



OCTOBER 2023

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.





COOPERATIVE UPDATES

Fall is here! That means pumpkin spice, sweater weather, and...dicier driving. With darker commutes, back-to-school season, and chillier temps, it's time to focus on road safety. Stay safe this season by following these four simple driving tips:

EAP Tier Discounts Changing This Month

NHEC members enrolled in the state's Electric Assistance Program may see a new discounted amount in their October or November bills. The change is the result of a re-allocation of the tiered discounts that are applied to members who qualify for the program. If you have any questions regarding your EAP discount, please contact your local Community Action Agency: www.capnh.org/home.

Candidates Wanted for Nominating Committee

NHEC is seeking members to serve on the company's Nominating Committee. The Nominating Committee reviews the qualifications of potential candidates seeking election to the NHEC Board of Directors and nominates a slate of candidates to run for the open seats. Interested members are encouraged to apply. For more information about time requirements and applying to be considered, contact Sharon Yeaton at 603-536-8801, or yeatons@nhec.com.

SmartHub: Get It to Go!

Manage your NHEC account anywhere with the convenience of the SmartHub app for your mobile device. The SmartHub app is free and available for your iOS or Android device. With SmartHub, you can:

- View your hourly electric usage
- Report outages
- Get restoration updates
- Pay your bill

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.

Variable Weather



In New Hampshire, we can get any type of weather during the fall season. And we all know that the weather can go from great to terrible quickly this time of year. Check the weather before you leave your house and keep an emergency car kit on hand in case you do get stuck.

Child Safety



Fall means there are more kids on the road. Between the kids going back to school and special events like Halloween, Homecoming, and fall festivals, driving slowly and cautiously through school zones and residential neighborhoods is especially important this time of year.

Shorter Days



The days have gotten shorter, so the sun might rise during your morning commute, and you may drive home in the dark. These conditions can make it more difficult to see the road, so extra precautions are necessary. Also, make sure to look out for animals in the road while driving at dawn and dusk.

Road Hazards



Wet leaves, rain, and ice are all possible this time of year. Keep an eye out for these seasonal hazards and avoid them when possible. It's also a good time to brush up on how to drive safely on slippery roads and ensure that your car is up to date on all its maintenance needs.

Stay safe out there, and enjoy the season!

Heat Pumps for a New Generation

With heat pumps in every apartment, Micah McLane's buildings are the first choice of Plymouth State students

NAME: Micah McLane

NHEC MEMBER SINCE: 2009

OCCUPATION: Owner, Off Campus Rentals, LLC.

PASSION: Energy efficiency & sustainability

When each class graduates from Plymouth State University, Micah McLane hopes that some of them take more than a diploma into the world with them. He hopes they also take the memories of a comfortable place to live.

Off Campus Rentals boasts some of the most sought-after housing in this college town. The reason is simple: every house is (or will soon be) climate-controlled by high-efficiency heat pumps. The ability to switch instantly from heat to air conditioning is a luxury that dorm dwellers envy.

"Most of the students who move in here have never heard of heat pumps, so it's a great chance to show them that they can do the job year-round. There's still a misconception that heat pumps can't keep up in the winter. We haven't experienced that. We hit 20-below last winter and the heat pumps were still working fine. Hopefully some day when these students are building a house or looking to buy, they'll think first of heat pumps and ignore the people who say you have to have oil."

Heat pumps operate at up to three times the efficiency of fossil fueled technology, saving you thousands in energy costs over their lifetime. Looking to make the switch? NHEC AND THE NHSAVES® UTILITY PARTNERS OFFER INCENTIVES UP TO \$750 PER TON. INQUIRE WITH NHEC ABOUT FINANCING OPTIONS. LEARN MORE: WWW.NHEC.COM/HEATPUMPS.



Micah McLane with his kids (from left), Shamus, Rio and Mobi

NHEC Testing 6,200 Poles

NHEC and Alamon Contract Services are working this fall and early winter to test the condition of about 6,200 utility poles throughout our service area. Alamon employees use a resistograph to test poles below the soil level. The results help NHEC evaluate the moisture of the wood, its level of decay and whether the pole should be replaced. This annual work helps keep NHEC's electric distribution system as safe and reliable as possible. Alamon employees carry personal identification and drive vehicles that identify them as contractors working for NHEC.



What You're Saying >

It's been a rainy, stormy summer but it's always great to hear from members who appreciate the efforts of our line crews and support teams!

Just wanted to say thanks very much from Andover for the prompt and courteous power restoration Your employees are quick, safe and very friendly. They were very knowledgeable and had power up in minutes.

I just wanted to thank you for your incredibly prompt response to a tree on our electric lines. He was here within a half hour. Best service I've received....ever!

Be safe out there line crews! You do a great job!

The crew/linemen of the NHEC are without a doubt the best! No matter what the conditions, they are out there making sure we've got power!! Thank you all!



Save Big on ENERGY STAR Appliances!



The NHSaves® utility partners offer a wide variety of rebates on ENERGY STAR® certified appliances that help New Hampshire residents save energy and increase the comfort of their homes. Keep these rebates in mind when you're shopping this holiday season...Black Friday appliance deals are right around the corner!

APPLIANCE	REBATE (up to)
CLOTHES DRYERS _____	\$200
CLOTHES WASHERS _____	\$50
DEHUMIDIFIERS _____	\$25
POOL PUMPS _____	\$500
REFRIGERATORS _____	\$50
ROOM AIR PURIFIERS _____	\$40
ROOM AIR CONDITIONERS _____	\$20

Learn more and apply for rebates online: www.nhsaves.com/nh-rebates

579 Tenney Mountain Hwy
Plymouth, NH 03264
www.nhec.com

To report an outage,
please call **800.343.6432**

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