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

MEMBER ASSISTANCE

New Hampshire Electric Assistance Program

We know the cost of life's essentials – food, gas and power – seem to always go up. Juggling the cost of running a household is challenging. That's where Community Action Programs may help. Co-op members can apply to see if they meet eligibility guidelines for the Electric Assistance Program (EAP). The program is funded by the System Benefits Charge paid by Co-op members, as well as customers of Eversource Energy, Liberty Utilities and Unitil. For more information, please use the following resources to see what might be available to you.

Belknap-Merrimack Counties: capbm.org
Franklin 603.225.6880 · Laconia 603.524.5512 · Meredith 603.279.4096
Community Action Partnership of Strafford County: straffordcap.org
Sullivan County: Claremont 603.542.9528 · scshelps.org
Rockingham County: caphr.org
Derry 603.965.3029 or 1.855.295.4105
Raymond 603.895.2303 or 1.800.974.2303
Tri-County Community Action Program:
Carroll County 603.323.7400 · Coos County 603.752.3248
Grafton County 603.968.3560

MEMBER SOLUTIONS

Be Proactive: Payment Plans and Project Care

Utility disconnections benefit no one. If your household is struggling with paying the electric bill or carrying a balance, please call our Member Solutions representatives at **1-800-698-2007** or email **solutions@nhec.com** to discuss setting up a payment plan. Please communicate with us. If you don't tell us, we cannot help. **We want to work with you.**

Additionally, the NHEC Foundation has Project Care, a program funded by members who contribute to Round Up and is designed to help a member on a one-time per year basis when unexpected situations get in the way of paying your electric bill. Please read the Project Care guidelines (www.nhec.com/wp-content/uploads/2025/01/Project-Care_Guidelines.pdf) to see if you are eligible. Then, to apply for assistance from Project Care, please fill out the application (www.nhec.com/wp-content/uploads/2025/01/Project-Care-Application-5-2021.pdf) and follow the instructions for submittal. If you have questions regarding Project Care or would like a paper application mailed to you, please contact a Member Solutions representative at **1-800-698-2007**.

New Hampshire Electric Cooperative, Inc. | Co-op Power Resources Information - 2025

nhec.com | energy.nh.gov

Power Source	NHEC's Default Service (Co-op Power)			New England System Mix
	Known Resources	Residual Mix	Total	
Geothermal/Other	0.0%	0.0%	0.0%	0.3%
Hydro	1.9%	0.1%	2.1%	7.0%
Nuclear	0.0%	0.2%	0.2%	19.8%
Solar	3.1%	0.7%	3.7%	7.5%
Wind	9.1%	0.1%	9.2%	6.3%
Total Emissions Free	**14.1%**	**1.1%**	**15.1%**	**40.8%**
Biomass	3.0%	0.0%	3.1%	2.2%
Coal	0.0%	0.3%	0.3%	0.2%
Imported Power	0.0%	10.8%	10.8%	7.3%
Landfill Gas/Other	1.4%	0.0%	1.4%	0.8%
Municipal Trash	0.0%	0.1%	0.1%	1.9%
Natural Gas	0.0%	59.1%	59.1%	40.3%
Oil	0.0%	10.1%	10.1%	6.4%
Total	**18.46%**	**81.5%**	**100.0%**	**100.0%**

Electric providers are required by the New Hampshire Department of Energy to provide customers with an environmental disclosure label with information to evaluate services offered by competitive suppliers and electric utilities. Further information can be obtained by calling NHEC, your competitive electric supplier or the NH Department of Energy. Additional information on disclosure labels is available at - energy.nh.gov

NH DOE Environmental Disclosure Label FAQs

Power Sources:

The electricity consumed in New England is created from a variety of power plants both in and outside the region. When you choose a power supplier, that supplier is responsible for generating and/or purchasing power in an amount equivalent to your electricity use. In the table above, 'Known Resources' include resources that are owned by, or under contract to NHEC.

'Residual Mix' represents power purchased in the regional electricity market, of which some will have had its renewable attributes removed through the sale of Renewable Energy Certificates (RECs) to meet regional Renewable Portfolio Standards (RPSs). NH Electric suppliers are required to obtain a certain amount of RECs in accordance with the state's RPS law RSA 362-F. Suppliers and utilities may offer energy options that contain a higher level of RECs than required by the New Hampshires RPS. 'System Mix' represents all power generated in New England, including power used to meet RPS requirements.

Emissions:

Please see NH RSA 125-O for annual emission caps.

