



MARCH 2024

2024 BOARD OF DIRECTORS ELECTION

YOUR CO-OP, YOUR BOARD...YOUR VOICE!

New Hampshire Electric Cooperative is governed by an 11-member Board of Directors, all of whom are elected by the members they serve. If you're a Co-op member, you'll have the opportunity to vote in the 2024 Board of Directors Election this May.

So why should you vote?

We asked that question to the current Vice Chair of the NHEC Board, Madeline McElaney of Plymouth:

"It's a huge opportunity for members to participate in the democracy of our organization. Our membership is very diverse. We want that diversity to be represented on our Board in form and thought. As a member you have the opportunity to choose who you want making your decisions for you and who you want to be your voice at those board meetings."

Many NHEC members may not know exactly what the Board of Directors does for the Cooperative and its members. Here's Madeline on the importance of the Board's role:

"Board members first and foremost are there for strategic oversight of the Cooperative. We are responsible for approving the budget. It's one of our most important jobs. We are also responsible for approving rate changes. Since NHEC is a member-owned cooperative and not an investor-owned utility, any sort of rate changes are approved by the Board rather than the NH Public Utilities Commission, like it would be for an investor-owned utility."

As members of our cooperative, you have a voice. Voting in the annual Board of Directors election is vital to shaping the future of the cooperative and how we serve you. We encourage you to participate. It's easy to do. Look for your ballot. Vote.



NHEC Board Vice Chair Madeline McElaney

DIRECTORS ELECTION

Voting Opens: _____ May 14, 2024
Voting Closes: _____ June 12, 2024
Seats up for Election: _____ Four
How to Vote: _____ Online or mail

Look for your ballot to arrive in mid-May by mail or e-mail! A voter preference survey will be emailed prior to ballots being mailed.

LEARN MORE ABOUT THE DIRECTOR ELECTION PROCESS

www.nhec.com/board-of-directors/director-election-process



MAKE A SAVINGS SPLASH with an ENERGY STAR® certified variable-speed pool pump!

Did you know your pool pump could be your home's second largest energy user, adding about \$260 per year to your energy bills? Get a \$350 rebate on ENERGY STAR certified models from your NHSaves® utility partners!

- ENERGY STAR certified in-ground pool pumps use 18% less energy than standard pumps, saving you over \$290 over the lifetime of the product.
- ENERGY STAR certified above-ground pool pumps use 11% less energy than standard pumps and can save you over \$80 over the lifetime of the product.
- ENERGY STAR certified pool pumps run quieter and prolong the life of your pool's filtering system.
- You should see the payback on the additional investment in an ENERGY STAR certified pool pump in less than two years, depending on the type of pool pump.

Summer's coming, get rebate info and applications here: nhsaves.com/residential/pool-pumps



WATTS HAPPENING?

Go Paperless by March 31 for a 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.

PLEASE NOTE...

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

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

Bill payments can still be made at all Western Union kiosk locations. For a list of locations near you, please visit www.westernunion.com.

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. Download the SmartHub app for your PC or mobile device and report outages with a single tap or text. If you choose, we'll send you restoration updates and confirm that your power is back on – perfect 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
the SmartHub app

CUT THE CABLE, SIGN-UP FOR NH BROADBAND IT'S FAST, IT'S LOCAL

PLYMOUTH – You've heard this one before, maybe you've even lived it: Why does my cable bill keep going up?

"I was tired of constantly fighting about discounts and promotions. The next month – without a change in service – the bill would jump \$20 or \$30. The rate was always different. I threatened to leave and kept talking about it," said Andy McDonald, a seventh and eighth grade social studies teacher at Plymouth Elementary School.

The McDonalds are a household with a family of five – two professionals and three kids aged 14, 10 and 7 – and the devices that go along with today's living, including a smart tv, an Amazon fire stick, three cell phones and two iPads.

"Oh sweet" is what McDonald thought when he began seeing crews installing NH Broadband fiber optic network boxes on utility poles last spring on a daily basis. Naturally, he stopped for updates about the service's availability. A few months later, the McDonalds cut the cable bundle. In doing so, they now have a consistent monthly bill, going from at least \$200 to under \$100 for lightning-fast service.

