

OCTOBER 2024

NHEC Board Appoints Two New Directors

The NHEC Board of Directors appointed two members to the board following the resignation of two former members in June.



Peter Laufenberg



John Goodrich

Peter Laufenberg of Thornton is an investment advisor representative and retirement plan designer for the Ivy League Advisory Group located in Tilton. When not helping clients achieve their financial goals, Peter serves in many roles in his community. He is the President and Chair of the Board of Directors for Mid-State Health Center and the finance chair of his Parish Finance Council. Peter also serves as Selectboard chair in the town of Thornton.

John Goodrich of Littleton is a retired executive from Weidmann, a global Swiss-based company and the largest supplier of electrical insulation for high voltage transformers in the world. John served as a director on the Central Vermont Public Service Board, the largest utility in Vermont, for five years. He also serves on the Littleton Advisory Budget Committee, as well as the Littleton Community House Restoration Board.

More information about the NHEC Board is available on our website at: nhec.com/board-of-directors.

Seeking Candidates for Nominating Committee

It's your cooperative, and your involvement and your voice matter. Here's a way you can make that happen. NHEC is looking for members interested in serving on the Nominating Committee.

What's the Nominating Committee?

The NHEC 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 NHEC Board of Directors and nominate a slate of candidates to run for open seats. Any NHEC member interested in being part of the Nominating Committee is encouraged to apply for this critical component of the cooperative process. For more information or to apply for consideration, please contact Maida Lessard at 603-536-8861, or via email: lessardm@nhec.com.

Go West, Young Co-op Members! Newfound Area Teens Have the Trip of a Lifetime



A recent grant from the NHEC Foundation to the Tapply-Thompson Community Center in Bristol helped a group of Newfound area teens explore the American West – and themselves – this summer.

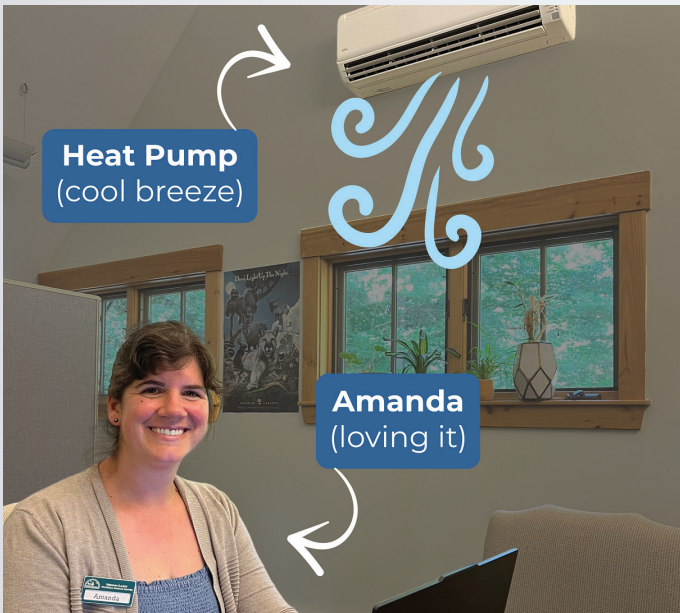
Through the Teens Westward Bound Program local students experienced a once-in-a-lifetime opportunity to travel to the Western United States, visiting National Parks and monuments. While on their journey the teens charted their expenses and kept travel logs, gaining real-life experiences that will have lasting impacts.

Thanks to the support of more than 40,000 NHEC members who participate in the Round Up Program, the NHEC Foundation is able to make these and other opportunities happen for Co-op members.

What Is Round Up?

When you enroll in NHEC's Round Up Program, your monthly electric bill is rounded up to the next dollar with the small change going directly to the NHEC Foundation. Your contribution is tax-deductible and the maximum possible contribution is 99 cents per month, though the average member contributes about \$6 per year. It's an easy, affordable way to support the Foundation, which works to help non-profits that make a tremendous impact in our communities.

Enrolling in the Round Up Program is easy – just use the form on our website: www.nhec.com/round-up-program. Thank you!



What a Relief! Natural Science Center Kept It Cool This Summer With Heat Pumps

New Hampshire's hottest summer on record was the perfect time for the Squam Lakes Natural Science Center (SLNSC) in Holderness to install high efficiency heat pumps in three of their buildings.

