

NOVEMBER 2024



## “SWISS CHEESE” WINTERS ARE FUELING STRONGER STORMS

*An intense storm brought heavy, wet snow in April 2024. These kinds of storms are becoming more common and bringing greater destruction.*

It's not just your imagination – winter storms are getting stronger and more destructive in New Hampshire. As another storm season approaches, we sat down with an expert to discuss the impact of a changing climate on the state's weather and New Hampshire Electric Co-op's members.

Plymouth State University Meteorology Professor Eric Hoffman, PhD, a Co-op member for 25 years, says a warming climate is affecting the jet stream and helping to supercharge winter storms.

The jet stream is a narrow, fast-moving band of air that flows from west to east in the upper atmosphere, Hoffman explained. It's a key factor in shaping the weather in New England and can impact severe weather events.

“People who study the trends are suggesting that maybe as the climate warms, the jet stream in the wintertime will recede further north and be a little bit slower. But, when it gets slower it gets wavier, more dippy. When it gets dippy is when it can produce big storms,” he said. “So when these waves are created, if it's weaker and further north, it's generally slightly warmer. But, if you can get the cold air in place, now all of a sudden you have the conditions to create a big storm ... there's good evidence that these things are beginning to happen.” An unsteady jet stream makes it more likely that New Hampshire will see an increase in the number of storms that, from a utility perspective, deliver some of the worst damage – ice and heavy, wet snow.

“The other thing that's happening on the temperature end of things is that it's getting slightly warmer, so those wet, heavy snows are more likely to occur. If years ago, it was going to be 27 to 28 degrees and a nice fluffy snow, now that same storm will produce something in the 33 to 34-degree range and that's all it takes to get the kind of storm that causes large power outages,” Hoffman explained. “My colleague likes to use the term for our winters now that they have more Swiss cheese, more warm periods ... There's more warm holes in the winter.”



Dr. Eric Hoffman,  
Meteorologist & NHEC Member

### Every storm is unique

It may seem to some Co-op members that every storm seems to hit harder and harder. But Hoffman says each storm has its own track and speed. Every storm contains smaller bands of intense wind or precipitation that can cause extensive damage in some areas while sparing others.

“If you carefully mapped the storms and where damage occurred, I think it would be hard to see the trends,” Hoffman said.

Bottom line: everyone gets their share of bad weather. That's what can make power outage predictions “pretty tricky,” he added.

“I would expect the trends you've seen over the last 25 years to keep going in that direction. There's the year-to-year ups and downs, but it's been getting warmer and we've been getting more intense storms.”

## CALL CENTER HOLIDAY SCHEDULE

In observance of upcoming holidays, the Co-op and its call center will be closed on the following days:

- **Monday, November 11 (Veterans Day)**
- **Thursday, November 28 & Friday, November 29 (Thanksgiving)**
- **Wednesday, December 25 (Christmas)**
- **Wednesday, January 1, 2025 (New Year's Day)**

Please continue to report power outages on these days via SmartHub or our 24/7 Control Center at (800) 343-6432. A safe, and happy holiday season from your Co-op!





## DRAFTY HOUSE? BUTTON UP NOW BEFORE WINTER!

Staying warmer and saving money has never been easier. It takes only a few clicks or taps to see if your home is eligible for up to \$6,000 in energy efficiency rebates through the NHSaves® Home Energy Performance program. And for members who meet income guidelines, you may be eligible for up to \$15,000 in weatherization measures with no out-of-pocket expense! By investing in energy efficiency now, not only do you keep the winter chill at bay, you also save money for years to come.

In three easy steps, you'll be on your way to a more comfortable home that saves energy and money for years to come.

1. Check your home's eligibility: [energyaudit.nhsaves.com](http://energyaudit.nhsaves.com)
2. If your home meets the qualifications, a certified contractor will perform an energy audit and recommend energy improvements like air sealing and insulation.

