

Website

www.nhec.coop

The screenshot shows the top of the NHEC website. At the top right, there are links for Home, News, About NHEC, Join Our Team, Contact Us, and Help. Below these is a search bar with a 'Go' button. A navigation menu contains links for Residential, Business, Products, Rates & Tariffs, Community, Member Service, My Account, and Small Steps. The main content area features a 'MEMBERS Pay Online' section with a 'SECURE LOGIN' button and a 'Privacy Policy' link. Below this are links for 'Forgot Your Password or Email?', 'Resend Account Activation Email?', and 'New User Registration? Sign Up.'. To the right is a large banner image of a worker in a yellow hard hat and blue shirt working on a piece of machinery, with the text 'Reliability... The power to live your life' overlaid.

This section is titled 'NHEC NEWS' and contains several news items under the heading 'ICE STORM UPDATES'. The items include: 'Major Repair Work Complete Following Ice Storm', 'Seeking Candidates for BOD, Nominating Committee', 'Co-op Food Bank Challenge Hits \$100,000 Goal, Donations Still Accepted', 'Wind Power to Flow Soon Through Co-op Country', and 'NHEC Joins 25x'25 Renewable Energy Coalition'. At the bottom of the section is a 'More News' link with a right-pointing arrow.

[January 2009 Newsletter Read it Online!](#)

The thumbnail shows the cover of the 'New Hampshire Electric Co-op TODAY' newsletter for January 2009. The cover features the title 'TODAY' in large yellow letters and a sub-headline 'Winter Storm Outages'. It also includes a small image of a person and some text.

The banner has a red border and contains the text: 'Outage Alert: Less than 10 members affected.' Below this text is a link that says 'Click here for more information »'.

The button features an image of a solar panel and the text 'Solar, Wind Rebates' above the main text 'Go Green' with a right-pointing arrow.

The button features the 'CONVECT' logo and the text 'Safe, Affordable Space Heat' above the main text 'Convectair Heaters' with a right-pointing arrow.

The button features an image of a white water heater and the text 'Marathon Water Heaters' above the main text 'Buy Direct From NHEC' with a right-pointing arrow.

The button features the 'smallSTEPS' logo and the text 'Start With You' above the main text 'Save Energy & Money' with a right-pointing arrow.

The button features a blue and white wave graphic and the text 'WildBlue Satellite Speed Internet' above the main text 'Get Connected...' with a right-pointing arrow.

The button features the 'NHEC Foundation' logo and the text 'Together We Can Help' above the main text 'The NHEC Foundation' with a right-pointing arrow.

The button has a dark background and contains the text 'The NHEC Classified Ads are back!' followed by a link 'Click here »'.

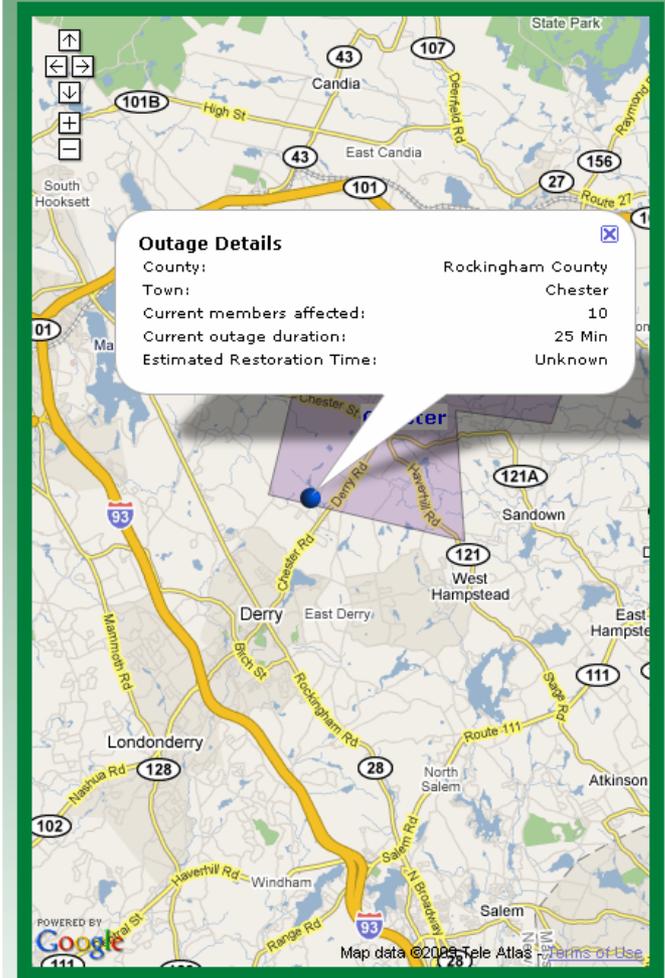
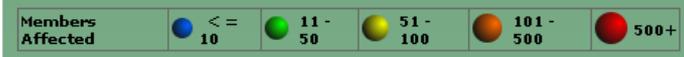
The section is titled 'Quick Links:' and contains a list of links: 'Report an Outage', 'Member Newsletter Archive', 'Co-op Classifieds', '2007 Report to Members', 'Board of Directors', and 'StayWarmNH.org'. A right-pointing arrow is visible at the top right of the section.

Our Values, Your Co-op
[Learn More About NHEC](#)



New Hampshire Electric Co-op Outage Map

[Member Login](#)



Status

[Town](#) [County](#) [Zip Code](#) [District](#)

Town	Affected	%
Chester	<= 10	.11%
TOTAL AFFECTED	<= 10	0%

Total Members:	78,414
Total Affected:	<= 10
Oldest Outage:	25 Min

show regions show outages

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Outage Management System

Inputs		OMS Transformation Technologies/Processes	Outputs	
Members	Telephone & Internet	IVR, Call Center &/or Control Center → OMS	Restoration Management (Control Center or Individual Districts in a System Wide Event)	Line Worker Dispatching
Town First Responders	Telephone & Internet			Call Center Manning
Line Workers / Districts	Radio & Telephone	Control Center → OMS		Equipment & Material Delivery Scheduling
NH Emergency Management Center	Telephone & Internet	Control Center or Management → OMS		Intra-Utility Coordination
Substation Outages (45+)	Supervisory Control & Data Acquisition System – T1 Communications	Control Center SCADA Master Station → OMS		Contractor and Mutual Aid Coordination
Distribution Line Outages	Distribution Outage Reporting Devices (Sentry) – Telephone (1200+)	Control Center Sentry Master Station → OMS	Status & Prediction Communications	Control Center Console and District Offices [Members & Towns]
				IVR [Members]
				Call Center Agents [Members]
				Management Reports [Members, State, Towns & Media]
				NHEC Website [Members, State, Towns & Media]

Generation, Transmission & Distribution Components Of the 'Smarter Grid'

