



# Reliability efforts pay off

## Co-op decreases outages 28% over five years

**A**s a Holmes-Wayne Electric Cooperative member, your electricity is on 99.97 percent of the time! For most people, the total amount of time without power (outages) is less than three hours a year. This number has improved significantly, with outage time decreasing 28% over the past five years.

The reliability of HWEC system is a result of several factors working together to ensure consistent and uninterrupted service. Together, these elements create a power system that is both dependable and adaptable to changing demands and challenges.

With less than 4 hundredths of a percent — a very small fraction — of time spent in outages, this statistic highlights the consistent availability of power. To break it down:

- Total hours in a year: 8,760
- Average outage hours per year: Less than 3
- Electricity availability: 8,757

This level of reliability is a testament to the advancements in technology and infrastructure supporting our electric grid.

Holmes-Wayne Electric Cooperative has more than 2,300 miles of line in a seven-county service territory. We've made great strides in providing reliable power over those lines using our Supervisory Control and Data Acquisition system. Through cellular, cable, and fiber-optic communication lines, the SCADA system enables us to remotely monitor our 19 substations from one central location. This gives our operations department the ability to isolate outages and reroute power when necessary, reducing both outage times and the number of members affected, and providing additional safety for our crews.

SCADA works internally, communicating the information it receives from the system to accurately inform our engineering department about the situation at hand and how they may best proceed in getting the lights back on. According to GIS Mapping & SCADA Supervisor Nolan Hartzler, HWEC's SCADA system serves as the first notice of an issue on the lines.

"Typically, we know there is an outage before the phone starts ringing, because we have already received the alert from SCADA," Hartzler says. When there is an outage, data is

reported back through our SCADA system, which sends data to our Outage Management System, which then alerts our dispatch team of the issue.

SCADA enables HWEC to view real-time data on the status of equipment and other assets (open versus closed, for instance) as well as their analog values (power, voltage, current, etc.). It also allows us to remotely operate assets such as reclosers and regulators.

Additionally, HWEC utilizes digital maps that display information associated with the cooperative's system, marking the location of every substation, pole, wire, meter, and switch that the cooperative utilizes. Additional details, such as proper phasing and flow direction, are also marked on these maps.

Before implementing these digital maps, crews would carry large, heavy map books printed annually, which could easily become outdated. Now, crews access all the same information via phones or tablets kept in their line trucks, providing a more convenient way to confirm details on the jobsite. The maps are also searchable for content, which can be found by looking up member name, address, transformer number, account number, and pole numbers.

"Mapping system updates are sent to the crew tablets every day to make sure the system stays as accurate as possible while in the field," Hartzler says. "These updates can include daily work orders, any membership changes that may occur, and new transformer or pole numbers that make their way onto our system."

While investment in advanced technology has undoubtedly been a game-changer in reducing outages and improving response times, that is just one piece of the puzzle. Several other critical factors contribute to the overall effectiveness of outage management.

One of HWEC's most essential yearly projects is right-of-way clearing, or vegetation management. Keeping power lines clear of tree limbs and brush results in reduced power interruptions, improves service reliability and helps avoid unexpected and costly repairs. This year, we plan to trim trees for 416 miles of line and spray vegetation control over 479 miles.

As time allows, HWEC line crews will patrol lines and poles. They look for possible line maintenance issues, safety hazards,

*Continued on page 20*



# HOLMES-WAYNE ELECTRIC COOPERATIVE

## LOCAL PAGES

Continued from page 19

and other problems that may affect the distribution lines that bring power to your home or business.

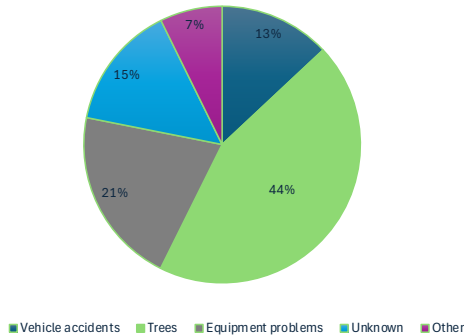
Doing maintenance like replacing insulators and tightening bolts on a sunny day, rather than fixing an outage in the middle of the night, benefits you and your cooperative. “Preventative maintenance including line patrol is one of many proactive ways we are strengthening our power system” says Operations Director Stacey Shaw.

Replacement of aging infrastructure is also critical to the overall success of the cooperative. This year, we are committed to rebuilding 8.6 miles of three-phase line and 13.9 miles of single-phase line, at a price tag of \$1.8 million. “By upgrading these lines, we enhance the reliability of our system, which is crucial to preventing disruptions,” Shaw says.

