

your electric Co-op's newsletter

February 2022

Morning in New Castle. (John Gisis Photography)

Briefly...

Thank You for Keeping Meters Clear

Most NHEC electric meters report readings electronically, but our Meter Technicians still have to visit meters on properties for various reasons. To keep everyone safe, we appreciate you keeping a clear path to your meter and keeping animals inside – thank you!

We've Got Dollars for Scholars in 2022!

NHEC and the NHEC Foundation are gearing up for a busy year of scholarships with more than \$16,000 to award to Co-op members and their families who are pursuing a secondary education. The first application deadlines are coming in June, so be sure to check out all the details on our website: www.nhec.com/scholarships

Beware of Utility Scams

Scammers are after your money and personal information! One of their favorite tricks is posing as employees of NHEC or other utilities. Beware when someone calls or visits with offers to save you money, or threatens to disconnect your electric service on short notice. Never provide personal financial or electric account information to any unsolicited person on the phone, at the door or online, even if they seem legitimate.

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.

Go Paperless for Chance to Win an Apple™ Watch!

Are you already paying your electric bill online every month? You're ALMOST THERE! Why not go entirely paperless AND have a chance at winning an Apple Watch?



Paperless Billing saves time, money and resources. **And when you switch to Paperless Billing between now and March 31, 2022, you'll be automatically entered to win an Apple Watch Series 7!**

Already enrolled in Paperless Billing? You're automatically entered to win, too!

To Go Paperless, Get SmartHub

Make the switch to Paperless Billing anytime before March 31, 2022! Just download the SmartHub app for your mobile or PC (<https://nhec.smarthub.coop/>) and select 'Update My Paperless Settings' in the 'My Profile' menu.



SmartHub QR

PAPERLESS BILLING
SAVE TIME – SAVE MONEY – SAVE RESOURCES

NHEC Foundation Grants Top \$260,000 in 2021

Thanks to the support of Co-op members like you, the NHEC Foundation was able to award over \$60,000 in grants to non-profits in December, bringing the total awards to more than \$260,000 in 2021. Join Round Up (<https://www.nhec.com/round-up-program/>) and put your small change to work...thank you!

ORGANIZATION	GRANT AMOUNT	DISTRICT
Campton Elementary School	\$2,000	Plymouth
Cross NH Adventure Trail	\$2,500	Conway
Eastern Slope Aviation	\$5,000	Conway
John Hay Estate at the Fells	\$2,000	Andover/Sunapee
Kismet Rock Foundation	\$3,500	Conway
Laconia Area Community Land Trust	\$3,000	Meredith
The Laura Foundation	\$3,700	Ossipee/Conway
The Mayhew Program	\$5,000	Statewide
New Hampshire Food Bank	\$15,000	Colebrook/Conway
NH Public Radio	\$2,500	Statewide
Patriot Resilient Leader Institute	\$3,500	Statewide
Salvation Army of Laconia	\$1,000	Meredith
Campton Afterschool Program	\$2,000	Plymouth
Transport Central	\$2,000	Plymouth
Tuftonboro Parks & Recreation	\$3,000	Meredith/Ossipee
Vet's Rest Stop	\$5,000	Plymouth
DECEMBER TOTAL	\$60,700	

Challenge Accepted!

Building fast broadband internet in rural areas isn't easy, but it's worth it...

As NHEC and its subsidiary, NH Broadband, prepare to start fiber optic network construction in two more towns this winter, we'll be working in some of the most rural parts of our service territory. In New Hampshire's rugged hill country, that's a big challenge! But even bigger is the financial challenge of providing broadband internet to ALL Co-op members who need it.

FOR NETWORK EXPANSION, FUNDING IS ESSENTIAL

The continued expansion of NH Broadband's network to more NHEC members will depend on the availability of funds. More than \$200 million in federal broadband construction funding has been allocated to the state of New Hampshire. However, the programs to distribute those funds to entities like NH Broadband are not developed yet. Once the state tells us how and when we can apply for funding, we will have a much better idea of the areas where we will be building, and when. Until then, we will continue with our work in Acworth and Sandwich, funding for which was provided by an earlier, smaller grant. We are also focused on growing our customer base in the towns we currently serve: Colebrook, Stewartstown, Clarksville and Lempster.

SANDWICH & ACWORTH UPDATES

In Sandwich, work is underway! We've recently cleared a space for a small utility cabinet that will house the network "headend." This is the location where data will be received and sent out to the town network at speeds up to 1 Gigabit per second. We expect make ready work to begin soon on utility poles, followed by the hanging of fiber optic lines this winter.

In Acworth, we have finished our engineering and make ready work, and are set to begin network construction as soon as possible. Residents of both towns can pre-register for service now at www.NHBroadband.com!

STAY TUNED...

Please follow us on Facebook (<https://www.facebook.com/NHBroadband>) for updates on construction and service availability. Or, visit us at www.NHBroadband.com to pre-register for service.

SCADA Automation Is Preventing Outages

When a winter storm brought a tree down across the main lines leading out of our substation in Plymouth last month, it proved again the value of NHEC's ongoing investment in automation technology.

Instead of an outage affecting 876 members, just 34 members in the immediate vicinity lost power while crews removed the tree and repaired the line. Supervisory Control And Data Acquisition (SCADA) technology made it possible.

SCADA systems allow dispatchers in our Plymouth Control Center to coordinate with lineworkers in the field to turn power on and off remotely, or redirect power between substations and circuits so that the fewest members possible are affected by a fallen tree.



From left to right, site work at the location of the network headend in Sandwich; utility crews replacing a pole during make ready work in Acworth.



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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