

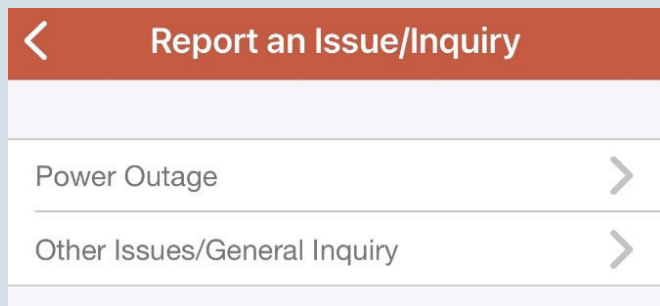


# POWER OUTAGE?

## Call, Tap or Click

Winter storm season is here, time to review the ways that you can report a power outage.

- ▶ **Text OUT to 8559603075**  
Text STATUS to 8559603075 to see if a restoration time has been assigned or changed. To activate this feature, you must create a SmartHub account and provide a cell phone number.
- ▶ **Report via SmartHub**  
SmartHub is your NHEC online account manager. Download the app for pc or mobile and use the outage reporting feature:



- ▶ **Call 1-800-343-6432**  
The NHEC Control Center is staffed 24/7/365.

# GO PAPERLESS

## for a Chance to Win a New Grill!



Are you already paying your electric bill online every month? You're ALMOST THERE! Why not go entirely paperless for a chance to win a new gas grill?

Paperless Billing saves time, money and resources. And when you switch to Paperless Billing between now and March 31, 2024, you'll be automatically entered to win a Char-Broil® Performance 5-burner gas grill!

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, 2024 to be entered to win! Just download the SmartHub app for your mobile or PC ([nhec.smarthub.coop](http://nhec.smarthub.coop)) and select 'Update My Paperless Settings' in the 'My Profile' menu.



**PAPERLESS BILLING**  
SAVE TIME  
SAVE MONEY  
SAVE RESOURCES

◀ Scan to download SmartHub

# Rates Holding Steady in 2024

**NHEC members can look forward to continued rate stability in 2024 as energy prices continue to moderate.**

A small increase totaling approximately \$3 per month for the typical residential member takes effect this month, but a projected decrease in February in the Co-op Power rate will more than offset the January increase. The modest changes are more indications that the broad price swings of the pandemic era are behind us.

Rates, charges and fees are set by the NHEC Board of Directors. A complete list of NHEC rates, charges and fees is available on the NHEC website at [nhec.com/rates-tariffs](http://nhec.com/rates-tariffs).

# Resolve to Save Energy and Money in 2024

NHEC and the NHSaves® utility partners offer programs and incentives that will help you achieve your energy goals at home or work. See the full range of programs below and call or click to learn more: [www.nhec.com](http://www.nhec.com); 1-800-698-2007.

## ENERGY STAR® Homes – New Construction

Offers incentives for building to ENERGY STAR efficiency standards. Third party efficiency verification and Home Energy Rater Services included.

## Home Energy Performance

A whole-house approach to energy efficiency and comfort. Incentives available for improvements like insulation, air sealing, home energy audit. Low interest financing is available.

## Home Energy Assistance

Provides no-cost services and energy efficiency improvements for income-qualified NHEC members.

## Electric Vehicle Charging Stations

Rebates for installation of Level 2 EV charging stations.

## ENERGY SOLUTIONS FOR HOME



## ENERGY STAR® Certified Product Rebates

- Dehumidifier \$25
- Clothes Washers \$25-\$50
- Standard Electric Clothes Dryer \$40
- Hybrid Heat Pump & Heat Pump Clothes Dryer \$100 - \$200
- Refrigerator \$40-\$50
- Room Air Conditioner \$20
- Room Air Purifier \$40
- Variable Speed Pool Pump \$350
- Advanced Power Strips \$8-\$40
- Room AC and Dehumidifier Recycling Events - \$30 per unit
- Heat Pump water heaters \$750

## High Efficiency Heat Pumps & HVAC Solutions

- Heat Pump Water Heaters
- Air Source Heat Pumps
- Mini-split Heat Pumps
- Heat pump Clothes Dryer
- ECM Circulator Pump

For more information, visit [www.nhec.com/save-energy](http://www.nhec.com/save-energy), or scan here:



## ENERGY SOLUTIONS FOR BUSINESSES AND TOWNS

### LED Lighting & Controls

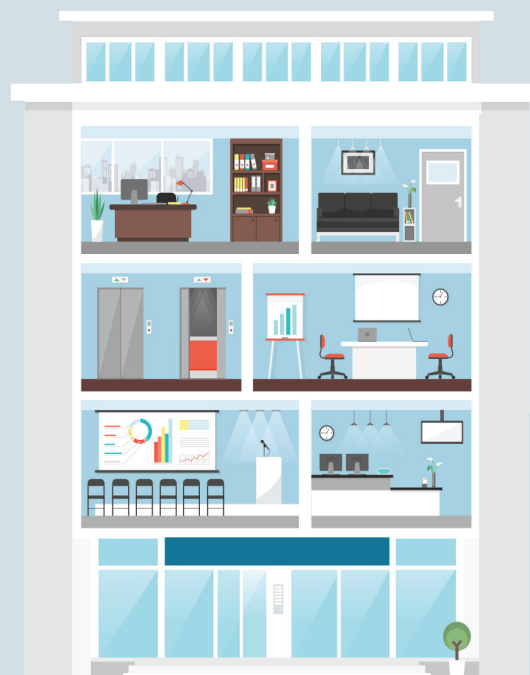
Receive instant incentives at point of purchase through participating distributors with no paperwork to complete.