Carbon Dioxide (CO2) is released when fossil fuels (e.g., coal, oil and natural gas) and some solid fuels (e.g. wood and biomass) are burned. CO2, a greenhouse gas, is a major contributor to climate change.

Air Emissions

Carbon dioxide (CO2), nitrogen oxide (NOX), and sulfur dioxide (SO2) emission rates from the above sources compared to the total emissions for New England.

	Total NHEC Mix (Lbs/MWh)	NEPOOL System Mix (Lbs/MWh)
Carbon Dioxide (CO2)	815.57	635.21
Nitrogen Oxide (NOX)	0.76	0.53
Sulfur Dioxide (SO2)	0.40	0.28

The amount of CO2 released by the power sector within New England is capped by the Regional Greenhouse Gas Initiative (RGGI). Please visit RGGI.org for more information.

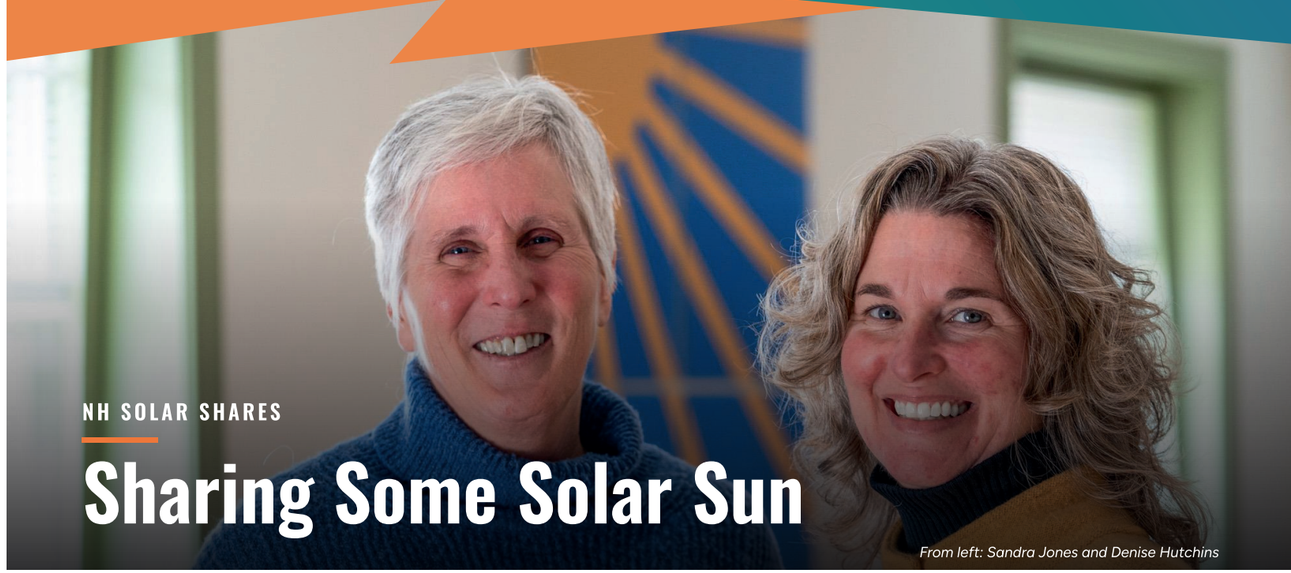
Nitrogen Oxides (NOx) form when fossil fuels and biomass are burned at high temperatures. They contribute to acid rain and ground-level ozone (or smog), and may cause respiratory illness when there is frequent high level exposure. NOx also contribute to oxygen deprivation of lakes and coastal waters which is destructive to fish and other animal life.

Sulfur Dioxide (SO2) is formed when fuels containing sulfur are burned, primarily coal and oil. Major health effects associated with SO2 include asthma, respiratory illness and aggravation of existing cardiovascular disease. SO2 combines with water and oxygen in the atmosphere to form acid rain, which raises the acid level of lakes and streams, and accelerates the decay of buildings and monuments.

November 2026

STAY CURRENT

New Hampshire Electric Co-op



NH SOLAR SHARES

Sharing Some Solar Sun

From left: Sandra Jones and Denise Hutchins

When the Plymouth Area Renewable Energy Initiative (PAREI) began as a fledgling organization in 2004, the goal was to pull together a group of like-minded people – people who cared about the environment, about climate and who cared about oil as a potential finite resource – and begin thinking about renewable energy. In those days, with none to very few businesses in New Hampshire installing residential solar panels, this small group of Plymouth State College alumni decided to teach themselves.

