



EMPLOYEE SPOTLIGHT: ALICIA MELANSON

ROOM AND BOARD FOR 500 LINEWORKERS? SHE'S GOT THIS...

When major storms hit and the lights go dark, there's still a lot of energy at Co-op Headquarters in Plymouth.

"A little hairy is putting it nicely. It's like planning multiple weddings at the same time in essentially the same place," said Alicia Melanson, Program Administrator in the Co-op's Energy Solutions department, who doubles as the Logistics Chief of the Meals & Lodging team during major power outages. Every Co-op employee has a job to do during major outages; Alicia's is to help feed and house a few hundred visiting lineworkers.

"When a big storm is in the forecast, we're on the phones quickly, calling hotels and scoping out who has rooms," Alicia said. "That can be really difficult during peak tourism times when a lot of places are booked solid."

Adding to the challenge, the hotels they work with have often lost power as well, said Alicia, who, along with other employees, did not see her family for a week during last April's damaging snowstorm. Alicia and her husband, a plow driver, call on other family to help, though it's easier now because their two kids are teenagers.

Memories of that April 2024 storm and days-long outages are still fresh for Alicia and her logistics team, which booked nearly 500 rooms a night at 32 hotels and secured 7,136 meals for the hundreds of lineworkers who came from as far away as Virginia and North Carolina.

That kind of response takes a supportive business

community as well. Like Speedy Wash n Go, a laundromat service in Alton, who laundered the clothes of out-of-state lineworkers clothes for free, or the restaurant owner that opened late to feed hungry crews - Alicia says they're all critical to a successful power restoration.

"We have really strengthened our relationships with our business members over the years and so appreciate what they do when we need them most."

It's attention to those kinds of details that make Alicia's work and all of our employees who support the front lines so critical to a successful restoration effort.

Her different roles inform her work whether she is helping coordinate rooms and meals, or helping members with programs she oversees, including Electric Vehicle chargers and Solar Net Metering.

"I love helping the membership and educating them," she said, whether it's about lowering your bill or how the Co-op's storm team pays attention to the bottom line.

"So during storms when we're out there working and bills are piling up for hotels and meals and extra crews, in every meeting we have, the bottom line is brought up and every question that is being discussed is 'How will this affect our membership?' and this is still the members' money that we're spending so we need to be conscious of that," she said.



MARCH 2025

COLD TEMPS, HIGH DEMAND PROMPTS POWER RATE INCREASE

The coldest winter in a decade and related increases in the cost of wholesale power in New England have prompted the Co-op's Board of Directors to approve a rate increase, effective with bills rendered on or after April 1, 2025.

The rate increase will impact the Co-op Power rate, which recovers the cost of power that NHEC purchases for use by its members. It will result in an increase of \$0.00779 per kilowatt-hour (kWh), or about \$4.44 a month for the typical residential member using 570 kWh of electricity per month.

Prior to the announced increase, Co-op members had enjoyed the lowest power prices among the state's four utilities. The price of Co-op Power had come down every six months for three years leading up to the April 2025 increase.

The Co-op Power rate for most members will go from 8.1 cents per kWh to 8.9 cents per kWh.

Natural gas demand drives electric prices

Approximately half the electricity produced in New England is generated by natural gas plants. A chronic lack of gas pipeline capacity in New England, coupled with this season's unusually cold conditions, has contributed to

higher wholesale natural gas prices, which leads to high power prices.

"Winter arrived early with consistently cold temperatures that have not relented," commented NHEC President/CEO Michael Jennings. "As a result, we've experienced an 18% percent increase in demand for electricity in January alone, which we've had to meet by purchasing more power than usual from the New England wholesale market, where prices have been high."

NHEC Board Chair William Darcy said the Co-op's ability to react quickly to market and weather conditions means Co-op members will be less exposed to price volatility in August, when the state's four electric utilities adjust their power rates.

"Even small rate increases like this are never welcomed, but this one will help prevent what would have been a larger increase had we waited until the next rate period in August to make the adjustment," said Darcy.

For more information about Co-op's rates, including a current schedule of rates, please visit our website: www.nhec.com/rates-tariffs.

our donations are our bread & butter.

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603.689.9725



This hardy group of Co-op employees, families and friends spent a chilly Saturday last month distributing 11,760 pounds of food to more than 300 families in need as part of the annual Colebrook Mobile Food Pantry. Sponsored by a \$7,500 grant from the NHEC Foundation and supplied by the New Hampshire Food Bank, the event has been supporting North Country communities for the past 14 years. Your donation to the NHEC Foundation will help to continue sponsoring events like this. Thank you for support!

