



FEBRUARY 2024

Epping, New Hampshire

# POWER RATES ARE COMING DOWN

An 11% decrease in the Co-op Power rate takes effect this month and will result in a total bill savings of about \$6 per month for most NHEC members.

The decrease, approved by the NHEC Board of Directors, is the latest in a series of rate cuts that have reduced the average member's bill by 19%, or nearly \$30 per month, since January 2023.

“Energy costs have come down significantly in the past year and we’re pleased to be able to pass along those savings to our members. Keeping electric rates affordable is essential to the success of our members and the health of the communities we serve.”

-Alyssa Clemsen Roberts, NHEC President/CEO

The Co-op Power charge reflects the cost that NHEC pays to purchase electricity from the wholesale electricity market. The cost of this power is directly passed through to members who have not chosen to purchase electricity from a competitive supplier.

NHEC does not add any additional charges or fees to its Co-op Power rate, and it does not fund NHEC’s operations. The February 2024 rate change also includes the state-required refund of Regional Greenhouse Gas Initiative (RGGI) proceeds.

For more information about NHEC’s rates, charges and fees, please visit the tariff pages on our website: [www.nhec.com/rates-tariffs](http://www.nhec.com/rates-tariffs).

# GOT AN OUTAGE? GET SMARTHUB!

When the power goes out, you don’t want to be searching for a phone number. The fastest, easiest way to report that outage is via the SmartHub app.

SmartHub is your NHEC account management tool. Download the SmartHub app for your PC or mobile device and report outages with a single tap. If you choose, we’ll send you restoration updates and confirm that your power is back on – great for seasonal homeowners!

### Enjoy the other features of SmartHub:

- Secure bill pay
- View hourly electric usage
- Set notification preferences
- Select Paperless Billing



Scan to download SmartHub app



Last month’s storms caused heavy damage and knocked out power to thousands of members. Towns west of the White Mountains, like Haverhill, shown here, were especially hard hit. Get the SmartHub app for easy outage reporting and restoration updates.

# WASH, DRY...SAVE!

Turn laundry time into energy saving time with these highly efficient appliances...rebates are available now!

**ENERGY STAR® Certified Clothes Washers & Dryers**  
ENERGY STAR certified laundry sets deliver superior efficiency and performance by incorporating advanced features -- using 25% less energy and 33% less water.

**CURRENT REBATES FOR NHEC MEMBERS:**

- \$25 standard rebate on ENERGY STAR certified clothes washers
- \$50 premium rebate on ENERGY STAR Most Efficient clothes washers
- \$40 standard rebate on ENERGY STAR certified clothes dryers
- \$100 premium rebate ENERGY STAR certified hybrid electric clothes dryers

**Heat Pump Dryers**

For even more savings, consider ENERGY STAR certified heat pump dryers - they use almost 30% less energy than conventional clothes dryers.

Instead of releasing moist air through a vent like a conventional dryer, a heat pump dryer passes humid air through a condenser to remove the moisture without losing heat.

**CURRENT REBATE FOR NHEC MEMBERS:**

- \$200 on ENERGY STAR certified heat pump dryers



**All-in One Combination Washer/Dryer**

Perfect for smaller homes, apartments, and condos, a washer dryer combo takes up half the space, but provides more drying capacity, more energy efficiency, and faster cycle times.

**CURRENT REBATE FOR NHEC MEMBERS:**

- \$225 on Combination All-in-One Washer-Dryer (please reference the qualified product list online at [NHSaves.com/Clothes-Dryer](https://www.nhsaves.com/Clothes-Dryer))

For more information and rebate applications, please visit: [www.nhec.com/save-energy](https://www.nhec.com/save-energy).

## APPLY NOW FOR 2024 SCHOLARSHIPS!

The NHEC Foundation is offering six \$1,500 scholarships in 2024 to support the education and resulting careers of our members and their children. The NHEC Foundation 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](https://www.nhec.com/scholarships).



## WATT'S HAPPENING?

**PLEASE NOTE...**

As of March 31, 2024, the following locations will no longer process NHEC bill payments:

- E.M. Heath Supermarket (Center Harbor, NH)
- Vista Foods (Laconia, NH)
- LaPerle's IGA (Colebrook, NH)

Bill payments can still be made at all Western Union kiosk locations. For a list of locations near you, please visit [www.westernunion.com](https://www.westernunion.com).

**Go Paperless by March 31 for Chance to Win!**

Paperless Billing saves time, money and resources...and it can also win you a new gas grill. Switch to Paperless Billing between now and March 31, 2024, and you'll be automatically entered to win. Already enrolled in Paperless Billing? You're automatically entered to win, too! To go paperless, get the SmartHub app and tap 'Paperless Billing' in the Settings menu.



# MEMBER BUSINESSES GET \$500 PER UNIT



Do you have these things heating and cooling your office space? If so, NHEC can help cut your heating and cooling costs by up to two-thirds.

\$500 instant incentives PER UNIT are available now for Packaged Terminal Heat Pumps (PTHP), which can replace old, inefficient Packaged Terminal Air Conditioners (PTAC).

To learn more, please contact NHEC Energy Solutions Program Manager Joe Lajewski at [lajewskij@nhec.com](mailto:lajewskij@nhec.com), or (603) 536-8663.