3. If you decide to proceed with the recommendations on your audit report, NHEC will pay for up to 75 percent of the installed measures, or up to \$6,000.

### On-Bill Financing

For qualified members, NHEC can help further with 0% On-Bill financing of your project co-pay (up to \$4,000 for up to 48 months). Contact NHEC for details: [solutions@nhec.com](mailto:solutions@nhec.com); or call (800) 698-2007.

### Home Energy Assistance Benefits for Income-qualified Members

The Home Energy Assistance (HEA) Program helps New Hampshire's income-eligible homeowners and renters to reduce their energy costs, optimize their homes' energy performance and make their homes safer, healthier and more comfortable. The program covers 100 percent of the cost to weatherize the homes of income-eligible homeowners and renters and replace inefficient heating appliances. Eligibility is determined by total household income and the number of household members. Reach out to the Community Action Agency (CAA) in your county and ask about getting qualified for the HEA program.

## IS THE POWER OUT? LET US KNOW WITH A TAP, CLICK OR CALL

It's important that you let us know when your power is out. This helps us determine the size and scope of an outage, and the safest, fastest way to restore power. With winter storm season coming, now is the time to learn the best way to report a power outage.



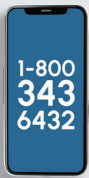
### Report via SmartHub

SmartHub is your NHEC online account manager and is the fastest most efficient way to report an outage. SmartHub not only allows you to report an outage, you can use the app to sign up for real time updates on power restorations. Download the SmartHub app for pc or mobile and use the outage reporting feature.



### Text OUT to 8559603075

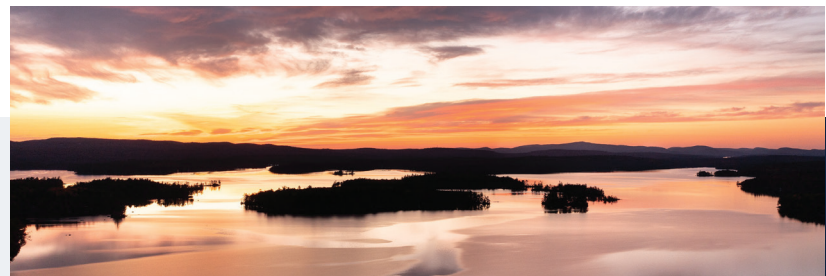
Once you've reported your outage, text STATUS to 8559603075 to see if a restoration time has been assigned or changed. To use this feature, you must create a SmartHub account and provide a cell phone number.



### Call 1-800-343-6432

While reporting through SmartHub and staying up to date through texts are the fastest ways to send or receive information, the NHEC Control Center is staffed 24/7/365 and our Member Solutions representatives are always happy to help.

We love to communicate with our members, but posting to social media about a power outage is not the most efficient or effective way to communicate that important information. So please, follow the steps above so we can restore your power as safely and quickly as possible.



## YOU MAY BE READY FOR THE HOLIDAYS, BUT IS YOUR INTERNET?

The house is full, the kids are gaming and the adults are watching football and FaceTiming with relatives. Why would you let a slow internet connection spoil your celebrations? This year, give yourself a gift by making sure your internet is as reliable as turkey on Thanksgiving: upgrade to NH Broadband.

### The Holiday Internet Strain

Your internet connection has a lot of demands to juggle, especially over the holidays. It's not just about fast downloads anymore; upload speeds are just as crucial. If your household has multiple people online at the same time the strain can cause slowdowns—unless your connection is faster and LOCAL.

Fiber internet delivers the speed and reliability you need to keep everything running smoothly. With symmetrical download and upload speeds, your video calls will be crisp and uninterrupted, and streaming 4K holiday movies will be a breeze. Whether it's work or play, fiber is the solution to making sure your holidays go off without a hitch.

So, while you're perfecting your apple pie or basting the turkey, let us take care of the internet connection. Enjoy the season with peace of mind knowing your family can stay connected, entertained and secure with fiber internet — with NH Broadband.