> **"It's neighbors helping neighbors while helping our environment."**
>
> — Denise Hutchins, PAREI

"Solar water heating systems were easier to install than photovoltaic panels, so we taught ourselves how to do that first," said Sandra Jones, who co-founded PAREI with long-time friend Peter Adams of Campton.

"We dubbed this process the 'Energy Raiser' (much like the Amish Barn Raising) and it caught the attention of solar energy enthusiasts throughout the region."

Fast forward to 2026.

Denise Hutchins is the Executive Director of the non-profit. Its mission is to build resilient communities in central New Hampshire by increasing access to sustainable local energy and local food — supporting economic stability, a cleaner environment and healthier living. PAREI's solar arrays in Plymouth, Warren and Center Harbor are dedicated to producing community energy for its NH Solar Shares program. Since 2017, Hutchins said, PAREI has partnered with the Co-op so that the power produced by the arrays gives electric bill credits to low-income people in these Co-op service areas. The Co-op has provided nearly $47,000 in electric bill solar credits for local, low-income families to date.

"The impetus was that we wanted to make sure that everyone could have access to solar in some way, shape or form. Being able to give back to the community for those that needed it most was really the idea behind building the Solar Shares community arrays," Hutchins said. "It's neighbors helping neighbors while helping our environment."

And now, PAREI, continuing to partner with the Co-op, is hoping to do more for the community.

(continued on page 2)

ENERGY SOLUTIONS

As heating season approaches and energy costs remain a concern, now is a great time to consider a cold climate heat pump.

Learn more about heat pumps and available rebates at:

nhec.com/heat-pumps-and-heat-pump-water-heaters/

(Solar Shares cont.)

PAREI has a waiting list of local families wanting to be part of the program; that's why they are looking to expand the Plymouth array. Arrays receive funding in different ways, including grants and private donations. The Plymouth expansion, which is about $10,000 shy of their fundraising goal, has received $9,000 in private donations, as well as a $40,563 grant from the New Hampshire Department of Energy's Renewable Energy Fund for LMI (Low-Moderate Income) Community Solar Projects.

Currently there are 31 families who realize a consistent reduction in their bills from the energy produced. As part of the program, PAREI hosts Meet Ups with the participants who also share practical tips about conserving energy and things they have put into action at their own homes.

"Folks living on a low budget know how to save energy like no other and we can learn a lot from them," Jones said. "They too are concerned about the environment like many of us."

While people use clotheslines or turn off extra lights to reduce their energy usage and lower their bills, there are other tips that have been shared that are not as obvious. For example, one of the participants shared that if you put a dry towel in the dryer with wet clothes, it makes the other clothes dry quicker. Participants also add to Solar Shares by helping to maintain the sites, including preparing the edible gardens or clearing brush.

As for the array locations themselves, PAREI has different agreements in place. In Plymouth, they lease the land at no cost from Alex Ray and the Common Man Family of Restaurants. In Warren, AppleKnockers General Store donated roof space for the panels and in Center Harbor, PAREI has a no-cost lease arrangement with the Lakes Region Conservation Trust.

It truly is a neighbor helping neighbor effort.

HOW TO APPLY

Anyone interested in participating in the NH Solar Shares program can download the application by going to the PAREI website: plymouthenergy.org or go directly to **plymouthenergy.org/nh-solar-shares/**

Residents living in Plymouth, Campton, Warren, Wentworth, Rumney, Center Harbor, Holderness, Sandwich and Moultonborough can apply. **Applications are accepted year-round.**

DID YOU KNOW ...?

The Co-op offers members a Renewable Energy Rate for members who support the development of renewable energy.

HOW IT WORKS

If you choose to enroll in the Renewable Energy Rate, you have the option to purchase Co-op Power with 50% or 100% renewable attributes. The added revenue received will be used by the Co-op to purchase Renewable Energy Certificates (RECs), which are a way to account for and encourage renewable energy production and use.

HOW TO ENROLL

To enroll in the Renewable Energy Rate, please go to **nhec.com/renewable-energy/** and fill out and submit the form.

It's that easy!

ELIGIBILITY

The Renewable Energy Rate is available to all members who purchase Co-op Power at the Basic residential rate (B or N01A). The Renewable Energy Rate is **NOT** available for:

- Members who purchase their power from competitive suppliers or community aggregations.
- Members participating in the Electric Assistance Program or approved to receive Fuel Assistance through Community Action Programs.



SOLAR SHARES MEMBER PROFILE

Meet Fran Cerami

When Fran Cerami was a kid, her father subscribed to two magazines: *Prevention* and *Organic Gardening*. She said she and her siblings couldn't wait to get their hands on them to read after their dad had finished.

