to take the next steps in its plan to ensure that all NHEC members have access to affordable, reliable, high-speed internet.

Working with NHEC and NH Broadband, Conexon will use its extensive design and construction experience to bring fiber-optic service to a wide area of rural New Hampshire that has been largely overlooked by existing internet providers.

The partnership will also help NHEC respond quickly to grant opportunities in the coming months, which are essential in our effort to expand access to high-speed internet for Co-op members who currently lack it.

NH Broadband is currently working with Conexon to provide fiber-optic internet access to nearly 1,800 underserved homes and businesses in the towns of Sandwich and Acworth. Those networks are scheduled to go online in the first quarter of 2022. One year ago, NH Broadband connected its first customers in Lempster, Colebrook, Stewartstown and Clarksville, providing over 1,000 previously unserved NHEC members with access to world-class high-speed internet service.

Learn more at WWW.NHBROADBAND.COM and let us know you want internet SERVICE at speeds up to 1 Gigabit per second!



Check out the New NHBroadband.com!

We've redesigned the NH Broadband website and it's open for business!

Visit us today at

WWW.NHBROADBAND.COM to:

- Pre-register for service
- Follow project updates
- Reach out to our team

Out with the Old...In with the New!



We're rebuilding our substation in Glen to provide better service to members in the Mount Washington Valley! Crews are nearly done removing old transformers and preparing the site to receive new equipment that will add capacity and improve service reliability.



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