

**New Hampshire Electric Cooperative, Inc.  
Minutes of the Meeting of the  
Engineering and Operations Committee**

**Teams Meeting**

**April 7, 2026, 11:00am**

**Present:** Committee Members: Tom Mongeon (Chair), Bill Darcy, John Goodrich, Harry Viens, Bob MacLeod  
Other Board Members: Peter Laufenberg, Jerry Stringham, Alana Albee, Leo Dwyer  
NHEC Employees: Michael Jennings, Josh Mazzei, Luke Croteau, Kristen Taylor, Ryan Tsantoulis, Dustin Ryan, Rob Howland, and Christine Parent (Recording)  
Others Present: NA

**Meeting Called to Order**

Chair Mongeon called the meeting to order at 11:00 a.m.

**Agenda Review & October 2025 Meeting Recap**

There were no suggested changes to the agenda.

Chair Mongeon reviewed the October 2025 meeting topics:

- Overview of NHEC Power Systems
- Proposed 2026 – 2028 Capital Construction Budget
- 2025 Data Analytics Presentation

**Charter Review: Policy No. B-2, Attachment C**

Chair Mongeon reviewed Policy B-2, Attachment C with suggested changes. He stated he would like to potentially make additional changes in the future, but currently the changes are to clean up wording.

The committee agreed with the changes presented and added an additional change in wording to section 4, to include performance.

Upon motion by Mr. Darcy, seconded by Mr. Goodrich, it was

**VOTED** that the committee recommends to the Board of Directors the adoption of revised Policy B-2, Attachment C.

Vote was unanimous.

**E&O Responsibilities**

Mr. Croteau shared E&O Responsibilities, including key documents, quality metrics, trends, and phase balancing.

Discussion:

Mr. Darcy asked if the key documents are available for the committee to review. Mr. Jennings replied they will be added to OnBoard.

Mr. Darcy asked what kind of model is used by Engineering. Mr. Croteau replied that Milsoft is used.

Chair Mongeon asked how often the key documents are updated. Mr. Croteau replied that the 10 Year Long Range Study and Reliability Analysis are completed approximately every 5 years, and the Vegetation Management Report and Electric System Restoration Plan are reviewed annually.

Chair Mongeon asked if our meters are up to speed to the point where they could flag any kind of regular undervoltage or overvoltage situations. Mr. Jennings replied it is not a meter problem, but we have a backhaul restraint on some of our gatekeepers in the AMI system, so we can't get voltage data from everywhere. Mr. Croteau added less than 5% of the membership has voltage issues, and when they do, they call in and it is addressed immediately. Mr. Jennings addressed a question on switching surges and how the system is engineered to avoid such issues.

### **Safety Update**

Mr. Ryan shared 2025 NHEC Safety Statistics. There was one Other Recordable Incident, five DART Incidents, and 1 Motor Vehicle Incident. He clarified that DART stands for Days Away, Restricted, or Transferred.

Mr. Ryan shared the 2026 Safety/Emergency Preparedness Initiatives:

- Novara – Safety Management Platform Implementation
- Storm Manager Platform Update

### Discussion:

Mr. Goodrich asked Mr. Ryan if he finds doctors take the conservative approach and recommend restricted duty often. Mr. Ryan replied yes, and it is important to build relationships with urgent care facilities.

Mr. Darcy asked what the cost for the Storm Manager Platform is. Mr. Ryan replied it is about \$72,000.

### **Capital Construction Budget 2025 Year End Results and 2026 Updates**

Mr. Croteau shared the Capital Construction Budget (CCB) 2025 Year End Results including the following:

- Capital Construction Budget Approval Process
- CCB 2025 Results
- Recurring Over & Underspending Results
- Elective Over & Underspending Results

Mr. Croteau stated recurring spending was 22% over budget, while elective spending was 8% under budget, resulting in the total budget being 6% over budget.

### Discussion:

Mr. Goodrich asked how a new development is defined. Mr. Croteau replied he will share the exact threshold. This was noted as a follow-up item.

Mr. Dwyer stated it would be helpful in future presentations to state the original quantity of units that were budgeted for in the transformer category, rather than only stating how much the overage was in a dollar and percentage amounts. Mr. Jennings replied there was an increase in both number of units and cost per unit.

Mr. Darcy asked if delays for easements, design challenges, permitting, vegetation management and scheduling conflicts are taken into consideration when budgeting for line conversion and system improvement jobs. Mr. Jennings replied this is an area where we have historically been underspent and some of that was intentional if we were over budget in other areas. Mr. Mazzei added that Engineering and Operations meet on a regular basis to discuss each of the projects and identify potential delays.

