



FEBRUARY 2023

Winter Storm Elliott Was One for the Record Books

On December 23, 2022, Winter Storm Elliott delivered a windy one-two punch that left 30,000 NHEC members without power. It was one of the most damaging storms in NHEC history.

When the wind stopped, the work started. For the next four days, a growing team of NHEC and contractor line crews, joined by electric cooperative crews from as far away as Virginia, battled sub-zero wind chills in an around-the-clock effort to get power restored. **THANK YOU to our hard-working crews and support teams that keep them going! THANK YOU to all NHEC members for your patience and support of our crews!**



Elliott by the Numbers

500+ locations where trees and limbs damaged power lines and caused outages

120 broken poles replaced by line crews

100,000+ members restored over four days, many repeatedly.



This Winter, Get a Breath of Fresh Air!

**10% OFF
ENERGY STAR®
CERTIFIED
AIR PURIFIERS**



10% off Plus Rebates Up to \$40 on Room Air Purifiers

Indoor air gets stale in the winter, clean it up and save with ENERGY STAR certified room air purifiers!

Air purifiers that earn the ENERGY STAR seal are 25% more energy-efficient than standard models. That can save you about 120 kWh a year, or more than \$20 annually and \$160 over the lifetime of the unit!

From now until March 28, get 10% off select ENERGY STAR certified room air purifiers PLUS a \$40 rebate on the NHSaves® utility partner provided online market place:
www.poweredbyefi.org/nhsaves.

Already purchased your ENERGY STAR certified room air purifier in 2023? You can still receive a post-sale rebate for your 2023 purchase. Just check the NHSaves website for qualified models, retail locations and rebate applications:
nhsaves.com/learn/rebate/room-air-purifiers

MONTHLY REMINDERS



**Apply Now for 2023
Scholarships!**

The NHEC Foundation is offering six \$1,500 scholarships in 2023 to support the education and resulting careers of our members and their children. NHEC also offers an annual \$2,500 scholarship for members or children of members who are pursuing a career as an electrical line worker. For scholarship applications and guidelines, please visit www.nhec.com/scholarships.

PLEASE NOTE...

As of April 1, 2023, NHEC will no longer accept cash payments in the field. Payments may still be made by:

- Personal Check (for members with good credit)
- Phone: 1-800-698-2007
- Web: www.nhec.com
- SmartHub app for mobile or PC
- Western Union
- Money Order



**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 our web site at www.nhec.com, or call Sharon Yeaton at 603.536.8801 to confirm the current month's time and location.

CAUTION

Generator "Backfeeds" Are Dangerous!

FEED FROM METER OR MAIN SWITCH

POSITION FOR NORMAL FEED

POSITION FOR GENERATOR FEED (shown dashed)

FEED FROM GENERATOR

PLEASE NOTIFY NHEC IF AND WHEN YOU INSTALL A BACK-UP GENERATOR SO WE CAN UPDATE OUR RECORDS AND KEEP OUR CREWS SAFE!

Winter Storm Elliott demonstrated (once again) the value of owning a generator. While generators can help keep you comfortable during extended power outages, they can also be a safety hazard if used improperly. Following manufacturers' instructions is the first step toward safe generator use. It's also important to keep your generator dry and to only use it outdoors, away from doors, windows, and vents that could bring carbon monoxide inside. And to avoid "backfeeding," never connect a generator to your home's electrical system without installing a transfer switch.

What does backfeeding mean? Why is it dangerous? And how do you avoid it? Backfeeding can occur when a generator is tied directly to your home's electrical panel without a transfer switch. It may sound innocent enough, but this practice is quite dangerous, as power travels back through utility lines, re-energizing them. This can result in death or injury to you, your family members, or the line crews working outside to restore your power.

Never plug a generator into your home's wiring or directly to the circuit breaker panel. **The best way to avoid backfeed is by installing a transfer switch.** A transfer switch ensures your household wiring can't be connected to the power grid and the generator at the same time, eliminating the possibility of backfeed and keeping everyone safe!

