



APRIL 2024

Dear Members

I can't believe the first quarter of 2024 is already behind us.

Just like that – we're into spring. Let's face it, I am happy to put this winter behind us. Several winter storms caused outages for many of our members. But each time, our crews battled harsh conditions to restore your power. I will always be amazed at the work our crews and operations staff do under these circumstances. We really can't thank them enough.

One highlight of winter involved NHEC and NH Broadband sponsoring the Alton Winter Carnival.

We brought one of our bucket trucks along with lots of giveaways and hot chocolate for our members. It was great to hear so many positive comments about our cooperative. I really appreciate that. This was the first of several events we have planned throughout the year to engage our communities. Be on the lookout for future events. We'll see you soon!

I also want to see as many of you as possible at our Annual Meeting on June 18.

We're mixing it up this year. The first important thing to know is the meeting will be at a beautiful location – the Lakehouse at Owl's Nest Resort in Thornton. Second, don't think of this as a meeting. This is going to be a fun, family-friendly event that also gives you a chance to help guide our cooperative. There will be great food and drink, activities for the kids and a raffle you won't want to miss. You can come early and take advantage of all that Owl's Nest has to offer: golf, pickleball, paddle boarding, swimming and tennis. We've got children's activities too. Trust me, you're going to want to save the date and plan to join us at the Owl's Nest!

At the Annual Meeting, we'll be announcing the winners of the board of directors' election.

The election starts in May and we need you to vote. As members of our cooperative, you have a voice that is needed to help shape the future of NHEC and how we serve you. Please help us – vote!

Yours in the cooperative spirit,

Alyssa Clemens Roberts
President & CEO



2024 ANNUAL MEETING

WHEN: June 18, 2024

WHERE: Owl's Nest Resort, Thornton NH

WHY: Fun, food & drink, raffle, resort amenities

MORE INFO & RSVP:

<https://www.nhec.com/event/2024-annual-meeting-of-members/>



Heat Pumps Make Cool Air & Hot Water too!

You probably already know that heat pumps can heat your home in the winter, even in chilly New Hampshire, but did you know they can also provide air conditioning in the summer and hot water year-round? Heat pumps are a versatile technology, and thanks to incentives and federal tax credits, they're more affordable than ever.

How Do Heat Pumps Work?

Air source heat pumps extract heat from the outside air, which is absorbed into a fluid that flows through a heat exchanger in the heat pump. As a heating source, heat pumps are up to three times more efficient than fossil-fueled alternatives. During the hot days of summer, the air source heat pump can extract the heat from the inside, cooling and dehumidifying your home, just like central air conditioning.

Heat Pump Water Heaters

Heat pump water heaters use electricity to move heat from one place to another instead of generating heat directly. This means they can be two to three times more energy efficient than conventional electric resistance water heaters. Compared to a standard electric resistance water heater, a HPWH can save a family of four hundreds of dollars a year on water heating costs.

Incentives Lower Your Upfront Cost

Mail-in or online rebates are available when you purchase and install high-efficiency heat pumps for heating and cooling. Rebates are also available for members purchasing heat pump water heaters. For complete rebate & incentive details, please visit our website:

<https://www.nhec.com/save-energy/>, or call NHEC Member Solutions at (800) 698-2007.

KEY BENEFITS

- Heat and cool your home more efficiently
- Reduce your fossil fuel use and energy costs
- Lower your home's carbon emissions
- Easy to install, contact your HVAC contractor
- Qualify for incentives through NHEC

WATTS HAPPENING?

Four Seats Open on NHEC Board: Election Opens May 14

Co-op members will vote in May to fill four seats opening on the NHEC Board of Directors. Members will have the opportunity to vote by mail, or go paperless by voting online. Regardless of your choice, you'll have the opportunity to vote securely online using the directions that will arrive with your ballot mailing in May. The chance to elect your Board of Directors is unique to member-owned cooperatives. We hope you'll take advantage of the opportunity!

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.

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

Love Where You Live?

NH Broadband Helps You Stay There!



Fast, reliable internet is transforming how Co-Op members live and work

For Audrey and Chuck Conrad, a reliable and powerful internet connection seemed a dream.

Six months before they moved into their home in Canaan, Audrey called the cable company in their area, looking for internet service. “No room on the line,” they told her. A year later, they were still trying.

Without good internet service, Chuck, a truck driver who transports gasoline from Albany, NY five days a week, could not upload his bills of lading and other documents and photos to the office. Simply put, he doesn’t get paid unless his documentation gets through.

