

BE PREPARED FOR WINTER STORM OUTAGES

A home emergency kit is essential for weathering a prolonged power outage. Here are some ideas for your kit:

The Essentials

- Portable radio
- Flashlight(s)
- Spare batteries
- Candles
- Matches or a lighter
- Wind up or battery alarm clock
- Cell phone – fully charged if you know weather is coming
- Moist towelettes (baby wipes)
- Freezer ice packs - keep them in the freezer all the time so they're ready to use
- Large cooler or ice chest
- Sleeping bags or blankets
- First Aid Kit
- Personal hygiene supplies and 3-5 day supply of pre-scripted medicines
- Baby supplies, including diapers
- Disposable plates, cups, and eating utensils

Water

- Rule of thumb for drinking water: one gallon per person, per day
- When you know a storm is coming, fill containers with water, including your bathtub(s). Cover drain with plastic wrap or trash bag to prevent leakage
- Separate water for drinking from that for other uses
- Flush toilets sparingly with a bucket of water

Be Safe

- Prepare a safe source of heat
- Never use an outdoor grill, camp stove or any other unvented heater because of the danger of carbon monoxide poisoning
- If you do not have a way to keep your home warm enough, go to the home of a friend or relative, or check into a shelter until the power comes back on

Outage Status and Estimated Times of Restoration

NHEC will communicate in several ways during prolonged outages:

- Mass Media (television, radio, newspapers)
- WWW.NHEC.COOP (daily updates and outage map with real-time stats)
- Facebook (New Hampshire Electric Cooperative, Inc.)
- Twitter (@NHEC_OUTAGE)

AUTOMATED OUTAGE REPORTING

Reporting an outage can take as little as 30 seconds... if we have your phone number on record! Our Outage Management System has the ability to recognize your phone number and automatically report an outage at your service location. There's no need to wait for a call taker.

To add or update your phone number, call NHEC Member Solutions at 1-800-698-2007, or online at www.nhec.coop.

Super Ski Savings!

\$20 Off Lift Tickets

Present this coupon at any ticket window on

Sunday, February 7, 2016

to receive \$20 off Adult, Teen, Junior/Senior full day lift ticket, or \$20 off a Learn to Ski or Snowboard package (ages 13+).

- Coupon good for up to four people;
- Valid only on **Sunday, February 7, 2016**;
- Valid only for members of NHEC;
- Cannot be combined with any other offer, no cash value.

Coupon valid only at these Co-op member ski areas.
Thanks for participating!



REPORT AN OUTAGE 1-800-343-6432

VIEW YOUR USAGE...YOUR WAY!

As an NHEC member, you have the ability to view your monthly, daily or hourly electric usage anytime via your own customized web portal on SmartHub, NHEC's online account management tool.

ABOUT YOUR WEB PORTAL

Your web portal gives you access to a wealth of information about your electric usage. You can use your web portal to view your usage in monthly, daily, even hourly intervals. You can compare data from day to day, week to week or month to month. Accompanying your usage data is a temperature overlay that lets you easily see the impact of the weather on your usage. We hope you will use this information to better understand your energy usage patterns and, if you choose, take steps to save energy and money.

NEW USERS

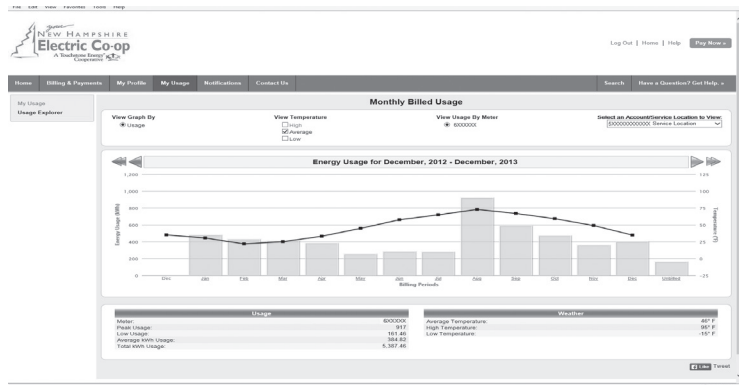
To view your usage, you'll need to click the **SECURE LOGIN** link on our website homepage and **SIGN UP** using your NHEC account number, last name and email address. Once you've registered as a new user, you'll be directed to your account home page where you'll see a link to **VIEW USAGE**. After you've launched your web portal, you can use the **HELP** tab at the top right of every page to learn more about the use and navigation of this powerful tool.