NH Broadband service is available to Co-op members in more than 20 towns. Our fiber-optic network is growing every day as we build our way to all members who lack a reliable, affordable high-speed connection. To see if service is available where you live, just visit [www.nhbroadband.com](http://www.nhbroadband.com) and click 'Check Availability.'

# BEHIND ON YOUR BILL? IT'S OK TO CALL OR CLICK FOR ASSISTANCE

We know times can be tough, but we are here to help. If you're having trouble keeping up with your electric bill, please get in touch so we can help you stay current and manage your energy usage. Doing nothing will only make hard times even harder. Please, email [solutions@nhec.com](mailto:solutions@nhec.com) or call NHEC Member Solutions at (800) 698-2007 (M-F; 8-5), to inquire about:

**Payment Arrangements:** Flexible plans that meet your needs.

**Budget Billing:** Pay a fixed amount each month based on your annual usage.

**Financial Assistance:**

· You may be eligible for a discount of up to 86% on your electric bill. The state Electric Assistance Program (EAP) provides bill assistance based on these income eligibility guidelines (see image). To inquire or apply for assistance, please contact your local Community Action Agency office. CAA offices by location are listed on the NH Department of Energy website:

[www.energy.nh.gov](http://www.energy.nh.gov).

· NHEC Project Care provides bill assistance to eligible NHEC members who are facing disconnection. Guidelines and application here:

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

**Energy Efficiency Programs:**

NHEC Energy Solutions offers programs, advice and financial incentives to save energy and money. See our energy efficiency programs here:

[www.nhec.com/save-energy](http://www.nhec.com/save-energy)

Income Eligibility Guidelines		
Household Size	30-day Income	Annual Gross Income
1	\$3,422	\$41,635
2	\$4,475	\$54,446
3	\$5,528	\$67,257
4	\$6,581	\$80,069
5	\$7,634	\$92,880
6	\$8,709	\$105,961
7	\$8,885	\$108,093
8	\$9,082	\$110,495

## WANTED: CANDIDATES FOR BOARD OF DIRECTORS AND NOMINATING COMMITTEE

New Hampshire Electric Co-op is governed by a Board of Directors elected by you, our members. Each year, a Nominating Committee recommends candidates to run for the board. This year, the Co-op is seeking members interested in serving on both panels – the Board of Directors and the Nominating Committee.

### Board of Directors

In May 2025, NHEC 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](mailto:lessardm@nhec.com).

### Nominating Committee

The Nominating Committee is an important part of the cooperative way of doing business. The committee reviews the qualifications of potential candidates seeking election to the Co-op's Board of Directors and nominates a slate of candidates to run for open seats. This is an important part of our open, democratic process. Any Co-op member interested in being part of the Nominating Committee is encouraged to apply. For more information or to apply for consideration, please contact Maida Lessard at 603-536-8861, or [lessardm@nhec.com](mailto:lessardm@nhec.com).



Safety Manager Dustin Ryan (left) and Field Safety Supervisor Matt Babcock

## SAFETY IS OUR CULTURE

When you're working around live power lines, safety isn't just something -- it's everything. That's why the Co-op doesn't just have safety guidelines, it has an entire culture focused on safety.

"What Dustin and I try to do is make sure safety is at the forefront of everything we do, whether it's in the field or at the office, to make sure everybody goes home safely at the end of the day," said Matt Babcock, Field Safety Supervisor, who works alongside Dustin Ryan, the Manager of Safety and Preparedness.

The safety program at the Co-op touches all parts of the business, from our policies to our everyday work practices. Every time a line crew arrives at a work site, there's a "tailboard" meeting to identify safety hazards. Even in the office, meetings start with a "Safety Moment." Creating a culture of safety starts with open, honest and frequent communications that reach all employees. Dustin and Matt do a great job of keeping us thinking and talking about safety every day. With their highly successful Hazard ID program, they've empowered every Co-op employee to be responsible for their own safety, and that of their coworkers. Conducting work observations in the field and openly sharing the details of safety incidents is another key component of the Co-op safety culture.

