

your NEW HAMPSHIRE Electric Co-op

NOVEMBER 2022

Stinson Mountain in late fall; photo by NHEC member Mark Runquist

How We Restore Power

When a bad storm strikes and thousands of 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. Crews start restoration work right away, but we sometimes need 24 to 48 hours to assess the full extent of the damage. At this point, it's often not possible to determine accurate restoration times for specific areas.

STEP 2: SUBSTATIONS, MAIN LINES, CRITICAL FACILITIES

NHEC has more than 40 substations where high voltage power is delivered to 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.

STEP 3: TAPS & SERVICE LINES

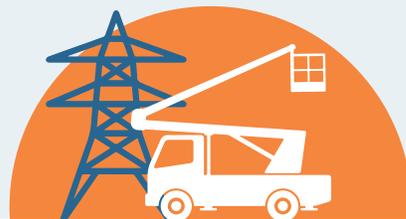
After the main lines have been restored, crews repair damage to the smaller "tap" lines that branch off the main lines. They may serve a neighborhood or stretch over several miles in more rural areas. At this time, crews are also repairing damage to individual service lines that serve one or two properties.

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 live outage map at www.NHEC.com.
- » Download the SmartHub app for custom updates on your outage.
- » To report an outage: **1.800.343.6432**.

STEP ONE

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



STEP TWO

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



STEP THREE

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



BUTTON UP FOR WINTER AND SAVE!

With winter right around the corner, it only takes a couple of clicks to see if your home is eligible for up to \$6,000 in energy efficiency incentives through the NHSaves Home Performance with ENERGY STAR® program.

1

Check your home's eligibility:
energyaudit.nhsaves.com

2

If you qualify, a certified contractor will perform an energy audit and recommend improvements like air sealing, LED lighting and HVAC upgrades.

3

If you go forward with the work, NHEC will pay for 75% of eligible energy improvements up to \$6,000. NHEC offers 0% interest on-bill financing to help pay your out-of-pocket costs.

Questions/more info? Contact program manager Eric Sandberg at 603.536.8307 or sandberge@nhec.com.

MONTHLY REMINDERS



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.



Recycle That Old Fridge and Get \$75

For a limited time, NHEC residential members can receive a \$75 rebate for recycling an inefficient working refrigerator or freezer. Get free pick-up and up to \$80 per year in energy savings! Limited time offer expires November 30th.

For details:

<https://nhsaves.com/learn/rebate/refrigerator-and-freezer-recycling/> or call recycling contractor, ARCA, at 1.877.889.4763.



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 cooperative's website at www.nhec.com, or call Sharon Yeaton at 603.536.8801 to confirm the current month's time and location.

