



MESSAGE FROM THE PRESIDENT/CEO

Lineworker Appreciation Day is April 11th

You've likely noticed Holmes-Wayne Electric Cooperative's crews out and about, working on power lines and other electrical equipment in our community. It's no secret that a lineworker's job is tough — but it's a job that's essential and must be done, often in challenging conditions. This month, as we celebrate Lineworker Appreciation Day on April 11, I thought I'd share some interesting facts about electric lineworkers with you.

The work can be heavy, in more ways than one. Did you know the equipment and tools that a lineworker carries while climbing a utility pole can weigh up to 50 pounds? That's the same as carrying six gallons of water. Speaking of utility poles, HWEC line crews are required to climb poles ranging from 30 to 60 feet tall. The cover photo of this month's publication is a great example of pole climbing — HWEC Lineman Mike Rowe and Apprentice Hunter Flinger working in southern Holmes County just last month. Our line crews are climbing on just 1-inch gaffs! Needless to say, if you have a fear of heights, this likely isn't the career path for you.

Lineworkers must be committed to their career — because it's not just a job, it's a lifestyle. The long hours and ever-present danger can truly take a toll. In fact, being a lineworker is listed in the top 10 most dangerous jobs in the U.S. Lineworkers often work nontraditional hours, outdoors, in difficult conditions. HWEC linemen work 300-400 hours a year in just the evenings/weekends beyond the normal 40-hour work week.

To become a lineworker, HWEC apprentices complete 8,000 hours of on-the-job training as well as elite classroom training at COLT (the Central Ohio Lineworkers Training facility). Continued education through COLT,

monthly safety meetings, and a variety of other resources are required to stay up to date with the latest technologies in the industry and safety standards. Shortcuts are not an option, and there is no room for error in this line of work.



Glenn W. Miller
PRESIDENT/CEO

Despite the many challenges, our linemen are committed to powering our local community. During severe weather events that bring major power outages, lineworkers are among the first ones called. They must be ready to leave the comfort of their home and families unexpectedly, and they don't return until the job is done, often days later. That's why the lineworker's family is also dedicated to service. They understand the importance of the job to the community.

Nationwide, there are approximately 120,000 electric lineworkers. HWEC line crews and staff are responsible for keeping power flowing 24/7, 365 days a year. To do this, they maintain 2,305 miles of power lines and soon to be 19 substations.

The commitment of HWEC linemen is essential to the life of our community. It can be a challenging job with high expectations but also rewarding to serve such a wonderful community like ours. **Thanks to all our HWEC linemen for their dedication!**



HWEC Lineman Zach Condren with children Owen, Aiden and Elena.



Outage restoration

Each situation is different, but all have steps to follow.

Often, we are asked, “Why can’t you immediately tell me when my power will be restored?” There are many factors that play into power restoration. One is the size of the outages. Is your outage part of a major storm or an individual outage? Either way, as soon as an outage is reported, crews must travel to outage location(s) and inspect the lines and identify the issue(s). With over 2,300 miles of line, major storms can cause us to have to take a lot of time to inspect the lines, identify all the issues, and make appropriate repairs.

The illustration on the next page explains the steps to restoration for major storms. Your power is delivered to your home or business through a strategically designed system, and each piece must all be working safely. This includes transmission lines that run from Brilliant, Ohio — located on the Ohio River where our main generation facility is located — to our local substations.

Critical to this process is following proper safety practices that include grounding lines, setting up safety signs while working along the roadside, and variety of other safety steps. These are critical practices not only for our linemen’s safety but also the safety of the community.