# 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.

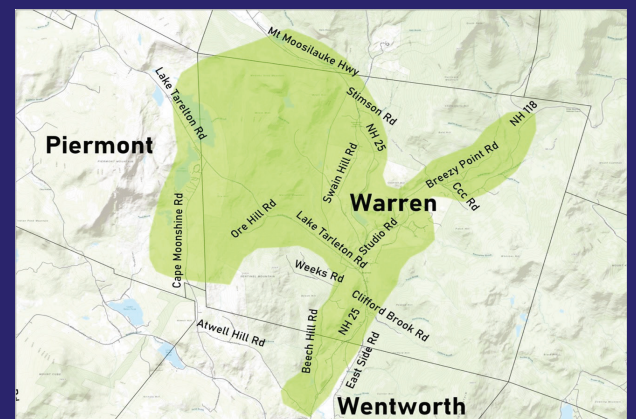
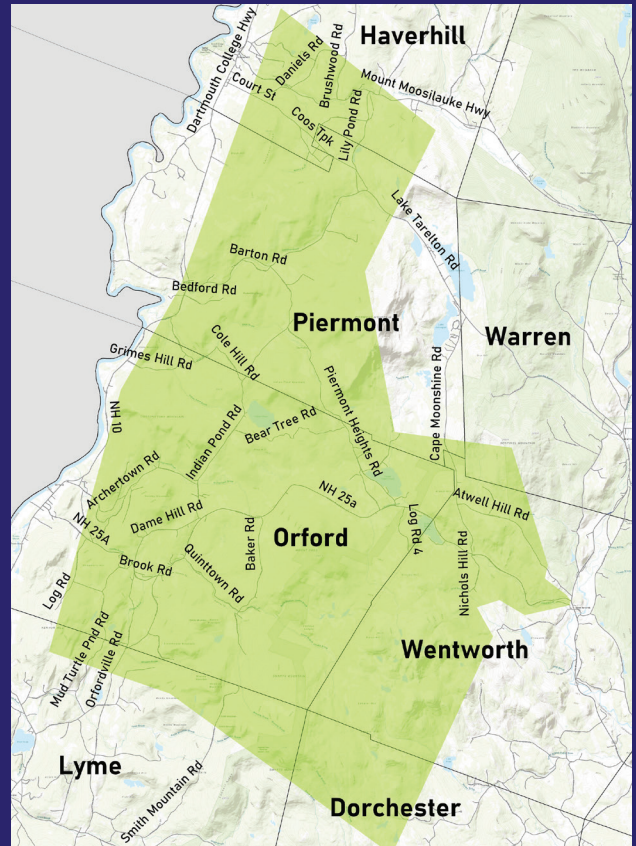
If you receive notice that NHEC will be using targeted herbicide treatments to maintain the rights-of-way on your property, you may opt out of treatments for the calendar year by submitting the form located on our website: [WWW.NHEC.COM/HERBICIDE](http://WWW.NHEC.COM/HERBICIDE)

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

# NH Broadband Is Connecting MORE Members in MORE Towns

Fiber-fast internet is available NOW for more members of New Hampshire Electric Cooperative! NH Broadband service is ready for NHEC members in areas of Piermont, Warren, Wentworth, Orford, Lyme and Dorchester.

Are you in the highlighted areas? You're just one step away from the fastest, most reliable service in town! Head to [www.NHBroadband.com](http://www.NHBroadband.com) to sign up and get on our install schedule. Not sure if service is available where you live? Click 'Check Availability' on our website and enter your address.





# MEMBERS HELPING MEMBERS

With your help, the NHEC Foundation awarded nearly \$300,000 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 2023!

**JOIN THE ROUND UP PROGRAM:** [www.nhec.com/round-up-program](http://www.nhec.com/round-up-program).

Organization Name	Amount of Award	Organization Name	Amount of Award
Adolescent Drug & Alcohol Prevention (ADAPT)	\$7,500	Laura Foundation for Autism & Epilepsy	\$6,940
American Red Cross	\$10,000	LISTEN Community Services	\$5,000
Appalachian Mountain Club (AMC)	\$2,500	Mayhew Program	\$5,000
Belknap Mill Society	\$2,250	Mid State Health Center	\$5,000
Childs Advocacy Center of Carroll County	\$5,000	MWV Adult Day Center	\$10,000
Circle Program	\$2,750	MWV Choral Society	\$2,000
Colebrook Kiwanis Foundation	\$2,500	New Hampshire Food Bank	\$15,000
Community Solutions Inc.	\$2,500	NH LAKES	\$3,500
Connecticut River Artisan Group (CRAG)	\$2,000	NHEC Foundation Scholarship Awards	\$9,000
Court Appointed Special Advocates (CASA)	\$5,000	Operation Delta Dog	\$5,000
Crotched Mountain Foundation	\$5,000	Ossipee Children's Fund	\$7,500
Easter Seals NH	\$5,000	Ossipee Concerned Citizens	\$7,500
Eastern Slope Aviation Academy	\$2,500	Patriot Resilient Leader Institute	\$5,000
Franconia Soaring Foundation	\$3,000	Pemi Youth Center	\$2,000
Franklin Opera House	\$4,000	Project Care	\$66,657
Friends of the Northern Rail Trail	\$2,500	Reach High Scholars Program	\$7,500
Gilmanton Youth Organization	\$5,000	Restoration Acres	\$4,000
Girl Scouts of the Green & White Mountains	\$5,000	Salvation Army of Laconia	\$2,000
Great Waters Music Festival	\$5,000	Society for the Protection of NH Forests	\$2,500
HAVEN	\$5,000	Spark! Community Center	\$3,000
Jackson Ski Touring Foundation	\$5,000	Special Olympics NH	\$5,000
Kismet Rock Foundation	\$2,000	Squam Lakes Natural Science Center	\$3,555
Laconia Area Community Land Trust	\$5,000	<b>Total amount awarded</b>	<b>\$298,140</b>



579 Tenney Mountain Hwy  
Plymouth, NH 03264  
[www.nhec.com](http://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](mailto:solutions@nhec.com)