RETURNING USERS

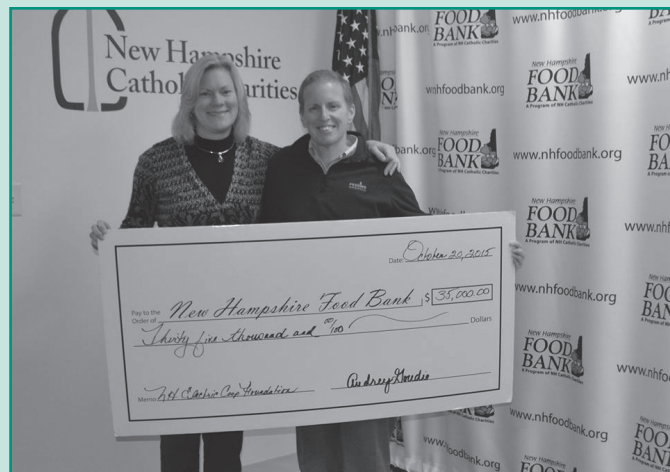
If you've already registered to use our website to pay bills or place a classified ad, you are able to access your web portal by simply logging on to your account homepage and clicking the link to **VIEW USAGE**. Be sure to use the **HELP** tab at the top right of every page to learn more about the features of your web portal.

IMPORTANT INFORMATION

- **Your personalized web portal is password-protected and secure – only you can access your usage data.**
- **Your online web portal is for informational use only and is not used for billing purposes and in some cases may show periods of estimated or missing intervals**
- **Your monthly bill is based on actual usage as measured by your meter and is the final arbiter of your bill in the event of a discrepancy.**
- **Please contact NHEC Member Solutions if you have questions about your actual electricity consumption (1-800-698-2007).**



SEASON OF GIVING



The NHEC Foundation's recent award of \$35,000 to the NH Food Bank purchased more than 1,600 Thanksgiving turkeys and more than 23,000 pounds of staple food items for New Hampshire residents in need. It will also fund a mobile food pantry event to be held in February 2016 in Colebrook. Above, NHEC Foundation Executive Director Audrey Goudie (left) presents a check to Food Bank Executive Director Mel Gosselin. Thanks to the support of Co-op members who contribute to the Round Up Program, the NHEC Foundation has been able to award a total of \$2.6 million to 473 New Hampshire charitable organizations since its founding in 2006.

WATTS HAPPENING

Candidates Wanted for Board of Directors

Have you considered playing a more active role in your Co-op? How about running for a seat on the Board of Directors?

NHEC is governed by an 11-member Board of Directors, which is elected by the members themselves. In 2016, four seats will be up for election to three-year terms. NHEC seeks broad representation from a diverse group of individuals and encourages all qualified members from all parts of our service territory to consider running for one of the open seats. You must be a Co-op member in order to run for a position on the Board.

For more information about how to get your name on next year's ballot, contact Sharon Yeaton at 603-536-8801, or yeatons@nhec.com.

Voting takes place in May 2016, with Board members installed at the Annual Meeting in June. For more information about the Board election process, please visit www.nhec.coop/about-electionprocess.

Board of Directors Meetings

The NHEC Board of Directors regularly meets on the last Tuesday of each month at the Cooperative's headquarters in Plymouth. Please check the Board of Directors page on the Co-op web site at www.nhec.coop, or call Sharon Yeaton at (603)536-8801 to confirm the current month's time and location.

For member service
please call

1-800-698-2007

Monday-Friday, 8-5:00

or visit us online at www.nhec.coop



To report an outage please call **1-800-343-6432**

New Hampshire Electric Cooperative
579 Tenney Mountain Highway
Plymouth, NH 03264