

NEW HAMPSHIRE ELECTRIC COOPERATIVE, INC.
Minutes of the Special Meeting of Members
October 20, 2020

Pursuant to notice provided to all members, a Special Meeting of Members of the New Hampshire Electric Cooperative, Inc. was held on Tuesday, October 20, 2020. In light of the COVID-19 pandemic and in response to Governor Sununu's Executive Order 2020-04, the meeting was conducted remotely via Zoom Webinar.

Lynne Turmel, PR/Marketing Supervisor at NHEC, welcomed members to the virtual special meeting, noted that the meeting is being recorded¹, and provided some logistical information.

Chair Mongeon called the meeting to order at 10:03 a.m. and noted that the purpose of the meeting is to share the results of the member vote on the proposed bylaw amendments.

Chair Mongeon introduced the Board of Directors and Steve Camerino, President/CEO.

Chair Mongeon called upon Secretary Brenda Boisvert to provide a report of members present and to read the notice of the meeting.

Mrs. Boisvert reported that she has reviewed the member registration and there is a quorum present. She next read the Official Notice of the Meeting of New Hampshire Electric Cooperative, Inc. Members.

Seth Wheeler, Chairman of the Tellers' Committee, was next called upon to provide the results of the special election ballot question vote for the proposed amendments to the NHEC Code of Bylaws. Mr. Wheeler reported on the number of ballots cast and the number of votes for and against the ballot question to amend NHEC's Code of Bylaws.

Chair Mongeon declared passage of the ballot question to amend NHEC's Code of Bylaws.

Questions and comments from the membership were next addressed.²

¹ A recording of the meeting can be found on NHEC's website <https://www.nhec.com/board-meeting-agendas-minutes/>

² A copy of member questions/comments is attached to these minutes.

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1 Mr. Camerino discussed how NHEC is communicating regarding broadband, mentioning
2 the page on NHEC's website for basic information and how to contact NHEC. He noted that we
3 will be reaching out to the communities where there has been active broadband activity.

4 Chair Mongeon gave Leo Dwyer, Chair of the Broadband Committee, the opportunity to
5 share some thoughts, noting that Mr. Dwyer has been one of the drivers of broadband on the
6 board.

7 Mr. Dwyer commented that it is very exciting that this day has come. He thanked Bill
8 Darcy for all of his support and work in the four months he has been on the board.

9 In closing, Chair Mongeon remarked that he is very proud of the work that the board
10 and staff has done, and he thanked members for their engagement and participation.

11 Being no further business to come before the meeting, a motion was made by Joan
12 Aubrey, seconded by Ken Colburn to adjourn the meeting. The motion was adopted by a show
13 of raised hand flags and Chair Mongeon adjourned the meeting at 10:54 a.m.

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Brenda Boisvert, Secretary

A TRUE COPY ATTEST:

Thomas Mongeon, Chair of the Board

NHEC Special Member Meeting

October 20, 2020

Member Questions/Comments

1. Julie Dolan: Commented on attending a board meeting about a year ago to try to nudge the Co-op to help with broadband issues, noting that she was there from the Sandwich Broadband Committee and she was amazed by the technology in use at that meeting, something they are unable to do in Sandwich. With the pandemic, what was an inconvenience is now a crisis. She commended and thanked the Co-op for their work on this and expressed her happiness with being a member. She asked that we not forget members in Sandwich.
2. Anonymous read by Mrs. Turmel: What is the timeframe for providing broadband?
3. Anonymous read by Mr. Camerino: Would you please share the criteria the Co-op will use to determine the roll-out of your broadband service by town or city? I would like to understand, as specifically as you can share now, when our town might see NHEC broadband available here.
4. Steven Zakur: Commented that one thing that has prevented them from moving to Lempster full time is this issue and he expressed his thanks for this extraordinary move.
5. Maggie Kemp: Commented that she lives in Lempster and it is very difficult to get internet there. She stated that she is anxious to hear if broadband will go all the way to Long Pond. She thanked the Co-op for the hard work they are doing.
6. Kimberly McCormick (read by Mrs. Turmel): Does broadband internet also include telephone service?
7. Anonymous read by Mrs. Turmel: How long will it take to get service to Lempster?
8. Catherine Crooker (read by Mrs. Turmel): She is delighted NHEC is moving in the direction of supplying broadband across its territories. She asked if the Co-op plans to offer service to those people within a community who are not members (receive service from another utility or are off the grid)?
9. Anonymous read by Mrs. Turmel: My town is underserved by established internet providers. We have decided to collect residential internet speed data to quantify this service deficit. Is there a procedure or guidance we can follow to ensure that this test data is useful to the Co-op?
10. Noted by Mrs. Turmel: There were three questions asking about fiber optic lines and whether we are building out a completely fiber optic system.
11. Noted by Mrs. Turmel: Some questions asking about when their towns may be served.
12. Jeffrey (read by Mrs. Turmel): Will your broadband rollout require new fiber optic cable? How much? Have you, or are you in the process, of applying to the State of NH for some of the CARES Act internet funds? Isn't this time sensitive?
13. Anne (read by Mrs. Turmel): Commented that this is amazing news and thanked the Co-op for their hard work and listening to the Co-op members and bringing communities into the 21st century. DSL is unreliable and frustrating for community members and she is excited to be connected with stable and reliable broadband.

14. Brad (read by Mrs. Turmel): You are describing a financial model for broadband that is ROI based, versus a utility one, especially a co-op that is access-mandated and based. Please explain why your approach to broadband is different than for electricity.
15. Kevin (read by Mrs. Turmel): Have we lost out on any federal, state, or grant funding already? Is there any funding we could lose if we procrastinate or run into unexpected delays?
16. Cathy (read by Mrs. Turmel): How would a town get an estimate of the funding needed to get service to the area?
17. Richard Knox: Commented on the votes in June and October. He mentioned that much of what the Co-op will need to do going forward is managing expectations and one of the best ways to do that is through communicating and he's optimistic that will happen. He thanked the Co-op for being so responsive to members over the past four months.
18. Kevin (read by Mrs. Turmel): Are we going to subcontract the buildout? If so, have we engaged such subcontractors?
19. Anonymous read by Mrs. Turmel: How many lines have you already dropped at the handoff?
20. Anonymous read by Mrs. Turmel: Would we need to purchase a fiber converter or will there be a router provided with fiber capability?
21. Anonymous read by Mrs. Turmel: What is the strategy for filling in the small unserved pockets like ours in Plymouth which is otherwise covered heavily by commercial cable services?
22. Heather (read by Mrs. Turmel): Commented that this is critical for so many. When can those in the town of Unity expect to receive broadband as an option from NHEC? We are currently struggling with work from home and homeschooling and our service is very slow and not reliable. As you are rolling out to Lempster neighbors, when can we expect service? The town of Unity would like to be added to the list to be contacted directly.
23. Brad (read by Mrs. Turmel): Will the broadband business be organized and fall under the charter of the electric co-op, or be a subsidiary with a separate charter and financial objectives and reporting? What transparency will Co-op members have to the broadband business?