



BOARD DIRECTOR SPOTLIGHT

NAME: Jerry Stringham
TITLE: Board Member and Treasurer
HOMETOWN: Woodstock, NH
NUMBER OF YEARS ON BOARD: 2

Q: What got you involved in the Co-op, and then what led you to run for a seat on the Board?

As a medical technology entrepreneur and, more recently, a state Representative, I saw how modern medicine and today's commerce require modern technology (broadband). I got involved early to express support for the Co-op's expanded mission to include broadband. As the NH BB service began to get rolled out, I saw my career experience in business strategy, finance, government and business management as being valuable within the great Co-op model. I have always been interested in non-profits and public service and see my role at NHEC as being a natural extension of that.

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

In the near term, meeting cost targets for building out the broadband service is critical to making a high-quality broadband service at the lowest price for decades to come. In the coming years, delivering power and broadband services with

minimal outages and at a low cost will remain the major challenge for the Co-op. I used to see trees as a source of our vibrant fall foliage. Now I also see trees as a source of power outages and huge prevention pruning expense to keep our power available. It is a big challenge to provide energy for our members with all of the challenges of distributing power in this area.

Q: Why is it important for members to stay informed and involved with the Co-op?

The Co-op is truly a part of the community. Any savings we can create are always passed on to our members. We have no other motivation. But we appreciate hearing from our members about trade-offs between reliability and costs. We also seek input around clean energy, service quality and public safety. Their involvement makes the Co-op more responsive to our member's needs.

For more about Director Stringham and the rest of the board go to: www.nhec.com/our-team



OCTOBER 2025

FOR THE LOVE OF TREES

When Cory Keeffe looks down the private road where he and his wife rent their home, mature sugar maples define the landscape. Every day, he glimpses the black poplar nearby which was just designated the largest of its species in New Hampshire.

The Co-op's Senior Arborist will tell you, "I am in the utility industry and I am responsible for a lot of trees coming down, but I do love trees and that's why I got into this industry to begin with. I'm just amazed by their beauty and their unique characteristics."

It helps that Cory lives and works in New Hampshire, which is the second-most forested state in the country. He was also well-served by a forestry program he took in his senior year of high school.

While Cory has a great affection for the woodlands, he also knows the danger and damage they can cause when trees obstruct power lines.

Certain species of trees—such as oaks, black locusts, and maples—can grow to 20 to 40 feet tall, which then puts them in the way power lines. These "incompatible" species could cause damage to the electric line and make it dangerous for Co-op lineworkers trying to restore power after a storm. The danger is so great that NH state law enables the Co-op and other utilities to clear them away.

It's never easy telling a member and property owner that their tree has to be cleared, but Cory and other highly trained arborists in the Co-op Vegetation Management department are prepared to deliver the difficult news.



Cory's prior experience includes working as a "ground man," assisting the bucket foreman or climber and handling the work zone for one of the tree companies that has worked on the Co-op system for decades. He's also been a contracted utility arborist for Eversource and a community forester for the state of New Hampshire.

You could say he really loves trees.

Members love their trees, but they also love their electricity. All of that comes with a responsibility for the Co-op to be stewards of a utility that prioritizes safety for members and our crews, reliability of electric service and affordability. The arborists oversee our integrated vegetation management program which uses a blend of methods to control vegetation. (cont. on next page)



579 Tenney Mountain Hwy
Plymouth, NH 03264
www.nhec.com

To report an outage,
please call **855-960-3075**

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



Keeping powerlines and rights-of-way clear begins with mechanical cutting of branches and trees. A year or two afterwards, when there is resprouting from hardwoods, a controlled, selective low volume herbicide is applied directly to the so-called incompatibles. The surrounding low growing species are not sprayed, allowing them to flourish and spread so that compatible vegetation naturally manages the area by outcompeting the incompatible species.

“Each time we go through the manual cutting and spraying, we get more of the biological control, where we are managing vegetation with other vegetation, the most sustainable and cost-effective way to control vegetation along the power lines,” Cory said.

Vegetation management is the first line of defense in keeping the power on and it’s also for the love of trees.

For more go to:
nhec.com/vegetation-management

NH BROADBAND BRINGS SPEED AND RELIABILITY to Mid-State Health

Reliable internet connectivity is essential for delivering modern health care. From virtual telehealth visits to advanced imaging, Mid-State Health Center clinics in Plymouth are enjoying the dependability and speed of NH Broadband’s fiber optic internet service.

“With our previous provider, we had significant outages, lag time and phone calls would just drop,” said Crystal Gonzalez, Mid-State’s Plymouth Office Manager. “But now, with our switch to broadband, it’s been very fluid.”

