



TRANSFORMERS:

The Real Superheroes

The Transformers (from left) Aaron Comeau, Mark Monahan and John Ames

To quote a line from the original Transformer movie franchise: There is a mystical bond between man and machine.

Walk into the Electric Shop at the Co-op and you'll find people who understand this. Our real-life repair heroes can transform equipment from the battered into the operational. While not every transformer, regulator or recloser you see on the line can be restored, hundreds of pieces of equipment can be revived, reenergized.

"Our motto in the Electric Shop is: It's not broke until we say it's broke," said Aaron Comeau, System Electrician I.

Aaron started out in collections at the Meter Shop and has been in the Electric Shop for about three years. John Ames, a 13-year Co-op veteran, started as a mechanic at the garage and worked there for eight years there before moving over to the Electric Shop as a System Electrician I. A few months ago, Mark Monahan hung up his boots after almost 30 years as a Lineworker First Class and moved over to the shop as a System Electrician 2.

Together they have transported their hands-on experience and knowledge from other Co-op departments and roles to working their mechanical magic and sensibilities in the shop, which, among restoring other equipment, puts an average of 30 to 40 transformers back in circulation each year. Their talents and expertise come back to the membership each year, as the shop saves tens of thousands of dollars putting equipment back into circulation and not at the expense of reliability or safety.

"It's kind of a combination of using your mind to figure out the problem and determining that you can fix it and then using a little bit of brawn to get the job done. It's just satisfying when you fix something and get it back out on the line," Aaron said.

John agreed, saying, "We like to make it look good and make it work again."

Disposal of Fleet & Equipment

The Co-op is preparing to offer for bid, vehicles and equipment that are being retired from service. This bid offering is available to NHEC members, employees and retirees. Please note that Co-op Member Solutions representatives cannot answer questions regarding vehicles and equipment being offered. All questions will be answered during the two vehicle and equipment viewing dates listed.

For more information, including an updated list of vehicles and equipment, **see News & Events under the About tab @nhec.com.**

Viewing dates and times:

Tuesday, October 14, 2025, 9 a.m. to 6 p.m.

Wednesday, October 15, 2025, 9 a.m. to 6 p.m.

Bids due:

October 24, 2025

Vehicle viewing location:

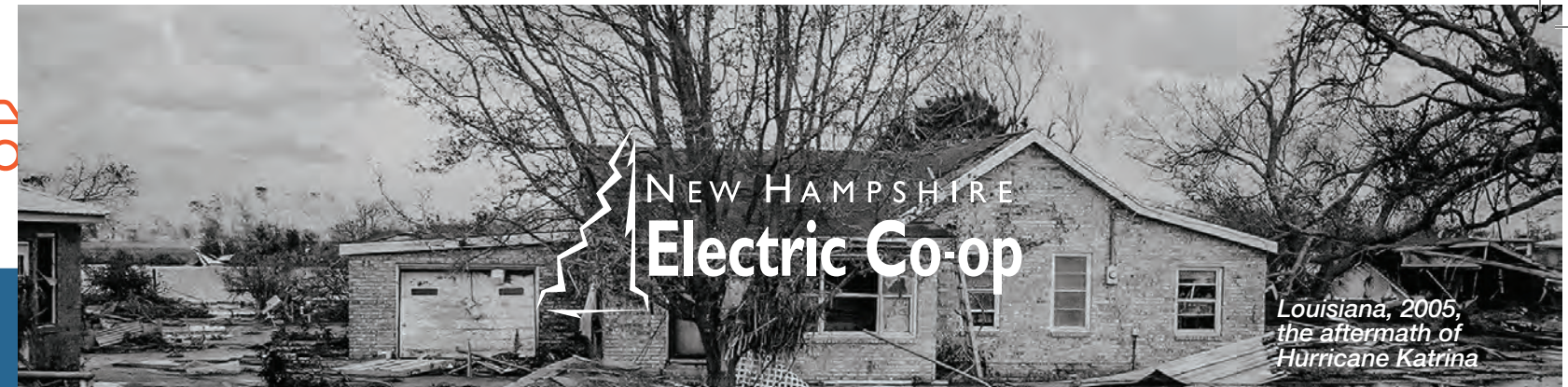
NHEC Vehicle Maintenance Facility
533 Tenney Mountain Highway Plymouth, NH

COMING IN OCTOBER:

NEW BILL FORMAT

Starting in October you'll see a new format to your electric bill that will contain all the same important information, but we hope will be easier to read and understand. Also, the new format will give us a little more space to share other important Co-op and NH Broadband news with you.

Be on the lookout, because over the coming weeks we'll be sharing more about the new format to help ensure a smooth transition.



NEW HAMPSHIRE
Electric Co-op

Louisiana, 2005,
the aftermath of
Hurricane Katrina

SEPTEMBER 2025



REVISITING KATRINA

It was a Monday. Visibility depended on geography. Hurricane Katrina had been intensifying in the Gulf of Mexico before it made landfall in Louisiana. Though preparations were made, no one was prepared for the devastation Katrina would leave behind.

Levee breaches began before dawn and by 6:10a.m., Katrina made landfall. It left 80 percent of New Orleans and large portions of neighboring areas underwater.