"I remember reading about harnessing the sun's power and I thought, 'This stuff is science fiction'," said Cerami, a 30-year resident of the Whip-O-Will Village mobile home community and participant in the New Hampshire Solar Shares program. "Here we are today and I'm living to see it. Solar panels – who knew? I thought it was something out of Orson Welles."

Each month, she said, she consistently has about a $25 credit on her bill because of the power produced at the Plymouth array. "That's a big savings," Cerami said, "especially if you are on a fixed income as I am. That can go toward something else if you're willing to do the homework."

Cerami learned about Solar Shares when she was having lunch with friends at the senior center. After reading about the program and asking PAREI staff for more details, she applied. "It's not difficult," she said.

Attending the program Meet Ups, she's learned some good tips on reducing her energy usage.

"I learned to make changes to my lifestyle to benefit myself," she said. In addition to her outdoor clothesline when the weather cooperates, she began utilizing drying racks inside her home. She also said, "I don't have the tv on all the time."

Cerami continues to go to Meet Ups. "It's a nice benefit. You learn a lot and you meet nice people."

VETERANS DAY · NOVEMBER 11

Honoring Our Co-op Veterans

We honor our veterans for all that they and their families sacrificed in service to our country, our communities and our protection. We are proud to recognize our Co-op family of veterans for their continued service and commitment to the work that we do, the communities we call home.

Chris Ball
Lineworker, Plymouth

Jeff Bird
Line Design, Meredith

John Bixby
Lineworker, Plymouth

Carl Borowiec
Substation Metering Supervisor, Plymouth

John Boudrias
Lineworker, Sunapee

Marc Coleman
Engineering Manager, Plymouth

Josh Collier
Lineworker, Meredith

Mike Cowan
Electric Shop Working Foreman, Plymouth

Scott Davis
Power Resources Administrator, Plymouth

Darrell Dunn
Line Design Technician, Plymouth

Nick Grevior
Lineworker, Plymouth

Dylan Hixon
Lineworker, Plymouth

Hans Ingemundsen
Lineworker, Plymouth

Dan Jacques
Field Network Technician, Plymouth

Randy Kimball
Field Network Administrator, Plymouth

John Leone
Lineworker, Alton

Aaron Manteau
Lineworker, Raymond

Josh Mazzei
COO, Plymouth

Colin McDonough
Lineworker, Meredith

Chase Miller
Lineworker, Andover

Rhonda Morrill
Purchasing Contracts Coordinator, Plymouth

Zach Robison
Lineworker, Meredith

Jacob Shaw
Lineworker, Andover

Ryan Timms
Operations Coordinator, Control Center Plymouth

Will True
Lineworker, Conway

Board Director Spotlight: John Goodrich



"Board members need perspective built from experience to be effective."

Some Granite Staters may know John Goodrich as the keyboard or tuba guy who plays in a few jazz groups. Some may have worked alongside him in community volunteer efforts. Raised in Littleton, John is one of the 11-member Co-op Board of Directors and resides in the very western part of Littleton which the Co-op powers. He also subscribes to NH Broadband.

In 2024, John came to the Co-op board, finishing a vacated term that was followed by election to a three-year seat.

With an educational background in engineering from UNH and business degree from the University of Colorado, John's career was in operations for a Swiss company that produces and supplies electrical insulation to the global market and specifically, 70 percent of the electrical insulation for high voltage transformers in North America. He was responsible for production plants in the Americas. His work often brought him to Brazil, Mexico, and several domestic plants and he collaborated globally with plants in Europe and Asia.

"With my career in high voltage transformer insulation, serving the same customers from whom NHEC purchases," said John, "I thought I could bring my experience to the board with an understanding of some of the topics a utility board encounters."

Like his cohorts, John believes strongly in public service. He has served on the school board and planning commission in nearby St. Johnsbury, and on the budget committee in Littleton, as well as hosting monthly blood drives.

A large part of his professional work involved conversing with people at all levels and finding out what they were thinking. "There is a great deal of innate wisdom from people who work day-to-day in the business," John said. This approach translates to his board work. "Board members need perspective built from experience to be effective. Having a sense of what is important to members is critically important."

While staying true to delivering reliable and cost-effective electricity, the availability and cost of power are ever-present challenges that the board faces, especially today as power demand surges with AI computer centers. "Our broadband initiative has helped the Co-op remain true to its mission by leveling the playing field with premium internet access for many formerly underserved members," he said. "Our rural members often screened from good connectivity by New Hampshire topography, are now able to participate in a modern, digital society."