DONATE TODAY: www.nhec.com/nhec-foundation

579 Tenney Mountain Hwy
Plymouth, NH 03264
www.nhec.com

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For member service, please call
800.698.2007 (8-5, M-F) or
email solutions@nhec.com



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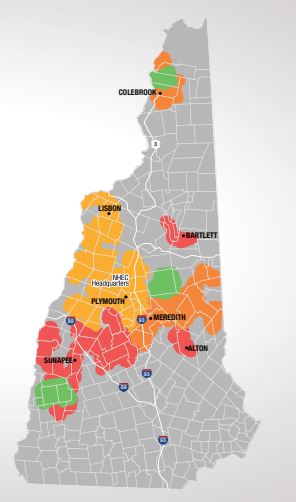
*Source: U.S. Department of Energy

NH BROADBAND, THE CO-OP'S HIGH-SPEED INTERNET SOLUTION, IS AVAILABLE IN NEARLY 50 TOWNS AND GROWING!

As a member of New Hampshire Electric Co-op, you already trust us to power your home. Did you know we also provide high-speed fiber internet in nearly 50 towns? Even if you couldn't get fast internet before, NH Broadband is coming to your door with affordable, reliable service at speeds up to 2 Gig per second. We're scheduling installations every day, so call (866) 431-1928 or visit www.NHBroadband.com to check service availability where you live! By choosing your Co-op's high-speed internet solution you don't have deal with big national corporate internet providers anymore. With NH Broadband you can go faster and still stay local.

NH BROADBAND SERVICE EXPANSION

	PHASE 1 (5/2022 - 9/2022)
	PHASE 2 (4/2023 - 8/2024)
	PHASE 3 (9/2024 - 5/2025)
	PHASE 4 (6/2025 - 2/2026)



CURRENTLY SERVING CO-OP MEMBERS IN PARTS OF THESE TOWNS:

Acworth	Groton	Orford
Albany	Haverhill	Piermont
Ashland	Hebron	Plymouth
Bath	Holderness	Rumney
Benton	Laconia	Sanbornton
Bridgewater	Landaff	Sandwich
Bristol	Lempster	Stewartstown
Campton	Lisbon	Sugar Hill
Canaan	Littleton	Tamworth
Center Harbor	Lyman	Thornton
Clarksville	Lyme	Tilton
Colebrook	Meredith	Unity
Dorchester	Monroe	Warren
Easton	Moultonborough	Wentworth
Ellsworth	New Hampton	Woodstock
Grafton	Orange	

OPENING IN 2025:

Alexandria	Effingham	Salisbury
Andover	Franklin	Stewartstown
Brookfield	Freedom	Sutton
Colebrook	Grafton	Tuftonboro
Columbia	Hill	Wakefield
Danbury	Madison	Wilmot
Dixville	Ossipee	Wolfeboro
Eaton	Pittsburg	



CALLING ALL STUDENTS... SCHOLARSHIP DEADLINES ARE COMING!

Spring is a busy time for college students and high school seniors, but here's a deadline you don't want to miss! The Co-op and the NHEC Foundation are offering thousands in scholarships for members or the children of members.

NHEC Foundation Scholarships
The NHEC Foundation offers six \$1,500 scholarships, one of which is reserved for a student entering a vocational/technical institution. APPLY BY MAY 23

NHEC Lineworker Scholarship
NHEC offers one \$2,500 scholarship annually to a member or child of a member who is pursuing a career as an electrical lineworker. THIS IS A ROLLING APPLICATION; ONE AWARD WILL BE GIVEN EACH YEAR.

GUIDELINES & APPLICATIONS:
WWW.NHEC.COM/SCHOLARSHIPS

BOARD OF DIRECTORS SPOTLIGHT



Three Questions with JEFFREY MORRILL, NHEC Director, Past Chair
Town: Holderness
Years on the Board: 7

What got you involved in the Co-op, and then to run for a seat on the Board?

My family has been members for years and grew up with the Co-op. I have also known many employees over the years. The announcement for new board members prompted me to attend some meetings. It was exciting to see the input the Board had on the organization. The CEO was talking about updating the Strategic Plan so I decided to run with the belief that my skills across past roles in general management, business development, strategy and marketing could add value to members.

As a director, what are you proudest of for the impact it's had on Co-op members?

The service we provide our members on a day-to-day basis in a cost effective and reliable manner. There is so much that goes into the work by the team behind the scenes to keep the lights on and prepare for the future of the electric grid.

The fact our members stood up and asked for us to deliver high speed Broadband internet service and the Co-op is meeting this need in a cost-effective manner (by leveraging significant government grants).

Why is it important for members to stay informed and involved with the Co-op?

As members of NH Electric Co-op, you are owners and have a voice in our ongoing operations and our future. The one thing we hope you all do each year, is vote for your board members of the Co-op. Voting starts mid-May!

Of course, you can do more like attending a monthly meeting or the annual meeting to share your thoughts with the team. If you have a question, just reach out to us.