Individual outages caused by an animal or tree limb making contact and opening your transformer fuse is a rather quick restoration. Large trees or a car accident bringing down lines or breaking poles is a much larger process. The average time to replace a pole is four to six hours. This time can vary based on location of broken pole. Is it near the road or in a wooded right-of-way? Three-phase lines or single phase? How quickly does OUPS respond to our digging request, or does a car need to be cleared from an accident or a tree removed? Each situation is

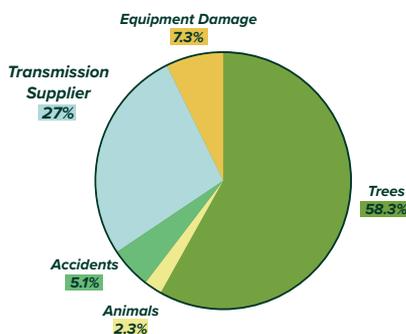
**2021
OUTAGE
HOURS**

different, and each much follow the proper steps to restore power safely.

Some outages are due to our transmission supplier. Power is delivered to our substations through American Electric Power or First Energy. When damage occurs to their transmission lines, it creates outages for our members. In these cases, HWEC line crews will switch equipment to backfeed from another substation. Switching direction of your electric feed normally takes two to three hours but reduces what normally is an eight to 12-hour transmission outage.

In 2021, HWEC average time of restoration was less than two hours. This includes transmission substation outages, major and minor storms, and individual outages. Focused efforts throughout the year, like our tree trimming/vegetation management, line and pole inspections, equipment maintenance cycle, and a variety of other programs are key to preventive outage management.

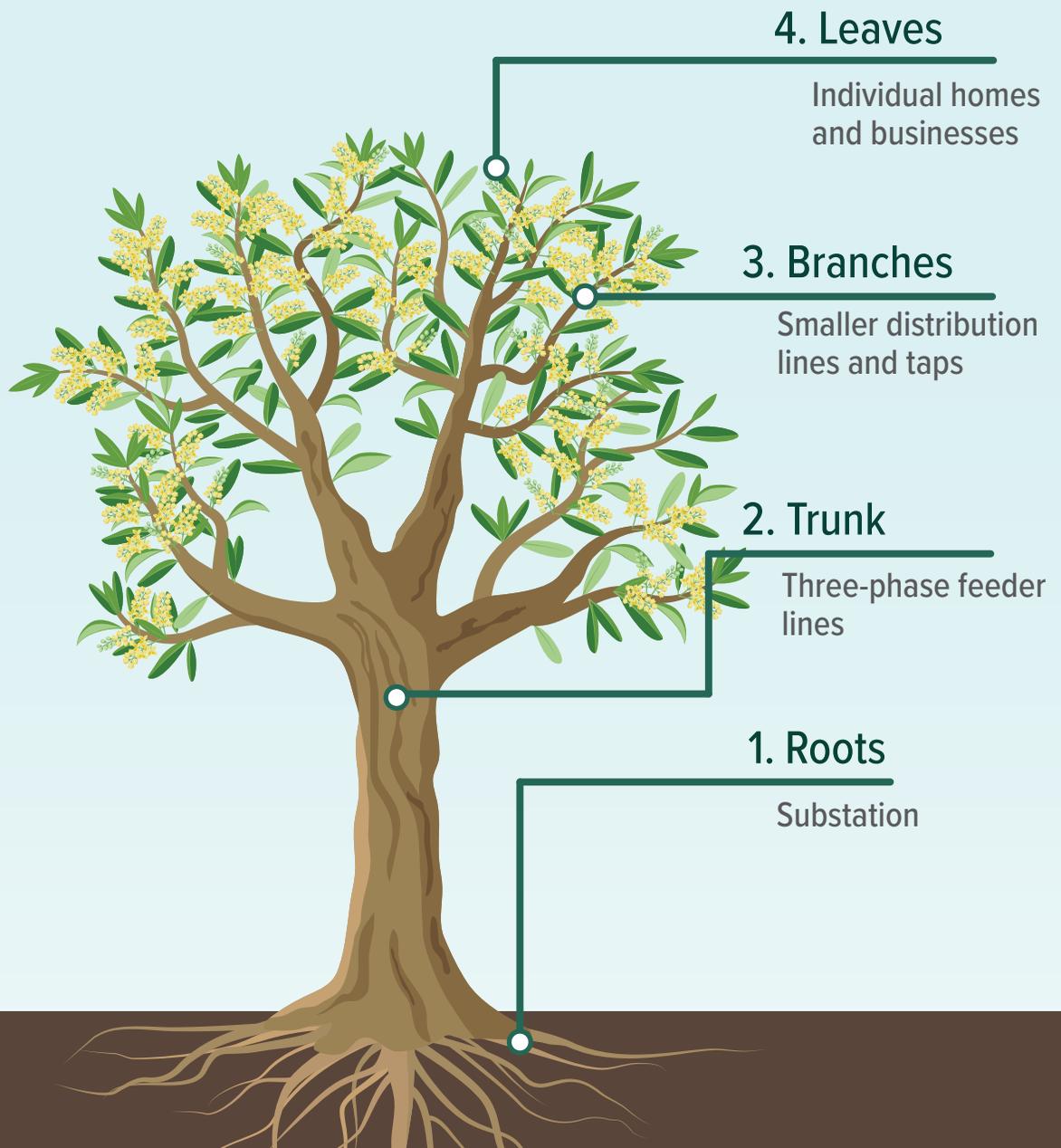
However, if you do experience an outage, the most efficient way to report that outage is through our mobile app, SmartHub, or by texting the word “outage” to 55050. Don’t wait until an outage to have