"It's a good opportunity for the safety department to make sure we are doing our work safely," Dustin said. "We are having open and two-way conversations, responding to questions and offering guidance to our employees."

In the cooperative spirit, Dustin and Matt also share their knowledge and experience with the community, offering free safety presentations to local first responders.

"There are a lot of hazards that are out there, not just from electricity but motor vehicles, dealing with the public, working along work zones," Matt said. "It's a dangerous, dangerous business."

It is a dangerous business. That's why Dustin, Matt and everyone at the Co-op is focused on making sure everyone gets home safely at the end of the day.



# New Hampshire Electric Cooperative, Inc.

## Co-op Power Resources Information - 2023

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 (800-698-2007), your competitive electric supplier or the NH Department of Energy. Additional information on disclosure labels is available at: [www.energy.nh.gov](http://www.energy.nh.gov) or [www.nhec.com](http://www.nhec.com).

Link to the NH Department of Energy website: [Environmental Disclosure Labels - Frequently Asked Questions | NH Department of Energy](https://www.energy.nh.gov/consumers/choosing-energy-supplier/environmental-disclosure-labels-frequently-asked-questions)  
<https://www.energy.nh.gov/consumers/choosing-energy-supplier/environmental-disclosure-labels-frequently-asked-questions>

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	3.2%	0.1%	3.3%	12.3%
Nuclear	0.0%	0.0%	0.0%	17.2%
Solar	2.3%	0.6%	2.9%	5.8%
Wind	8.4%	0.0%	8.5%	5.1%
<b>Total Emissions Free</b>	<b>13.9%</b>	<b>0.7%</b>	<b>14.7%</b>	<b>40.7%</b>
Biomass	2.1%	0.0%	2.1%	2.0%
Coal	0.0%	0.3%	0.3%	0.2%
Imported Power	0.0%	13.1%	13.1%	9.7%
Landfill Gas/other	0.0%	0.0%	0.0%	1.2%
Municipal Trash	0.0%	0.2%	0.2%	2.1%
Natural Gas	0.0%	61.2%	61.2%	39.1%
Oil	0.0%	8.5%	8.5%	5.1%
<b>Total</b>	<b>15.97%</b>	<b>84.0%</b>	<b>100.0%</b>	<b>100.0%</b>

Air Emissions	Carbon dioxide (CO <sub>2</sub> ), nitrogen oxide (NO <sub>x</sub> ), and sulfur dioxide (SO <sub>2</sub> ) 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 (CO <sub>2</sub> )	782.07	608.95
Nitrogen Oxide (NO <sub>x</sub> )	0.70	0.52
Sulfur Dioxide (SO <sub>2</sub> )	0.40	0.28

### 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 Hampshire's RPS. Please see <http://www.energy.nh.gov> for more information on New Hampshire's Renewable Portfolio Standard. '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 (CO<sub>2</sub>)** is released when fossil fuels (e.g., coal, oil and natural gas) and some solid fuels (e.g. wood and biomass) are burned. CO<sub>2</sub>, a greenhouse gas, is a major contributor to climate change. The amount of CO<sub>2</sub> released by the power sector within New England is capped by the Regional Greenhouse Gas Initiative (RGGI). Please visit [RGGI.org](http://www.rggi.org) for more information.

**Nitrogen Oxides (NO<sub>x</sub>)** 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. NO<sub>x</sub> also contribute to oxygen deprivation of lakes and coastal waters which is destructive to fish and other animal life.

**Sulfur Dioxide (SO<sub>2</sub>)** is formed when fuels containing sulfur are burned, primarily coal and oil. Major health effects associated with SO<sub>2</sub> include asthma, respiratory illness and aggravation of existing cardiovascular disease. SO<sub>2</sub> 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.