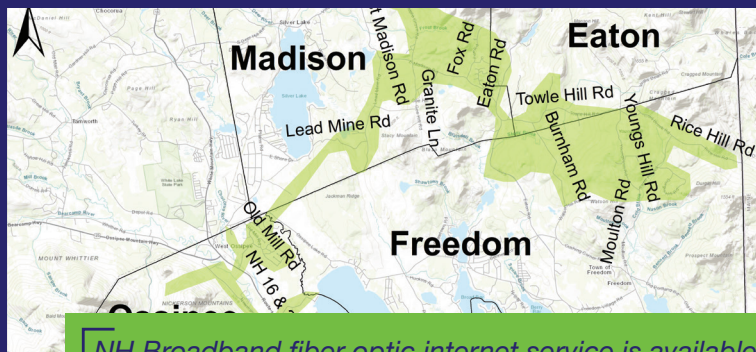




AUGUST 2025

NH BROADBAND: Going Where Others (National Broadband Companies) Won't Go



NH Broadband fiber optic internet service is available now in these areas of Ossipee, Madison, Freedom and Eaton.

NH Broadband is proud to announce that its high-speed, state-of-the-art service is now available to more than 40,000 New Hampshire residents across New Hampshire Electric Co-op territory, from Colebrook to Eaton and Acworth.

As a subsidiary of the Co-op, NH Broadband shares the same mission: to deliver affordable, reliable service to our members, particularly those in under- and unserved communities. Unlike other internet service providers that focus on densely populated areas, NH Broadband is bringing fast and reliable fiber optic internet right into the homes of our rural members, just like we did with electricity in the 1930s.

This commitment has made us the only New Hampshire headquartered, and sometimes only, broadband provider for the state's smallest towns.

NH Broadband service has expanded recently to Ossipee, Madison, Eaton, and Freedom. In September, we will begin home installations in **Alexandria, Bristol, Hill, Grafton, Danbury, and Hebron**. This will be followed by **Danbury, Wilmot, Andover, Sutton, and Salisbury** in October. By November, we expect to offer service in **Hill and Franklin**.

If you live in one of these towns, now is the time to visit **NHBroadband.com** and click on "**Check Availability**." Signing up is completely free and will get you to the top of the list for installation once service is available in your town. Go **FASTER**, and stay **LOCAL** with NH Broadband.

Visit nhbroadband.com or call (866) 431-1928 to sign-up today!



Pole Testing Keeps the System Safe and Reliable

The Co-op's electrical distribution system - more than 6,000 miles of it - is connected by more than 110,000 utility poles that carry power and broadband internet lines to your home. The Co-op performs annual maintenance of utility poles to ensure they're up to the job and the system is as reliable as can be.

Starting this month, employees of Maverick Corporation will be testing the condition of about 5,500 utility poles throughout our service area, including approximately 900 poles located on various islands served by the Co-op.

Maverick will be testing the integrity of poles beneath the surface of the soil. The results will help the Co-op evaluate the moisture levels in the wood, its level of decay and whether the pole should be replaced.

You may see this work being conducted near your homes, in your neighborhood and around town. You should know, Maverick employees carry personal identification and drive vehicles that identify them as contractors working for New Hampshire Electric Co-op.

This important work helps keep our electric distribution system as safe and reliable as possible.

YOUR CO-OP, YOUR BUSINESS – LET'S SAVE ENERGY AND MONEY!

Energy efficiency incentives, advice for businesses and municipalities.

Whether its new construction, expanding your existing facility, installing new equipment or replacing aging equipment, the Co-op is ready to work with you. As your NHSaves® utility partner, the Co-op offers financial incentives and technical advice to help you get the most for your energy dollars. Browse the program offerings below and reach out to our Energy Solutions professionals to start saving energy and money today!



COMMERCIAL REFRIGERATION CONTROLS

- No-cost refrigeration audit
- Incentives up to 50% of installed costs
- Financing available for co-pay; no out-of-pocket costs

Commercial Refrigeration Controls

Adding smart controls to your existing units can prolong their life and improve efficiencies at a fraction of the cost of new units.