these features established. If you prefer to speak to a member services representative, you can call us toll-free at 866-674-1055. Also, you can always view our outage map on our website at www.hwecoop.com

or through our mobile app to see the size of the outage.

We will continue to work hard to prevent outages. The next time you experience an outage, remember there can be a variety of reasons for your outage, but we promise to work safely and efficiently to get your lights back on.



When a major storm causes widespread damage to our electric system, our top goal is to restore service safely to the greatest number of members in the shortest amount of time. We have priorities for making repairs, determined by the number of members affected. Think of the system like a tree.

Roots

We prioritize the main roots of the power, starting with substation outages. If power from our transmission supplier is interrupted or there's damage within the substation, this will impact thousand of members and must be repaired. Sometimes it's possible to backfeed from another substation while repairs are made.

Trunk

Three-phase feeder lines carry power from the substations. Each feeder serves a large portion of members from the substation.

Branches

Tap lines, or line sections, serve a smaller group of members from the main feeder. The tap line will remain without power until the main feeder line is repaired.

Leaves

These are the lines that serve a single residence, business, or farm. It may not do you any good for us to repair your line if one of our main lines is still out.

My neighbor has power

Have you ever lost power only to see the lights still shining from your neighbor's window? When this happens, it could mean the service line between your home and the transformer is damaged.

Or it could mean that a three-phase power line serves your neighborhood and you are served by a different line than your neighbor.



It's what we do!

2022 has been long winter with consistent cold weather and repetitive winter storms mixing with ice. Ice accumulation can be devastating to electric infrastructure, from falling trees to extreme weight pulling electric lines down. Ice increases the weight of a tree branch up to 30 times, and 1/2 inch of ice adds 500 pounds to a span of line. Fortunately, our community managed to avoid major ice accumulations several times in January and February with a minimum number of outages. However, other parts of Ohio found themselves in major icing events.

Cooperatives are known for their willingness to assist others in their time of need. Mutual aid is critical to efficient restoration during major outages. Thanks to the following HWEC linemen for assisting initially Washington Rural Electric and then South Central Power from Feb. 4-9. South Central Power had more than 180 broken poles, approximately 1,000 spans of wire on the ground, and over 24,000 members without power. Thanks to these HWEC line crews for their dedication beyond our community to help others in need.



Lineman
Bowe Firebaugh



Lineman
Zach Condren



Lineman
Taylor Harris



Lineman
Greg Lemon



Apprentice
Hunter Flinger



Apprentice
Carter Quay



Lineman
Josh Johnson



Lineman
Mike Rowe



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