For member service, please call
800-698-2007 (M-F: 8am-5pm)
or email solutions@nhec.com

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

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

Calling All Candidates!

In May 2026, Co-op members will vote to fill open seats on the 11-member Board of Directors.

The Co-op encourages broad representation from a diverse group of candidates from all parts of our service territory. We urge all qualified members to consider running! For more information about how to get your name on next year's ballot, contact **Maida Lessard at (603) 536-8861** or **lessardm@nhec.com.**

(The Control Center Continued)

Q: What's happening? I don't see any information on the outage map.

TK: The best thing we can do in the Control Center is to do our due diligence as quickly as possible. There are times when we are dealing with multiple crews in one district and if you have three crews in that district and then there's another outage somewhere else, you're calling in a crew and putting them enroute, but it may be a little bit delayed updating on the map because you are also dealing with three other crews at the same time. One of my roles is to make sure that everything is moving on time, that we're hitting our ETRs (Estimated Time of Restoration). If a crew says power will be back on in 45 minutes, we record the ETR as 45 minutes. We also monitor that and if it is getting close, we'll ask if the crew needs more time. Likewise, if they finish sooner than expected, the crew lets us know and we adjust the outage ETR. Our job is to record all the information that is given to us from our staff in the field and keep communication open. Everybody really does a great job. I also check history and generate monthly reports to see where we are and what could be improved.

Q: What's unique about this service area?

TK: Here in Central New Hampshire we're in a rural area and we deal with a lot of different landscapes. You have distance, right of ways, snow, wind, ice. We see those challenges and understand what they bring to each situation.

February 2026

STAY CURRENT

New Hampshire Electric Co-op

Reliability: That's the SCADA Way

It's a mouthful: Supervisory Control and Data Acquisition, aka SCADA.

It may not roll off the tongue, but SCADA is the technology that keeps our utility humming — and helps keep your lights on. Simply put: Its superhero powers work hand-in-hand with two of the strategic pillars which guide our Co-op – reliability and affordability.

"It greatly enhances efficiencies and saves an incredible amount of man hours and manpower," said Scott Joyce, senior engineer, who has been involved in designing and managing the implementation of the Co-op's SCADA system for several years.

SCADA monitors real-time electrical data such as amperage, voltage and power flow readings, storing that information which then gets analyzed to guide our teams in decision-making. It also allows for control of field devices by system operators.

"It helps keep the system healthy so that people get clean, proper power to their houses," Scott said. "The data is worth its weight in gold."

"It greatly enhances efficiencies and saves an incredible amount of man hours and manpower,"

In the past, he explained, the information was mined differently. An engineer would have to drive to and plug into a recloser, then download the data and drive back and upload it. Now, the information comes in directly from all the SCADA enabled devices and an engineer can remote access securely and upload a series of events reports.

"The reports allow the engineers to tweak things so the system operates better and it saves a few hours of driving time. It can quickly be done from their laptop," Scott said.

When crews go out to work on projects or maintenance – and certainly during storm restoration – what was once a time-consuming process of driving all the way to a substation to manually apply safety measures for the crews to work and then drive to the actual location to make the repairs, now just takes a matter of seconds from

(Continued inside)

Ever wonder what's going on when the lights flicker? This is another SCADA moment.

If, for example, a tree or branch falls on a power line, your lights will flicker. We have reclosers – automatic, high-voltage electric switches – strategically placed across the system. They help minimize outages at your home and localize the fault to a specific area, detecting and clearing temporary faults on the line.

Reclosers automatically "open" to interrupt power – flicker lights – and then "re-close" to restore it. Generally, after three flickers and usually all occurring quickly, an outage will result. This means that at that point, the fault is permanent. The tree or limb or other interruption remains on the line. The recloser will stay "open and locked out" until crews make repairs and the recloser is reset.

That flicker of the lights is the system working exactly as it should.

Tommy Komola

The Control Center: A Look Inside

with Systems Operations Supervisor Tommy Komola

Our Co-op Control Center could easily be called the 'Nerve Center.' Whether we have calm, blue sky days or are in the midst of a raging winter storm, the Control Center has eyes on our entire electric system. They sidestep problems to keep the power on and lead the way to restore power when it's lost. Twenty-four hours a day. Seven days a week.

To better understand what happens in the process of providing reliable service to our members, we sat down recently for a Q&A with Systems Operations Supervisor Tommy Komola. Tommy started out on the line, cross training in both overhead and underground lines, and worked as a lineworker in Massachusetts for about 13 years. He went on to hold supervisory positions for another 13 years before joining the Co-op as an Operator just over three years ago. Today, Tommy oversees a staff of six Operators and a Lead Operator. Whether it's monitoring outages from our SCADA devices, incoming calls, weather-related issues or maintenance, Tommy's office is the hub and he keeps an eye on all of it to make sure that everything is running smoothly.