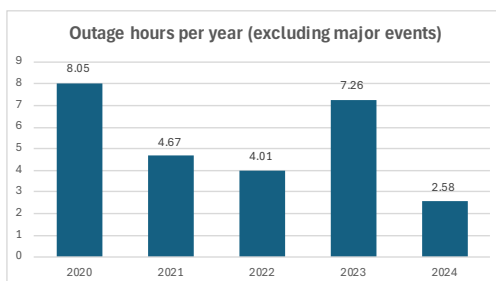
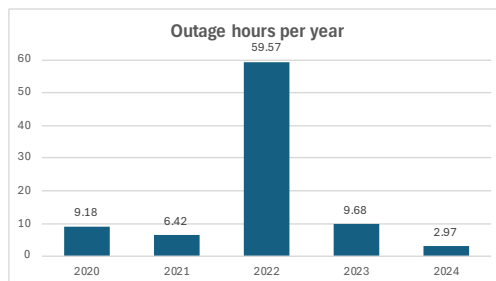
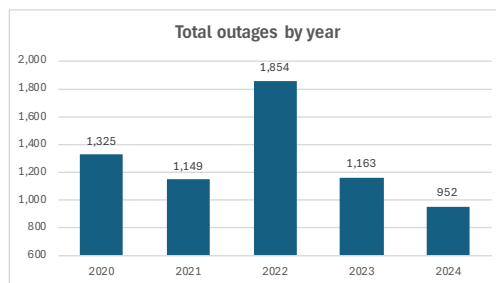
As a member of HWEC, you can play a significant role in power availability by utilizing outage texting and reporting outages via SmartHub. Both provide expedited communication between our members and our response teams. The more quickly we receive information, the faster we can act to restore service. By leveraging these tools, you help create a more responsive system.

While power outages are inevitable, our promise is to ensure that the impact on your daily life is minimized as much as possible. If your lights are off, there is a good chance ours are off, too. You can trust that we are doing our best to restore power as quickly and safely as possible, so you can get back to enjoying all the day-to-day benefits electricity provides.

Holmes-Wayne outage causes – 2024



The following graphs show outage trends, by number and by total outage time, over the past five years. Please note that in 2022, our region experienced a derecho, an extreme storm that led to widespread and long-term outages. This caused a deviation for that year from Holmes-Wayne's overall downward trend in outages, which is reflected in the final graph, which excludes major weather events like the derecho.



## Transition to levelized billing

Effective July 2025, HWEC will be transitioning from our current budget billing program to levelized billing. Levelized billing will benefit our members by averaging their monthly electric bill over a 12-month period, resulting in a more consistent bill each month.

The levelized billing program does not reduce the amount you pay for your electricity over the year; it simply helps to even out the costs over the months. As the name implies, the goal is to make customer bills more LEVEL.

### Benefits:

- Predictable bills – helps members plan their monthly expenses by providing a more consistent bill amount.
- Easier budgeting – with a predictable bill, it is easier to budget for electricity costs throughout the year.
- Smooths out seasonal spikes – helps smooth out spikes during peak heating and cooling periods.
- Avoids dramatic catch-up payments – unlike budget billing, levelized billing does not involve a catch-up period.

### To be eligible, the member must:

- Be a residential member with a zero balance.
- Have had service at the address for the past twelve months.
- Keep accounts current with on-time payments.

If you think that levelized billing may be right for you, contact us 866-674-1055 and a member service representative will be happy to assist you!

# Congratulations 2025 HWECS Scholarship Winners

1st



**Andrea Schuch**

West Holmes

Daughter of Jason & Ericka Schuch

2nd



**Emily Yoder**

West Holmes

Daughter of Amanda Schmid & Kyle Yoder

3rd



**Mackenzie McCoy**

Northwestern

Daughter of  
Carl McCoy & Denise Stoll

4th



**Phinehas Johnson**

Hiland

Son of  
Holley & Matthew Johnson

5th



**Nicholas Schott**

Kingsway Christian

Son of  
Lisa McKelvey & Donald Schott

6th



**Olivia Brown**

Waynedale

Daughter of  
Brent & Sherri Brown

7th



**Micah Schlegel**

Wooster Christian

Son of  
Nathan & Katie Schlegel

8th



**Grace Wolf**

Norwayne

Daughter of  
Josh & Katie Wolf

9th



**Jenna Sheldon**

West Holmes

Daughter of  
Brent & Tara Sheldon

10th



**Josiah Styer**

Triway

Son of  
Jeff & Veronica Styer





## HOLMES-WAYNE ELECTRIC COOPERATIVE LOCAL PAGES

• Holmes-Wayne Electric

# ANNUAL MEETING



Date  
June 26, 2025



Time  
At 10:00 a.m.

Harvest Ridge Fairgrounds  
Millersburg

Join us for coffee & donuts!

# WE WANT TO HEAR FROM YOU!

Your thoughts and opinions on Holmes-Wayne Electric Cooperative  
**help us better serve you.**

In May, Holmes-Wayne Electric Cooperative will be working with NRECA Market Research Services to complete member satisfaction surveys.

The surveys will be conducted both by phone and email, but not everyone will be contacted. If you are contacted, we would greatly appreciate a few minutes of your time to share your opinions of the cooperative.

We strive to provide all members with safe, affordable, reliable, and clean electric service. By participating in the survey, you will help us make decisions that benefit you, your family, and your neighbors. All information is confidential.



Holmes-Wayne  
Electric Cooperative, Inc.

A Touchstone Energy® Cooperative

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