"In my 13 years on the second floor of the Welcome Center, we would have days when the thermometer in my office was 88 or 89 degrees. It was pretty miserable," recalled Communications Director Amanda Gillen. "Envelopes would stick together and paper would warp with the humidity. Our membership card printer overheated and wouldn't work. On every hot day this summer we were all so thankful that we had the units for cooling."

A/C and Heat with Maximum Efficiency

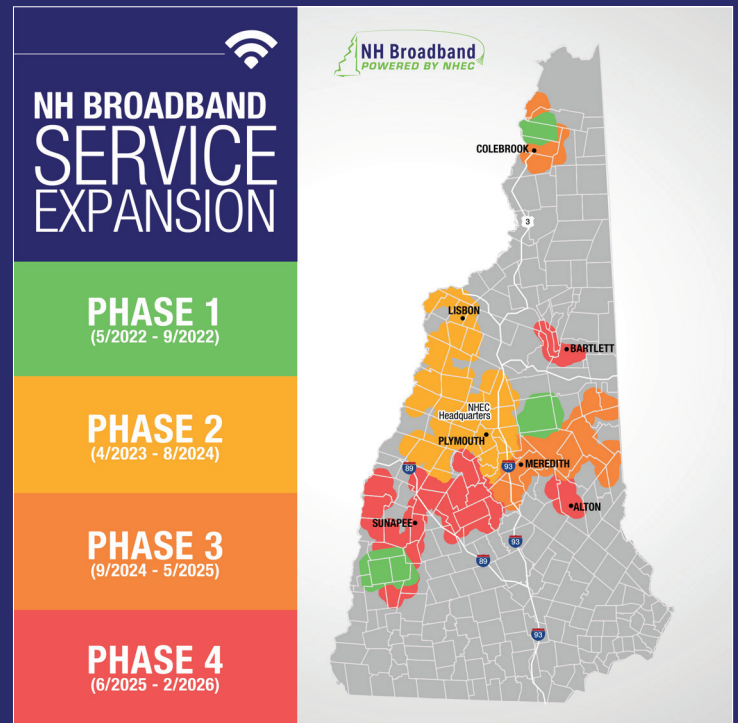
Heat pumps are best known for highly efficient space heating. But with the flip of a switch, they also provide air conditioning in the summer. This dual capability not only makes them the best choice for comfort and convenience, they can also heat and cool up to four times more efficiently than fossil fuel systems. This winter, that's going to add up to big savings on oil and propane costs for the Science Center, all while lowering greenhouse gas emissions.

"It's really in line with our environmental goals," Gillen added, "and the improved comfort of our buildings is a big bonus. The heat pumps have worked really well. They've kept it cool during the hottest days. Our computers ran well, our printers would print, and we were all much more pleasant to be around since we weren't sweating all the time!"

Rebates for NHEC Members

Our NHEC Energy Solutions team is constantly working to help you save on your energy costs. For members looking for the most cost-efficient, energy-efficient way to heat and cool your home or business, consider heat pump technology. For information, check out our Energy Solutions heat pump page: www.nhec.com/heatpumps. As a NHSaves® utility partner, NHEC offers its members rebates up to \$250 per ton towards the installation of heat pumps in NHEC service territory. To learn more or apply for rebates, please visit: nhsaves.com/residential/electric-heating-cooling-equipment.

"When Can I Get It?" Here's When It's Coming



More than 20,000 NHEC members now have access to NH Broadband's fiber-optic internet service. That's a good start, but for members who are still waiting for service, there's only one question – when can I get it?

To answer that question, we've created this map that details our statewide construction schedule.

Our Priorities, Our Work Plan

Who gets service and when is mostly determined by the federal funding that's driving our build schedule. The grants we received prioritize areas that are unserved or underserved, so our construction phases are planned to first target regions with little-to-no other broadband options.

When we hang fiber-optic lines on utility poles in a new region, or broadband feeder, we typically follow the existing NHEC electrical infrastructure. Sometimes that means one town is split into several feeders, as is the case with Meredith. As soon as a feeder is complete, we begin home installations for those who have signed up for service. Currently, we're seeing installations happen within two weeks of signing up in an open zone, but that can be slower when a new zone opens, as we have hundreds of members on the install list.

Find Out if Service Is Available Where You Live

The best way to find out when service will be available to your home or business is to "Check Availability" at NHBroadband.com or call (866) 431-1928. If service is available, or will be soon, you can sign up now and we'll call to schedule your installation. If we haven't reached your area yet, you can join the waitlist. It's free and in no way commits you to retaining our services when we connect your area.