AIR SEALING & INSULATION

- Incentives up to 35 percent of project cost
- Connections to qualified energy professionals
- On-bill financing available

Building Weatherization

Keep your energy dollars from blowing out the window. Proper air-sealing and insulation reduces expenses and greatly improves comfort

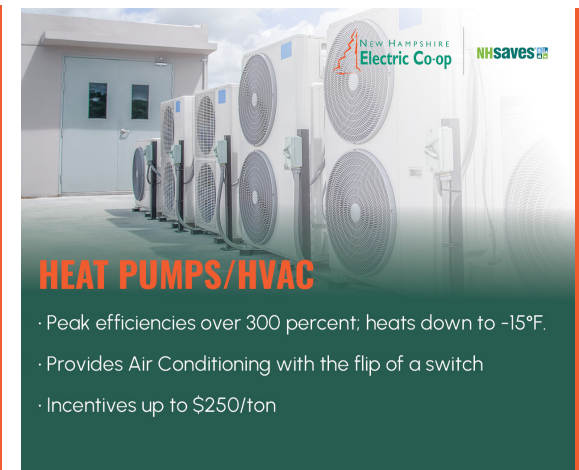


LED LIGHTING & CONTROLS

- Incentives up to 50% of the installed costs
- Instant discounts at participating distributors
- Financing options for project co-pay
- Switch to LEDs with no out-of-pocket expenses

LED Lighting & Controls

LED lighting uses less than half the energy of traditional fluorescent lighting and lasts twice as long. Get instant discounts at participating distributors in New Hampshire.



HEAT PUMPS/HVAC

- Peak efficiencies over 300 percent; heats down to -15°F.
- Provides Air Conditioning with the flip of a switch
- Incentives up to \$250/ton

Heat Pumps /HVAC Heat Pumps

(aka mini-splits) provide the highest efficiency heating and cooling available. There are heat pump configurations to meet every building.

Commercial Kitchen Equipment

Receive instant incentives when you purchase and install qualifying electric high-efficiency commercial foodservice equipment through a participating dealer.

New Construction Performance Pathway

If you're planning to build new, reach out to the Co-op early in the process and receive free technical assistance from energy efficiency engineers. Program offers enhanced financial incentives.

On-Bill Financing (OBF)

If the upfront cost of an energy efficiency project is holding you back, 0% On-bill Financing removes the hurdle. Increase the efficiency, comfort and safety of your facility while reducing BOTH the upfront expense and your long-term energy costs... all with no out-of-pocket expense!

FOR MORE PROGRAM INFORMATION, PLEASE CONTACT:

Eric Sandberg, Energy Solutions Program Administrator (603) 536-8307; sandberge@nhec.com

**To receive incentives, please note that pre-approval is required prior to the start of projects*



BOARD MEMBER SPOTLIGHT

LEO DWYER

Board Member and
Assistant Treasurer

HOMETOWN: Sandwich, NH

**NUMBER OF YEARS
ON BOARD:** 8

Q: You were an early supporter of the Co-op's efforts to make broadband internet available to members in under-served parts of the state. NH Broadband service is now available to more than 40,000 Co-op members in over 50 towns, including your hometown of Sandwich. From your perspective, what's been the impact of this project so far?

High-speed internet is as much an everyday necessity in 2025 as electricity was when the Co-op was founded. Just as electricity opened a world of possibilities for rural New Hampshire in 1939, the Co-op's broadband efforts are increasing options for our members in terms of work, school, health care, entertainment etc. and insuring they are not left behind in our increasingly digital world.

Q: What is the biggest challenge facing the Co-op today and in the coming years?

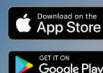
The biggest challenge is designing distribution and power supply rates that accurately and equitably reflect the cost of delivering electricity to members with different needs. As the world gets ever more complicated with electric vehicles, solar arrays, battery storage, heat pumps, etc. and seasonal versus year-round occupancy, we need to refine our rates to fairly accommodate increasingly diverse use patterns.

Q: What have you enjoyed most about serving on the Co-op's Board of Directors?

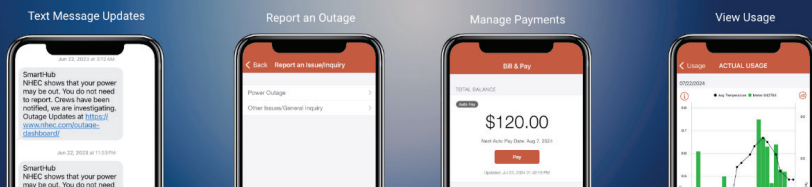
I have enjoyed learning about the complexities of the economics of delivering electricity. Like most folks, I initially thought that when I paid 20 cents for a kilowatt hour of electricity, I was paying for the electricity that came out of a generating station. Well, it turns out that energy at the generating station is only a small portion of the cost – say 4 or 5 cents. The rest of the 20 cents goes for regional long-distance distribution, standby generating capacity, hedging to lock in prices and local distribution infrastructure and administration. Sometimes when you look under the hood things are not what they appear in first impressions.