Q: When a widespread storm hits, what happens in the Control Center?

TK: The Control Center is definitely the heartbeat through everything, but on a widespread outage, everything comes through here. Everyone out in the field – from the Operation Supervisors, working foremen, birddogs and all the lineworkers – are very good about understanding how busy it gets in the Control Center. We have nine districts and they're all trying to call in at the same time. The best we can do when we are doing a multitude of things is hit the button and say, "Stand by." As soon as we say that the folks in the field know that they've been heard and that they are not in an area with no sound or cell service. They know we are in the middle of something and we have to get that information into the system right away. It gets very demanding in here during a major storm, but the Operators are well-trained to handle these situations. We work with municipal responders from police, fire and towns all day long from all over the state. They call into a municipal line that we have and that is constantly ringing with all the emergencies.

Q: What's staffing like?

TK: We are a 24/7, 365 day operation. On a blue sky day we have two Operators on with a Lead Coordinator, four days a week. At night, it's generally always one person. During storm, I'll staff three operators during the day and two at night, due to the volume, municipal calls and activity.

Q: Why does my neighbor across the street have power and I don't?

TK: It's very situational. It could be that both houses are on a three phase circuit and two phases are still energized while one is not. The house on this side of the street is fed off of the energized line while the other is not. That's a common reason in that situation. A member also could be at the end of a circuit, and the house across the street could be fed from a different direction. So it might be that the house down the street has power and you don't. Again, it's very situational. Just remember that the issue might not be directly in front of your house. When in doubt, report an outage. Don't assume someone else already has.

(Continued on back)

Together, we're building a stronger, more connected New Hampshire.

Minimal Rate Increases Ahead for Co-op Members

Reductions in the Co-op Power Rate, Member Service Charge Help Offset Other Rate Changes

The New Hampshire Electric Cooperative Board of Directors has approved two rate changes that will raise the average residential member bills by 1 percent.

For the average residential member of the Co-op who uses 573 kilowatt-hours per month, the combined impact of both changes will be about $1.37 per month or approximately 0.9 percent more than they currently pay. Please note, these changes are not reflective of what members who receive power from a community power aggregation or competitive energy supplier will experience.

"With big cost increases for wires and transformers in recent years, and significant electric rate increases all around us, this is a spectacular result for our members. The board worked closely with staff to sharpen our pencils and achieve the lowest possible cost while maintaining reliability," said Co-op Board Chair Bill Darcy.

"We understand that many of our members are facing higher costs for everyday necessities, which is why we worked hard to keep electric bill increases as low as possible," said Michael Jennings, Co-op President & CEO. "Affordability and reliability remain our top priorities, and we will continue to take a strategic, thoughtful approach to rate setting."

Beginning Jan. 1, the Distribution kWh Charge increased from 4.7 cents per kilowatt-hour to 5.9 cents. This will be largely offset by a $5.66 reduction in the monthly Member Service Charge.

On Feb. 1, the Co-op Power Charge decreased from 11.5 cents per kilowatt-hour to 11.1 cents, while the Regional Access Charge rose from 3.9 cents per kilowatt-hour to 4.3 cents.

The Co-op Power Charge represents the actual cost of electricity purchased for members, while the Regional Access Charge reflects the cost to the Co-op of accessing the regional transmission grid.

For more details, including the current schedule of rates, visit https://www.nhec.com/schedule-of-fees-rates/.

Aaron Comeau

(SCADA Continued)

miles away. Our lineworkers call the Control Center which remotely applies a "hot line tag," a feature on electrical systems that enhances safety for crews. Within 10 to 30 seconds, the Control Center will let the crew know they are free to do their work.

"Crews are able to fix things much quicker and from a financial point of view, two men and a truck is a very expensive hourly rate so it greatly reduces their windshield time and the man hours to fix a simple to a complex problem," Scott said.

Additionally, another aspect of SCADA's control capabilities is to meet regulatory requirements set by the regional Independent System Operator, ISO New England. ISO can require voltage reductions during peak periods. With the push of a single button, all of the SCADA enabled voltage regulators on the Co-op system can reduce voltage and alleviate the load on the system. It's a real time and money saver.

"SCADA is one of the best investments a utility can make," said Scott.

It's an investment producing returns for our members in the form of reliability and affordability for years to come.