Don't see your region highlighted in the map? We're working on it. NHEC is continually pursuing additional grants, which will hopefully put more color on that service expansion map!

* Please note, last month's newsletter inadvertently omitted the town of Benton in the list of communities served by NH Broadband.

Oasis in the ‘Charging Desert’



The North Country’s first Level 3 “fast charging” station is open now at LaPerle’s IGA in Colebrook, providing Electric Vehicle drivers a much-needed charging option north of the Notches. This new direct current (DC) charging station can add up to 200 miles of range in just 15 minutes of charging.

As the provider of electric service to the charging station, NHEC played a key role in its installation. The Co-op provided technical and financial incentives for the project as part of its Commercial EV Charging program. To learn

more about siting an EV charger at your business, please visit www.nhec.com/drive-electric.

Celebrating the milestone at a ribbon cutting held August 23 was (L-R): Colebrook Town Manager Tim Stevens, NHEC Lineworkers Emmett Reid and Nick Hamel, LaPerle’s IGA Owner Lance Walling, NHEC Director of Renewable Energy Gary Lemay, NHEC Commercial Accounts Administrator Chelsea Smith, ReVision Energy Director of E-Mobility Solutions James Penfold.

EMPLOYEE SPOTLIGHT

Cooper Beaudet: Solving the Mysteries



An interest in physics and chemistry, coupled with an aptitude for math and science seemed like a gravitational pull toward an engineering career for Cooper Beaudet.

The engineering associate has been at the Co-op about a year and likens some of his work, including the mysteries of voltage interruptions and system coordination, to being a little Sherlock Holmes mixed with Tetris.

Cooper is part of our team of engineers at the Co-op who collaborate to solve problems – from the simple to the complex – to better serve our members. Sometimes, it takes some digging.

At other times, issues are just a matter of a member’s needs changing with more devices and additions such as hot tubs. Or maybe hiccups come with the demands of a growing neighborhood that requires upsizing transformers.

“I work really closely with my colleagues and superiors,” Cooper said. “I feel like I am becoming a better engineer because I learn so much from them and the expertise they bring to the table.”

Outside of work, Cooper, who is newly engaged, enjoys cooking and eating, as well as travelling to other countries. He also is studying Spanish, his fiancée Juli’s native tongue. They met when Juli, a native of Colombia, was in New Hampshire working at a summer camp for people with special needs. They began talking online and about a week later, planned a date.

“Honestly, it was the best date either of us had been on,” he said. When Juli returned to Columbia, they stayed in touch. After graduation, Cooper spent a month there so they could have quality time together. That’s when he proposed.

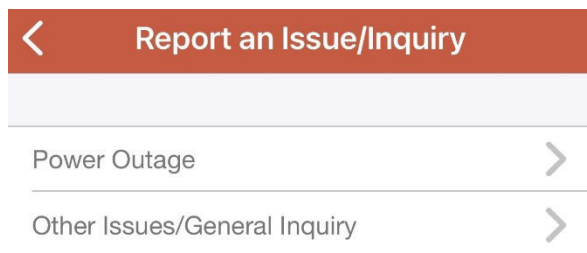
“I just knew it was right,” he said.

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.

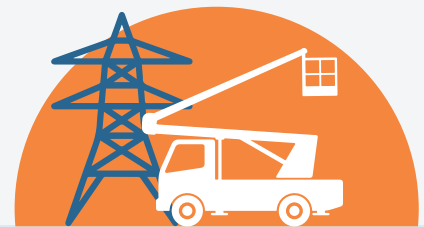
About Restoration Times

- ▶ NHEC will provide Estimated Times of Restoration (ETRs) by outage once a line crew is on scene and has been able to assess damage to poles and wires.
- ▶ ETRs are posted online on our new, enhanced outage map at www.nhec.com.
- ▶ The best way to stay informed is via SmartHub. If you haven't already, download the SmartHub app to receive text or email updates on your outage. If you have SmartHub but aren't using it to receive outage information, go into your SmartHub account, tap Manage Notifications and sign-up for those alerts now before winter arrives!

How We Restore Power

When a severe storm strikes and a large number of our membership loses power, our goals are to, first and foremost, protect public safety and restore power to the greatest number of members in the shortest time possible. We also strive to provide you with accurate information about when your power will be restored. The standard process for restoring power is illustrated here:

- 1 The substation and the main distribution lines from the substation must be repaired first.



- 2 Next, crews repair the lines that bring power to the greatest number of members.



- 3 After larger pockets of members have power, crews repair service lines to individual homes.