Updates on Outages. Track Your Energy Usage. Pay Your Bill.

Do all of that and more with SmartHub!



SmartHub App
Manage Your Utility Account Easily



When the power goes out, you don't want to be searching for a phone number. And you certainly don't want to be left in the dark regarding the last updates. You can avoid all that by using SmartHub, the Co-op's one-stop, member-friendly app. SmartHub is the fastest, easiest way to report an outage. Also, you can sign up for text alerts so you know when you can expect power to be restored.

But SmartHub allows you to do much more. You can track your energy usage by month, day or even hour. In this summer heat and air conditioners running nearly around the clock, it's a great way to keep an eye on your energy usage.

And SmartHub makes it easy to pay your bill online without having to deal with paper bills. SmartHub is your Co-op account manager so make sure you are taking advantage of it today!

To launch SmartHub or enroll as a first-time user, just click the LOGIN button at the top of our website homepage at www.nhec.com. Or, put SmartHub in the palm of your hand by downloading the SmartHub app on your mobile device.



Scan to download the
SmartHub Mobile App
for either Android or IOS

EMPLOYEE SPOTLIGHT



Travis Lorden: On the Meter Trail

Travis Lorden loves driving. This is a boon working as a Meter Services Specialist as our team averages about 50,000 miles a year on their trucks.

“After doing this job for a couple of years, I don’t think I could sit back in an office,” Travis said. “I love being out and about in rural New Hampshire. I don’t get sick of it. It’s gorgeous.”

Beyond getting out to enjoy New Hampshire’s natural beauty, Travis’ role is wide-ranging and always presents something new. His work takes him to a variety of places and a variety of situations. Like other meter specialists, Travis primarily connects and disconnects services, audits meters to make sure they have not been tampered with and replaces meters as need be. He has been around enough bug-infested meters to see the havoc they wreak on electronics.

Sometimes, the work also involves digging deeper to meet the needs of our members. Why is that meter issuing a fatal access error?

Disconnecting service for non-payment (DNP) is also part of what Travis does, which one would expect to be the least appealing part of the job. As Travis, and our other meter technicians have found, not everything is as it seems. Sometimes, a credit card used for autopay has not been updated. Other times meters have been turned off and there is the follow up to figure out what’s happened – is it a summer home that just hasn’t turned electricity back on for the season or an abandoned property?

Even in difficult situations involving a DNP where a payment plan has not been worked out, Travis said members mostly appreciate the work he does.

“The majority of people understand that I’m just doing my job. It’s nothing personal,” he said. “There’s a human side to it, but when people are presented with the reality, they usually understand.”

Rising Energy Costs Drive Rate Increase

The increasing cost of wholesale power in New England is driving a rate increase that is impacting the energy portion of your bill, similar to what other ratepayers all across New Hampshire are experiencing.

The Co-op Board of Directors recently approved an increase in the basic Co-op Power rate to cover the rising cost of electricity that we buy on behalf of our members. The Co-op does not add any additional charges or fees to its Co-op Power Charge.

Starting Aug. 1, the basic Co-op Power rate increased from 8.9 cents per kilowatt-hour (kWh) to 11.5 cents per kWh. The cost of power purchased by the Co-op is passed through to members who do not purchase power from an alternative supplier or through aggregation.

Despite the increase, the Co-op Power Charge remains significantly lower than the fall 2022 through spring 2023 rate periods.

“While we do not control wholesale energy costs, the staff and Board Directors have worked hard in other areas to help keep rates for members as affordable as possible,” said Co-op Board Chair Bill Darcy.

“Keeping the cost of electricity affordable for all of our members is a continued priority for us at the Co-op. Our team does an excellent job of leveraging our flexibility and knowledge of the markets to maintain costs that are within our control,” said Michael Jennings, Interim President & CEO of the Co-op.

For more information, including a current schedule of rates, please visit our website: nhec.com/schedule-of-fees-rates/.

Members can find ways to save on energy costs and reduce usage by visiting the Energy Solutions section of our website.