Mr. Darcy stated that not including the delayed mobile sub cost, the transformer replacement project was substantially over budget. He asked if that can be expected for future transformer replacement projects. Mr. Croteau replied that this has been looked at and each station had its own unique challenges. At Tuftonboro, the site work was done over the winter, which increased the costs. At Waterville, material costs were higher than estimated. Mr. Croteau added that cost increases and lead time affects the final cost, and the time between conception/initial estimates and final construction/in service can be the course of a few years.

Mr. Darcy asked the status of the two transformer replacement projects planned for this year. Mr. Croteau replied Center Harbor is scheduled to be energized this month, and Bartlett will be started once Center Harbor is completed. He added that money for Center Harbor was allocated in 2025, so that was not the cause of any overage.

Mr. Darcy asked if the budget includes recloser and sectionalizing equipment in addition to SCADA. Mr. Croteau replied that it does. He added that not all 27 SCADA devices were new devices and some were existing devices that had communication equipment added to them to be able to connect to the SCADA system. Twenty SCADA devices are scheduled to be added in 2026.

Chair Mongeon summarized that it is important to look at lessons learned around budgeting for future projects.

#### **E&O Strategic Plan Items, TRP Evaluation**

Mr. Mazzei shared the 2025 Strategic Plan E&O Items:

- 2025 SCADA Expansion
- Direct Buried Replacement Program
- Microgrid/Storage Study
- Transformer Replacement Program

Mr. Mazzei shared the Transformer Replacement Program Evaluation.

Discussion:

Mr. Goodrich asked which factors are most important when evaluating the risks of moving from two transformer replacements per year to one. Mr. Mazzei replied that loading, condition, and switching contingencies. NHEC has 44 substations, and they all have SCADA.

Mr. Darcy asked if, due to SCADA and the three mobile substations, we are able to reroute outages and utilize the mobile substations more quickly. Mr. Mazzei replied it depends entirely on the substation. He noted the mobile substations have been used mostly for maintenance in the last couple of years.

Chair Mongeon stated it would be helpful to know the risks associated with going from two transformer replacements per year down to one and asked Mr. Mazzei when that report would be ready for the board to review. Mr. Mazzei replied that it would be ready in two months.

**2025 Reliability**

Mr. Croteau shared 2025 reliability results for System Average Interruption Duration Index (SAIDI), Customer Average Interruption Duration Index (CAIDI) and System Average Interruption Frequency Index (SAIFI).

Discussion:

Mr. Darcy asked if there is a way to measure if the improvements in all three categories were due to the weather or due to the reliability investments. Mr. Jennings replied this is hard to quantify after the fact, because you cannot tell what outages did not happen, and this information is learned prior to the work being done during the initial study. With SCADA devices the control center has the ability to look at an outage and determine how they would have switched before SCADA was not available. He added that the investments in the system should trend in a positive direction over time.

**Congressionally Directed Spending**

This topic presentation was skipped due to time constraints. Chair Mongeon recommended the committee review the pertinent slides in OnBoard.

**Microgrid Study Status Update**

This topic presentation was skipped due to time constraints. Chair Mongeon recommended the committee review the pertinent slides in OnBoard.

**General E&O Updates – Wildfire Discussion**

Mr. Mazzei shared a brief history on wildfires in New Hampshire and wildfire mitigation plans. He stated that the worst fires were between April and June of 1903 when 250,000 acres burned, caused by fuel left on the ground from logging. The most recent fire was in Stoddard in 2015, when 200 acres burned. Mr. Mazzei added that New Hampshire has a vastly lower occurrence of major fires as opposed to the west coast and mountain west regions of the United States.

Discussion:

Ms. Albee drew attention to the white portion of the map for Maine and New Hampshire. Mr. Mazzei stated that it shows that there is a very small risk in those areas.

Chair Mongeon asked what lessons are learned from the west coast that could be applicable to New Hampshire. Mr. Mazzei responded that maintaining and patrolling the system are very important.

Chair Mongeon asked if NHEC uses non-exploding fuses. Mr. Jennings replied that the terminology may be different, but NHEC does use expulsion fuses.

Mr. Darcy and Mr. Goodrich agreed that New Hampshire is very low risk in terms of wildfire potential.

Action Items:

- Ms. Parent will add Key Documents to OnBoard.
- Mr. Croteau will share the criteria for a New Development work order.
  - Follow up received 04.08.2026 – A New Development work order is for service for more than one lot. It is to build out the backbone along the road, and it does not include a meter.

**Adjournment**

Upon motion from Chair Mongeon, seconded by Mr. Goodrich, Chair Mongeon adjourned the meeting at 12:31 p.m.