



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



To report an outage,  
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June 2026

# STAY CURRENT



## The Cost of Electricity is Always Our Focus

**“The New England power markets are detailed and complex,” said Sydney Marshall, a University of New Hampshire grad with a degree in finance and sustainability. “I enjoy the challenge of making them work for our members.”**

As New Hampshire's only electric utility owned by our members, we are always conscious of the price of electricity. Our team of experts closely monitor the energy market and manage its many moving parts to secure the best, lowest price for energy on behalf of you, our members.

Rob Howland (Director of Power Resources and Access), Sydney Marshall (Senior Power and Access Analyst) and Maddie Conkling (Market and Regulatory Analyst) comprise the



team charged with procuring power, which is driven by a high reliance on natural gas for electricity generation.

As a transmission-dependent utility, we purchase the transmission service that allows us to then deliver power to your homes and businesses – some \$70 million to \$80 million a year in electricity and high voltage line transport costs.

Affordability means many things, and while short-term costs are a part of our consideration, stability of rates remains our focus when procuring power.

Rob and his team practice nuanced load or usage forecasting and engage with multiple suppliers in search of the lowest price available.

In the process of balancing demand with cost, the Co-op buys 60 to 70 percent of its power in six month lots to lock in prices ahead of time as a hedge to help protect against upward price swings in the market. The team also relies on day-ahead and real-time markets to make spot purchases that afford other opportunities for best pricing. They closely monitor these markets and are in touch with our energy suppliers to track longer term market dynamics. Combined, these practices have served the Co-op and our members well in managing risk and keeping rates among the lowest in New Hampshire.

The Co-op does not mark up the electricity that we buy. The price we pay is the same price that you, our members, pay through the Co-op Power portion of the bill. ⚡

### RESOURCES

To help with energy costs, there are a number of e-resources available for New Hampshire.



### PROJECT CARE

Additionally, Project Care is a Co-op-run program providing bill payment assistance for members who qualify. Please visit the site and review the guidelines before filling out an application for assistance.

[nhec.com/project-care](http://nhec.com/project-care)

## NH Broadband ★★★★★

Among the Highest Rated Internet Provider in New Hampshire

When it comes to choosing an internet provider, trust matters. With some of the larger, national providers, surprise bills, too-good-to-be-true promotions, and unreliable service, customer satisfaction can be hard to come by.

That's why we're especially proud to share that **NH Broadband's Google rating currently stands at 4.7 stars.**

Most internet service providers in New Hampshire—and across the country—often fall in the mid 3 range or lower, largely due to challenges with customer service, pricing, and reliability. In fact, anything above four stars

is considered strong in this industry – and a 4.7 rating places us among the highest rated internet providers in the state.

We believe this rating says a lot about our priorities. It reflects our commitment to local service, responsive support, dependable infrastructure, and treating customers with respect. It also reinforces something we hear every day: that being a community focused provider makes a difference.

Thank you to everyone who has taken the time to share their experience. We're proud of the work behind that 4.7 stars—and even more proud to serve our members. ⚡

## GO FASTER FOR LESS—FOR A LIMITED TIME

Get our top rated fiber internet starting at just \$29.95/month for 6 months\*.  
Fast, reliable and locally trusted. Act quickly, this offer ends June 30th.

**100 Mbps**  
\$29.95/mo  
for 6 months\*

**1 Gig**  
\$49.95/mo  
for 6 months\*

**2 Gig**  
\$59.95/mo  
for 6 months\*



With code: **FASTERFIBER**

\* Restrictions apply. Offer ends 6/30/26. New residential customers only. Taxes & fees may apply. 100 Mbps is \$29.95/mo for 6 months, then \$49.95/mo; 1 Gig is \$49.95/mo for 6 months, then \$79.95/mo; 2 Gig is \$59.95/mo for 6 months, then \$99.95/mo. Cancel anytime in customer portal.

## Your Power, Your Choice

As electricity prices continue to fluctuate across New England, this is a good time to review your current electricity supply arrangement—especially if you've noticed increases in your power bill. Supply offers change frequently, and shopping around may help you find opportunities to save money.

New Hampshire's electric market gives you the option to choose your power supplier. You can switch to a competitive electric power supplier,

join a community power aggregation program, or return to the Co-op's default service (also known as "Co-op Power") at any time, subject to the terms of any existing contract. Our goal is to ensure you have the information you need to make the choice that works best for your home or business.

If you have questions, please contact us at (800) 698 2007 or [solutions@nhec.com](mailto:solutions@nhec.com). We're here to help you make an informed decision. ⚡

For more information  
Visit [nhec.com/member-information/supplier-information](https://nhec.com/member-information/supplier-information)  
or scan the QR code.



## STORY LAND

## Story Land: The Magic Continues

Once upon a time in 1954, Story Land opened its doors and families began making dreams and memories. Then came a catastrophic air compressor failure, putting merriment in peril.

"If the air goes away, the rides automatically stop," said Tim Shank, the theme park's Director of Maintenance. "The air compressor powers all of the themed activities and rides."

Enter the Co-op on its white horse, with the promise of a more energy-efficient day.

Who would the pirate parrot be without movement? The singing bandstand without bamboo pipes? Or Dr. Biggelsworth Loopy Labs without softballs shooting out of a canon? None of them breathe life without air.

A real problem when you draw more than 300,000 people between May and October.

"The air is what really brings it alive and turns it from a ride into an experience," said Shank. "Families have an opportunity to make good memories together."

### "If the air goes away, the rides automatically stop."

After the compressor breakdown and months of renting mobile units, Story Land worked with Eric Sandberg, a Commercial & Industrial Program Administrator for the Co-op's Energy Solutions team, on a permanent, more energy-efficient solution.

The new model features a variable speed drive that adjusts according to the park's demand, unlike the previous one, which was either off or on. The upgrade is estimated to save approximately \$16,000 annually and qualified Story Land for an energy efficiency incentive of \$37,762. Shank credited the Co-op for the smooth process.

"It was nice to have a face, a human to interact with and go through the process and to give face to a business," Shank said. "It gives the impression that the Co-op or New Hampshire in general cares about energy efficiency. They are sinking time and effort and energy in making sure it's done right and it's done well and it's done by a person. I appreciate that." ⚡

## Life Is Good: Give Blood

Every two seconds, someone in this country needs blood. The American Red Cross estimates that only about three percent of the U.S. population donates blood and reports a 35% drop in supply.

### So when the American Red Cross called, our community knew the answer.

Many thanks to **Starr King Unitarian Universalist Fellowship in Plymouth**, who partnered with the Co-op and the **American Red Cross** for a recent blood drive. Thank you to the 24 community members and Co-op employees—including five first-time donors—who answered the call and donated their time and their blood.

This blood drive and our community donors added 24 pints to the blood supply, **potentially saving 72 lives!** ⚡



Please, give blood when you can.