The magnitude of the destruction and need was immediately evident. As a member of the cooperative utility community, the Co-op sent a caravan of bucket trucks and support vehicles with a team of 11 employees – seven lineworkers and four service representatives – to aid in the recovery effort. They left our Plymouth headquarters on September 25 and travelled almost 2,000 miles during the course of three days. Our team became part of a what became a national response and recovery effort.

Twenty years later, the aftermath of Katrina is still very vivid.

Paula Burbank, a plant services coordinator at the Co-op, and Mark Monahan, a lineworker at the time, shared their experiences of being part of the 11-member volunteer crew that travelled to Louisiana to aid in the recovery effort. Paula spoke to the work that was done by the all-female office team of four, that assisted the southern co-ops with everything from getting their computer programs up and running to listening to members who just needed to talk as they processed what was happening to their community, their lives.

"It was very flat. Down where the devastation was, though, you could see for miles and miles and miles. There was no end in sight of the land or the water or whatever you were looking at. It had taken away just about anything that had any height to it," Paula said. The difference between the pre-Katrina video of the area that the staff was shown and the same locations in aftermath of the storm was "stunning," according to Paula.

"I can't imagine how beautiful it was before the storm," she added.

It was unusual that the Co-op's office staff would be sent to aid in storm recovery efforts, but it turns out that the Louisiana co-ops used the same computer software we use in New Hampshire. Our (cont. on next page)



579 Tenney Mountain Hwy
Plymouth, NH 03264
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please call **800.343.6432**

For member service, please call
800.698.2007 (8-5, M-F) or
email solutions@nhec.com



(cont. from previous page) office staff took on many functions and retiree Joanne Cordero, who was part of the IT department, was instrumental in getting the system to function again.

"It was a pretty glorious moment when she got them up," Paula said. "When we were there, it was nice because we could do some office work and it meant that the staff member could go have dinner with co-workers or their families for a few hours. At least be able to go and take care of some things and know that we could handle things. For us it was great because we knew we could give them a little reprieve."

Mark Monhan had a different experience, out in the field where he came face-to-face with the full impact of the devastation – both the sights and the smells of loss.

Mark and his younger brother Matt worked in concert. They had hauled a digger truck, packed with a hefty supply of Gatorade and water to be able to hand out to people they came across in Louisiana. The weather was good those early driving days and even in the first few days of initial assignments, they were able to get to some small residential areas closer to the coast which had not been as hard hit. There, they were able to run lines and connect people because there was still a circuit with which they could work.

Their next assignments, however, brought them to areas ravaged by Katrina. Though he had worked storm recoveries in the Northeast, this was different. It made him appreciate what we have here in New Hampshire.

"We're very fortunate still even up here in the northeast where we fight the different temperatures, we're still very fortunate. It was devastating to see what other people had lost," Mark said, noting that he has been on other aid trips to Vermont or Maine.

Equipment dictated the kind of work our volunteers could take on. Their time was spent framing some poles and getting ready for wire runs. And amidst the personal loss of people and property, there was a loss of animals. Their decay could be overpowering where the crews worked.

Mark has been through other mutual aid trips, but, he says, he remembers talking to his family about how bad this storm was. Even though his work was needed and appreciated, it didn't seem to make much of a difference given how profound and widespread the damage was.

"It's a little more uplifting after you've been someplace like that for a week and we've just had a bad windstorm and a bad cold snap and everybody got turned back on maybe within five or six days. I have more gratitude about that and felt like I was more of a help. But Hurricane Katrina was a whole different, it was a whole different cat," Mark said. Now, especially on the anniversaries, Paula said she still thinks about the people of Louisiana and in particular the co-ops she helped.

"But sometimes it's just the smallest thing – a matter of a rainstorm coming in or the thought of a flood threat happening here. It will take me back, but I don't forget it. It was one of the most memorable moments of my career here," she said. "I don't know how to forget it."



Back to School Internet Safety Tips



Start the Conversation

Talk early about cyberbullying, online strangers and inappropriate content.



Set Rules & Limits

Choose safe apps and websites. Stick to screen time boundaries.



Keep Devices in Shared Spaces

Avoid unsupervised use in bedrooms.



Protect Personal Info

Teach kids to never share names, addresses or school details online.



Stay Open & Supportive

Encourage kids to speak up if something online feels wrong.

Wi-Fi Tips for Parents



Use Parental Controls

Setup profiles for children and restrict access.



Monitor & Filter

Try apps like Bark or Questodio. Use Safe Search and block adult content.



Check App Permissions

Limit access to location, camera and personal data.



Keep Everything Updated

Regular updates help protect against security risks.

READY TO GO FASTER AND STAY LOCAL?



Ultimate

2 Gig*
\$99.95/month



Premier

1 Gig
\$79.95/month



Basic

100 Mbps
\$49.95/month

*Includes Safe & Secure Package

Safe & Secure Add-On: \$3/month

Parental Controls: an extensive set of controls that allows parents to easily create and enforce online rules for the users and devices on their home networks. It provides them peace of mind by protecting their children from inappropriate or harmful content.

Security: network-level security application that provides malicious website protection, anti-virus and anti-ransomware packet inspection and intrusion detection. The service proactively monitors network traffic coming into the home, automatically blocking anything that looks suspicious.



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