NHEC offers a **FREE INSPECTION** of transfer switches installed in our service territory. Just submit the form on our website when you register your generator here: www.nhec.com/generator-inspection. Thank you!

Rate Relief...At Last!

Energy prices are coming down and NHEC is passing along the savings to members!

Effective with bills rendered on or after February 1, 2023, a reduction in the Co-op Power Charge and the Regional Access Charge will result in a **10.5% total bill decrease** for typical residential members. That's a savings of about \$15 per month.

The reduction in the Co-op Power Charge and the Regional Access Charge rates reflect an easing of energy prices in the region, which is welcome news for NHEC members after a period of escalating energy costs. The Co-op Power rate and the Regional Access Charge are adjusted twice a year to reflect the actual cost of power that NHEC purchases for use by its members. NHEC does not mark up the rate it charges for power, nor does it profit from the sale of electricity.



Effective this month, the Co-op Power rate decreases from 16.98 cents per kWh to 13.78 cents per kWh. It's one of the lowest power supply rates in New England!

SEE ALL RATES & FEES: WWW.NHEC.COM/RATES-TARIFFS

MEMBERS HELPING MEMBERS



With your help, the NHEC Foundation awarded nearly \$250,000 in grants last year to nonprofit groups that are working to improve the quality of life for members right here in NHEC service territory.

More than 40,000 NHEC members keep the NHEC Foundation going strong by donating their spare change to the Round Up Program. The average contribution to Round Up is just 50 cents a month, but it adds up to so much more. Thank you for helping our communities thrive in 2022!

JOIN THE ROUND UP PROGRAM:
www.nhec.com/round-up-program

your
NHEC
Foundation

2022 Grant Recipients

Advice to the Players	\$5,000
American Red Cross	\$10,000
Appalachian Mountain Club	\$5,000
Believe in Books Literacy Foundation	\$5,000
Carroll County Retired & Senior Volunteer Program	\$5,000
Circle Program	\$5,000
Court Appointed Special Advocates	\$5,000
Franconia Soaring Foundation	\$3,000
Franklin Opera House/NH Arts & Entertainment Center	\$4,000
Friends Program	\$2,000
Kismet Rock Foundation	\$2,000
LISTEN Community Services	\$5,000
Mayhew Program	\$5,000
Mount Washington Valley Farmers Market	\$1,500
Mountain Village Charter School	\$2,000
Mount Washington Valley Adult Day Center	\$5,000
Mount Washington Valley Supports Recovery Coalition	\$5,000
NHEC Foundation Scholarship Awards	\$9,000
NH LAKES	\$3,500
NH Food Bank	\$15,000
One Light Theatre Co.	\$2,000
Ossipee Children's Fund	\$4,000
Ossipee Concerned Citizens	\$5,000
Patriot Resilient Leader Institute	\$5,000
Pemi Youth Center	\$2,000
Plymouth Area Recovery Connection	\$5,000
Plymouth Area Renewable Energy Initiative	\$10,000
Plymouth Elementary School PTA	\$2,000
Plymouth Parks and Recreation Department / PLAY	\$1,690
Project Care	\$53,905
Squam Lakes Association	\$5,480
Squam Lakes Natural Science Center	\$2,000
Starting Point	\$5,000
Story Preservation Initiative	\$2,500
Tin Mountain Conservation Center	\$2,000
Twin Rivers Food Pantry	\$2,000
Upper Valley Trails Alliance	\$7,500
Wentworth Elementary School	\$2,000
West Central Behavioral Health	\$3,750
White Mountain Community Health Center	\$10,000
Winnepesaukee Wellness Center	\$3,000
YMCA of Greater Boston	\$3,546

For member service, please call **800.698.2007**
(8-5, M-F) or email solutions@nhec.com

To report an outage, please call **800.343.6432**
579 Tenney Mountain Hwy Plymouth, NH 03264
www.nhec.com