Mid-State Health Center and NH Broadband share a commitment to making our respective services more affordable and accessible to our rural communities. That’s why NH Broadband is proud to power Mid-State’s phone and internet, helping this essential service thrive.

“I think that is the future of medicine – the future technologies,” explains Mid-State’s Family Practice physician, Dr. Wesley Phillips. “So having that infrastructure already be on the ground here that we can rely on, we can start to integrate those into our practice more seamlessly.”



NH Broadband has been busy this summer

hanging more than 300 miles of fiber from Alexandria to Sunapee. Installations began in September for Alexandria, Bristol, Danbury, Grafton and Hill. Next up is Andover, Springfield and Franklin. We will close out the year with service opening in Sunapee and the remainder of Co-op territory in Springfield.

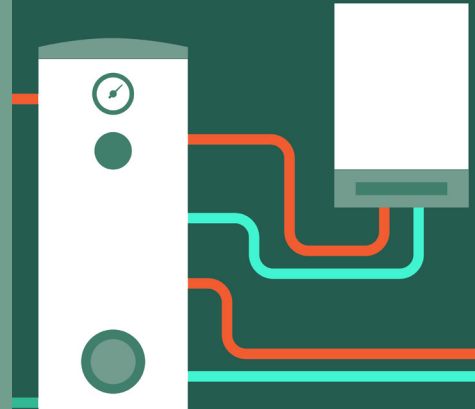
Don’t miss out.

Sign-up and schedule your installation today at NHBroadband.com or call (866) 431-1928.

NHSaves®

HOT WATER & EVEN HOTTER SAVINGS

Just in Time for Winter



The energy around heat pump water heaters is heating up. And starting Oct. 1, members in the market can feel even more warmth with a \$900 rebate on an ENERGY STAR certified product through the end of this year.

“We’re probably installing one a week,” said Todd Glidden, the Comfort Advisor for Rowell’s Services, which has been serving homes and businesses in the lakes and mountain regions for the past 43 years. “When we go out and do a consult, most of the time people want to know what’s more efficient.”

Heat pump water heaters use electricity and absorb the heat from the air, moving it into the tank instead of generating it. Though they are not dehumidifiers, in the process of transferring heat from the air, they naturally dehumidify the surrounding area and improve indoor air quality.

The technology is finding enthusiasts among the energy and budget conscious – despite the upfront cost being more than a traditional electric water heater. Glidden attributes the increasing number of homes opting for heat pump water heaters to its many benefits, including the 10-year warranty compared to that of six years for a standard electric water heater and its efficiency, which reduces usage and its impact on the wallet.

“It gets you away from fossil fuels in the home and definitely provides a much better and cheaper form of hot water for a home,” Glidden said.

According to Energy Star, heat pump water heaters are up to four times more energy efficient – with about a \$550 savings for an average household of four – than conventional models, which use about 12% of a home’s energy.

“Their electricity usage will be about half of what they would normally use and save hundreds of dollar in a year,” said Glidden, adding that smart features such as vacation mode will use less electricity when people are away or they can utilize the boost mode to give more hot water when the family is coming home for Thanksgiving weekend or returning from skiing. “You can dial it in for your demand,” he said.

As your NHSaves® utility partner, the Co-op is offering members a limited time \$900 rebate through the end of the year on qualifying heat pump water heaters, which makes the upfront cost of installing a heat pump water heater more affordable than ever!

For more information go to:
nhec.com/heat-pumps-and-heat-pump-water-heaters

NH Day at Squam Lake Science Center



The NHEC Foundation is also sponsoring Squam Lakes Science Center’s NH Day on Oct. 26. This means Co-op members may visit the live animal exhibit trail for free! While admission is free, Co-op members are asked to both reserve tickets ahead of time and bring a recent Co-op bill. Tickets can be reserved on the Science Center’s website (nhnature.org).

For more about the NHEC Foundation go to:
nhec.com/foundation

Sound the Alarm

Did you know a working smoke alarm can cut in half the risk of death by a fire in the home? If you are in need of a working smoke alarm, we can help. The NHEC Foundation is proud to once again join with the American Red Cross for a “Sound the Alarm” event which will install smoke alarms in in Mount Washington Valley communities. **The event is taking place on Saturday, Oct. 18.**

Installations are by appointment so scan the QR code below to schedule your appointment:



Or, go to redcross.org/EndHomeFiresNNE or call 1-800-464-6692 (Option 4) to schedule your appointment.

If you missed the Oct. 18 event, you can still call the Red Cross to schedule an installation.