### Heating & Cooling

Incentives for traditional High Efficiency HVAC equipment and heat pumps, which offer the highest possible efficiency for year-round heating and cooling. Incentives also available to replace your PTAC (Packaged Terminal AC) units with high efficiency PTHPs (Packaged Terminal Heat Pumps) which use a fraction of the energy.

### Electric Vehicle Charging

Sizable incentives for locating Level 2 or higher EV charging stations at your business.



### Building Weatherization

Incentives for weatherization projects that save electricity.

### Commercial Kitchen Equipment

Instant rebates from distributor for purchase of new, energy-efficient electric equipment. No rebate paperwork needed!

### New Construction

Technical assistance and incentives available to help with new construction or gut rehabs. Enrollment during the design phase is required.

### Custom Incentives

Variety of incentives available for lighting controls, variable frequency drives, compressed air and other process equipment.

Start your project by visiting [www.nhec.com/commercial](http://www.nhec.com/commercial) or scan here:



# BEGINNINGS AND ENDINGS

We're always welcoming new employees at NHEC but saying goodbye to longtime co-workers is hard. This month, we say hello to new employee Cooper Beaudet and farewell to Sharon Yeaton, who retires after 38 years of service.

## Hello and Welcome!



**NAME:** Cooper Beaudet (pictured here with fiancé Juli in Barcelona, Spain)

**POSITION:** I am Associate Electrical Engineer, and I work with the rest of the Engineering team to investigate voltage issues and find improvements and solutions for our members and the grid as a whole.

### WHAT DO YOU LIKE SO FAR ABOUT YOUR NEW JOB?

I have really enjoyed both the scenic views my work has brought me to, as well as the great people I work beside!

**WHAT DO YOU DO FOR FUN?** In my free time I really enjoy cooking, or maybe more so, eating, and traveling both nationally and internationally!

## Goodbye and Thank You!



**NAME:** Sharon Yeaton

**POSITION:** Executive Services Administrator and trusted advisor to NHEC senior leaders since 1985.

### WHAT'S THE BIGGEST DIFFERENCE BETWEEN NHEC TODAY AND WHEN YOU STARTED 38 YEARS AGO?

The changes brought about by technology. As you can imagine, it took a lot more time to complete tasks when most of the processes were manual.

### WHAT ADVICE DO YOU HAVE FOR EMPLOYEES JUST STARTING THEIR CAREERS AT NHEC?

No one expects you to know everything, ask lots of questions and allow yourself time to learn and grow.

### WHAT ARE YOU LOOKING FORWARD TO IN THIS NEW CHAPTER OF YOUR LIFE?

I'm looking forward to some rest, relaxation, and spending more time with my family and friends.



# GENERATOR SAFETY

If you're one of the fortunate few with a generator, you know what a difference it makes during extended power outages. But it's very important to operate it safely!

- Always keep generators at least **20 feet away** from your home.
- Never operate a generator in an **enclosed space**.
- Ensure **3-4 feet** of clear space above and on all sides for proper ventilation.
- Always use **grounded cords** and inspect cords for damage before use.
- Use the **proper cord** for the wattage being used.
- Always use **GFCI protection**.

# HERBICIDE OPT-OUT FORM

## Available for 2024

Selective use of herbicides in NHEC's power line rights-of-way is an important part of our efforts to minimize power outages, but we know that some members would prefer not to have these treatments done on their property.

If you receive notice that NHEC will be using targeted herbicide treatments to maintain the rights-of-way on your property, you may opt out of treatments for the calendar year by submitting the form located on our website:

[WWW.NHEC.COM/HERBICIDE](http://WWW.NHEC.COM/HERBICIDE)

To ensure that you opt out of treatments for 2024, please submit your form before the end of April, when herbicide treatments begin.

# GIVING LOCAL, GRANTING LOCAL



The New Hampshire Electric Co-op Foundation was founded in 2006 to support the nonprofits and community groups that are working to improve the quality of life we enjoy right here in New Hampshire. Since then, the NHEC Foundation has awarded more than \$4 million to worthy organizations throughout the NHEC service territory.

If you're part of a nonprofit group working to serve the needs of our members, please visit our website to learn more about applying for Foundation grants:  
[www.nhec.com/nhec-foundation](http://www.nhec.com/nhec-foundation)

Thanks to the generosity of more than 40,000 NHEC members who fund the NHEC Foundation through their participation in the Round Up program, we're looking forward to even more support for nonprofits in 2024!