Patching together two jet packs from different companies, the Conrads tried to create a home WiFi system to support their lives. They needed a fast, reliable connection for work, online classes, Alexa, three cell phones, a Smart TV and streaming music. Last but not least, they wanted to visit virtually with their new grandchild, who lives in another part of the country.

“It was always cycling and we would see the buffering wheel of death,” Audrey said. Their makeshift network, including extenders to expand their coverage, “was expensive (almost \$200 a month) and limited in data (transmission) and it was sloooooow.”

Everything from a change in the weather to the time of day impacted their connectivity. Without a landline, the Conrads rely on their cell phones, which also need a WiFi connection. Sometimes, Audrey was forced to drive to downtown Canaan and sit in a parking lot to participate in virtual classes for certification as a relationship coach, or even to file their taxes. At times, everything and everybody in the house, including Chuck’s teenage daughter, would have to go offline until he could upload paperwork to his trucking office.



Chuck and Audrey Conrad

“Having the internet is absolutely a luxury, no doubt. It is also a huge necessity,” Audrey said, “like eating a meal.”

In May of 2023, they saw NH Broadband crews beginning to run high-speed fiber-optic lines on Prospect Hill. Audrey, who runs her own horse farrier service, was “chomping at the bit,” and pre-registered their household for NH Broadband, the for-profit subsidiary formed in 2020 by NHEC. By late October, the fiber optic lines had made their way up the dirt road leading to their home. By mid-November, the Conrads were connected.

“It’s never slowed down. It’s never not worked,” said Audrey, who no longer has to leave home to take class. Or stream a movie or music. Or surf the web...or visit a new grandchild!

NH BROADBAND IS CONNECTING NHEC MEMBERS IN MORE TOWNS!

Check service availability at www.NHBroadband.com

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



EMPLOYEE SPOTLIGHT

NAME: Michelle Fairbrother

JOB: Member Solutions Representative

YEARS OF EXPERIENCE: 28

Michelle Fairbrother is a people person. That’s one of the first things she would tell you, and it’s one of the first things we look for in our award-winning Member Solutions group.

As the longest-serving member of our call center, did Michelle ever think she’d still be helping Co-op members after 28 years? “Never. Hopeful but never,” she said. That’s because prior to joining the NHEC, Michelle wore a lot of different hats: property manager, gift shop manager and bank teller. They weren’t the right fit for this people person. She was looking for a good opportunity.

This naturally drew her to the Co-op. Known for its longevity, pay and benefits, Michelle took the advice of her four friends who worked here and applied for an opening. Her get-it-done attitude and her friend’s positive recommendations got her the offer. “And,” she added, “I walked in the door at the right time.”

In 2005, she was awarded the Carol A. Tracey award for Excellence in Customer Service by the Northeast Public Power Association. “NHEC has given me the tools I need and the power to make decisions on my own,” Michelle said. What’s the favorite part of her job? “I love helping members and being the friendly voice on the phone.”



COLEBROOK MOBILE FOOD PANTRY Marks 13th Year of Community Support

As grocery costs and food insecurity rise, so does the need for assistance from food banks and pantries. “There is definitely an upward trend,” said Christy Langlois, Food Systems Coordinator for the North Country for the New Hampshire Food Bank. The food bank is seeing a level of demand which she described as “probably even higher than during Covid.”

To help meet the need, the NHEC Foundation sponsored its 13th annual Mobile Food Pantry in Colebrook, reaching 286 families and serving 657 individuals. Eighteen volunteers, including local residents and Co-op volunteers, distributed a total of 13,740 pounds of food. NHEC is proud to be part of this annual tradition!

Your support of the NHEC Round Up Program helps fund this and other important programs in our communities. For an average contribution of 50 cents a month, you can have your monthly electric bill rounded up to the next dollar with the proceeds benefiting the NHEC Foundation. More than 40,000 NHEC members participate in Round Up, pooling their small change to make a big difference.

Enroll in Round Up today:
<https://www.nhec.com/round-up-program/>



Always Learning, Always Training

Working safely in a dangerous profession depends on a culture of safety. At NHEC, our lineworkers are always training so that everyone goes home safely, every day. Recently, a team of 25 lineworkers—ranging from apprentice to journeyman—joined forces with JCR Construction Co. from Raymond, NH, our trusted contractor for many years, for transformer training.

Huge thanks to MJ Electric for providing the mobile trailer, which provides a state-of-the-art training lab, allowing trainees to apply classroom knowledge in a safe low-voltage environment.



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