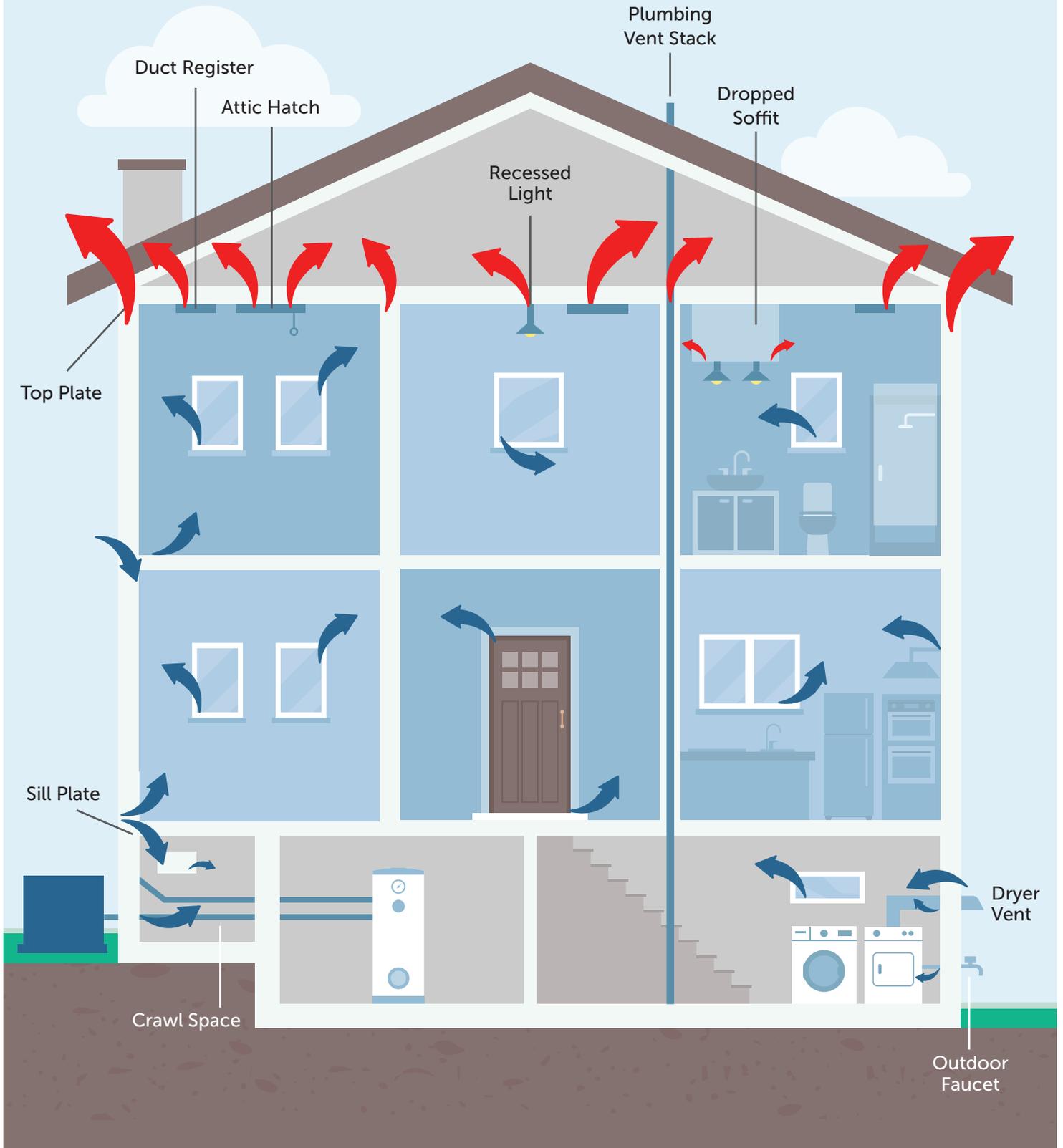
COMMON AIR LEAKS



Air leaking out of the house



Air leaking into the house



New Hampshire Electric Cooperative, Inc.

Co-op Power Resources Information - 2021

Electric providers are required by the New Hampshire Public Utilities Commission to provide customers with an environmental disclosure label with information to evaluate services offered by competitive suppliers and electric utilities. Further information can be obtained by calling NHEC (800-698-2007), your competitive electric supplier or the Public Utilities Commission. Additional information on disclosure labels is available at www.puc.nh.gov or www.nhec.com.

Link to PUC website: <http://www.puc.nh.gov/Consumer/Environmental%20Disclosure%20FAQs.html>

| Power Source | NHEC's Default Service (Co-op Power) | | | New England System Mix |
|----------------------|--------------------------------------|--------------|--------|------------------------|
| | Known Resources | Residual Mix | Total | |
| Geothermal/Other | 0.0% | 0.0% | 0.0% | 0.0% |
| Hydro | 2.1% | 1.8% | 3.9% | 9.2% |
| Nuclear | 0.0% | 6.5% | 6.5% | 19.8% |
| Solar | 1.8% | 0.4% | 2.2% | 4.1% |
| Wind | 7.6% | 0.0% | 7.6% | 5.1% |
| Total Emissions Free | 11.5% | 8.7% | 20.2% | 38.2% |
| Biomass | 0.7% | 0.0% | 0.8% | 2.5% |
| Coal | 0.0% | 0.6% | 0.6% | 0.5% |
| Imported Power | 0.0% | 16.6% | 16.6% | 13.0% |
| Landfill Gas/other | 0.0% | 0.0% | 0.0% | 1.3% |
| Municipal Trash | 0.0% | 0.2% | 0.2% | 2.4% |
| Natural Gas | 0.3% | 53.7% | 54.0% | 37.2% |
| Oil | 0.1% | 7.5% | 7.6% | 4.9% |
| Total | 12.6% | 87.4% | 100.0% | 100.0% |

| Air Emissions | Carbon dioxide (CO ₂), nitrogen oxide (NO _x), and sulfur dioxide (SO ₂) emission rates from the above sources compared to the total emissions for New England | |
|-----------------------------------|---|-----------------------------|
| | Total NHEC Mix (Lbs/MWh) | NEPOOL System Mix (Lbs/MWh) |
| Carbon Dioxide (CO ₂) | 700.16 | 624.65 |
| Nitrogen Oxide (NO _x) | 0.63 | 0.57 |
| Sulfur Dioxide (SO ₂) | 0.44 | 0.32 |

Power Sources:

The electricity consumed in New England is created from a variety of power plants both in and outside the region. When you choose a power supplier, that supplier is responsible for generating and/or purchasing power in an amount equivalent to your electricity use. In the table above, 'Known Resources' include resources that are owned by, or under contract to NHEC. 'Residual Mix' represents power purchased in the regional electricity market, of which some will have had its renewable attributes removed through the sale of Renewable Energy Certificates (RECs) to meet regional Renewable Portfolio Standards (RPSs). NH Electric suppliers are required to obtain a certain amount of RECs in accordance with the state's RPS law RSA 362-F. Suppliers and utilities may offer energy options that contain a higher level of RECs than required by the New Hampshire's RPS. Please see <http://www.puc.nh.gov> for more information on New Hampshire's Renewable Portfolio Standard. 'System Mix' represents all power generated in New England, including power used to meet RPS requirements.

Emissions:

Please see NH RSA 125-O for annual emission caps.

Carbon Dioxide (CO₂) is released when fossil fuels (e.g., coal, oil and natural gas) and some solid fuels (e.g. wood and biomass) are burned. CO₂, a greenhouse gas, is a major contributor to climate change. The amount of CO₂ released by the power sector within New England is capped by the Regional Greenhouse Gas Initiative (RGGI). Please visit RGGI.org for more information.

Nitrogen Oxides (NO_x) form when fossil fuels and biomass are burned at high temperatures. They contribute to acid rain and ground-level ozone (or smog), and may cause respiratory illness when there is frequent high level exposure. NO_x also contribute to oxygen deprivation of lakes and coastal waters which is destructive to fish and other animal life.

Sulfur Dioxide (SO₂) is formed when fuels containing sulfur are burned, primarily coal and oil. Major health effects associated with SO₂ include asthma, respiratory illness and aggravation of existing cardiovascular disease. SO₂ combines with water and oxygen in the atmosphere to form acid rain, which raises the acid level of lakes and streams, and accelerates the decay of buildings and monuments.