Whether he or his wife Britt, a Physician's Assistant at Spere Memorial Hospital, are using it for work, or their three daughters are using it for school, streaming or playing a game, the fiber optic service has not disappointed.

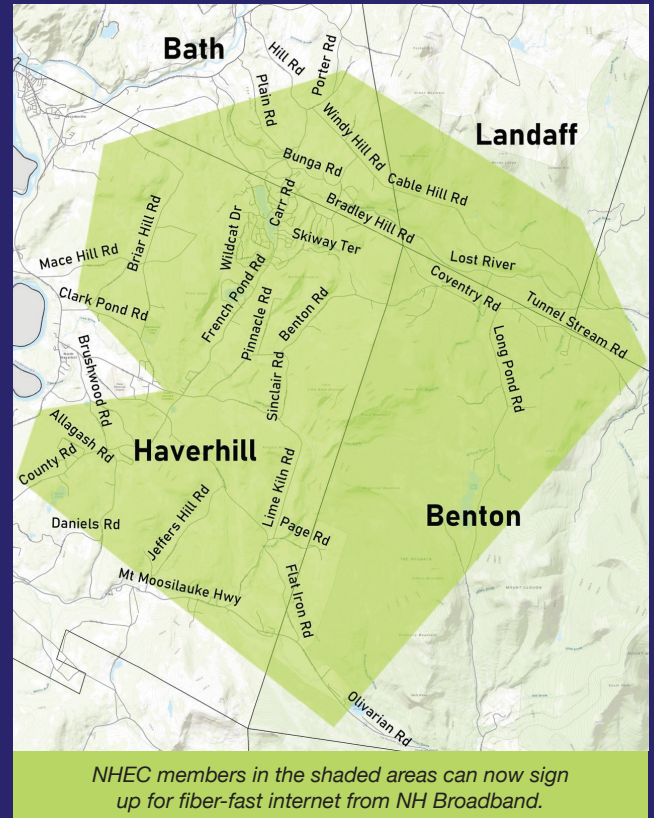
"We've had no issues. It works the way I expect the internet to work," McDonald said. "I think it's great and it's reliable."

Ready to make the switch to your hometown broadband service? Visit NH Broadband and click 'Check Availability.'



The McDonalds (Shelby, Britt, Andy, Ellie and Ainsley) have cut the cable and are enjoying the reliability and consistency of NH Broadband internet service.

NH BROADBAND NOW AVAILABLE IN NEW AREAS OF GRAFTON COUNTY!



Fiber-fast internet is available for more members of New Hampshire Electric Cooperative! The long wait for high-speed internet is finally over for areas of Bath, Landaff, Benton, and Haverhill. NHEC members can now enjoy reliable, affordable service at speeds up to 2 Gig per second.

Check the service map. If you're in the highlighted area, you're one step away from getting fiber-fast internet! Head to 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. Get ready for an internet connection you can count on! With fiber-fast speeds, unparalleled reliability and affordable pricing, the opportunities are endless for streaming, gaming, work from home, telemedicine, and more. Plus – did we mention 24/7 customer support? NH Broadband is the one stop shop for all your broadband needs!

Join the broadband movement! Sign up now at www.nhbroadband.com.



CALLING ALL STUDENTS... SCHOLARSHIP DEADLINES ARE COMING!

Spring is a busy time for college students and high school seniors, but here's a deadline you don't want to miss! NHEC and the NHEC Foundation are offering thousands in scholarships for members or the children of members.

NHEC Foundation Scholarships

The NHEC Foundation offers six \$1,500 scholarships, one of which is reserved for a student entering a vocational/technical institution. **APPLY BY JUNE 7, 2024**

NHEC Lineworker Scholarship

NHEC offers one \$2,500 scholarship annually to a member or child of a member who is pursuing a career as an electrical lineworker. **APPLY BY JUNE 24, 2024**

GUIDELINES & APPLICATIONS:

WWW.NHEC.COM/SCHOLARSHIPS

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**

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

We had a blast at the Alton Business Association Winter Carnival! It was fantastic connecting with so many community members. Thanks to everyone who came out and joined us. We look forward to keeping our community spirit alive!



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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