



MESSAGE FROM THE COOPERATIVE

The voice of your cooperative



Glenn W. Miller
PRESIDENT/CEO

When you think of an electric cooperative, the image that comes to mind is likely that of linemen working on poles, ensuring that the power lines are functioning properly. While these dedicated professionals are certainly a critical part of Holmes-Wayne Electric Cooperative, there is another group that plays an equally crucial role — your member services department. Member services representatives are the voice of the cooperative, providing essential support and maintaining the co-op's relationship with its members on their good days and even their bad ones.

These dedicated employees are integral to your interactions with the co-op. They perform a variety of tasks that keep HWEC running smoothly and ensure member satisfaction:

Communication: Member services reps are on the front line, ready to answer phone calls from our 13,035 members. They are available to take payments, input meter readings, report outages to the operations department, process new member applications, and initiate maintenance service orders. In 2024, the team answered an impressive 35,529 phone calls, an average of 141 calls per day during business hours!

Payment management: Efficient and accurate payment processing is crucial for both the cooperative and its members. The member services team ensures that payments are handled smoothly, helping to maintain financial stability and trust. Last year, 105,408 payments were manually processed. These were payments sent by mail, paid at banks, placed in our drop box, or dropped off in person at the cooperative.

Commitment to excellence: Whether it is a question about billing, service interruptions, or energy-saving tips, member services representatives are equipped with the knowledge to provide clear and helpful answers.

Education: Part of their role involves educating members about the cooperative's services, programs, and initiatives. This helps members make informed decisions and take advantage of all the benefits HWEC offers.

At HWEC, your member services team consists of five trained professionals, with a combined 50 years of service. I would personally like to thank each of them for their continued dedication to HWEC and help you put faces with the voices that you have become familiar with over the phone. (See page 20 to learn more about these dedicated individuals.)





HOLMES-WAYNE ELECTRIC COOPERATIVE

LOCAL PAGES

Jody Proper



Judy Badger



Karole Butler



member services manager

Lisa Suttle



Sue Holcomb



Time at the cooperative:

10 months

What was your first job?

McDonald's in Millersburg

Where did you go to high school?

West Holmes

What are your hobbies?

Cooking, hiking, DIY projects, hanging out with family and friends

Something not everyone knows about you:

I can whistle EXTREMELY loudly.

Favorite Part about working at HWEC:

The people I work with and the members.

One word to describe HWEC:

Reliable

Time at the cooperative:

6 years

What was your first job?

Housekeeper at the Inn at Honey Run

Where did you go to high school?

Hiland

What are your hobbies?

Watching my kids' sporting events

Something not everyone knows about you:

I traveled to Europe and I hate ham!

Favorite thing about working at HWEC:

The friendly members that I get to speak with each month

One word to describe HWEC:

Efficient

Time at the cooperative:

12 years

What was your first job?

Babysitting when I was 12 and started at a dry cleaner's when I was 16

Where did you go to high school?

In Cleveland

What are your hobbies?

Concerts, theater, guitar, crochet, jigsaw and crossword puzzles, vegetable and flower gardening, finding new recipes

Something not everyone knows about you:

I want to be a snowbird when I retire.

Favorite thing about working at HWEC:

Helping our members and making a difference

One word to describe HWEC:

Community

Time at the cooperative:

9 years

What was your first job?

Answering phones for Suttle Construction

What high school did you attend?

Waynedale

What are your hobbies?

Travel, interior design, and chasing my grandkids

Something not everyone knows about you:

Cleaning is my stress relief.

Favorite thing about working at HWEC:

Talking with members — such nice people!

One word to describe HWEC:

Family

Time at the cooperative:

22 years

What was your first job?

Ned Adams Chrysler, Plymouth, Jeep

Where did you go to high school?

Waynedale

What are your hobbies?

Flower gardening

Something not everyone knows about you:

A 5-foot rat snake lived in my garden shed for several years. His name was Mr. Slithers.

Favorite thing about working at HWEC:

The electric business is very interesting; you are always learning something new.

One word to describe HWEC:

Community

A man and a woman are sitting at a table, celebrating. The man is wearing a blue polo shirt and has his right arm raised in a fist pump, shouting with his mouth open. The woman is wearing a grey top and is also shouting with her mouth open. They are both holding white papers. On the table in front of them are several stacks of cash, including \$100 bills. The background is a light green color with a pattern of small green dollar signs. Numerous \$100 bills are floating in the air around the couple, as if they are raining down. The word "We" is written in a large, light green, sans-serif font, and "do!" is written in a larger, bold, light green, sans-serif font. The text "Heard of a utility company that sends you money?" is written in a bold, dark green, sans-serif font, centered between the two large words.

We Heard of a utility company that sends you money? do!

Cooperatives are member-owned.
You receive your power from us,
then you receive capital patronage.

As a member-owned cooperative, Holmes-Wayne Electric strives to safely provide reliable, competitively priced electric service for our member-owners. We sell and deliver electricity to our members at cost plus a small margin. It is necessary to maintain an operating margin to provide working capital, which is used to maintain the electric distribution system, to build and upgrade lines and substations, and to help provide service to new members. However, because we are a not-for-profit cooperative, we return these margins to the members in a form called patronage capital credits.

Capital credits are currently being retired on the industry-recommended 20-year cycle. When these capital credits are retired, they are returned to current and former members via check. This is one reason why you always should keep your cooperative apprised of your address. If you move off of Holmes-Wayne Electric's lines, you may have money coming to you in the future, so keep in touch!

A total of \$1,744,050.66 has been returned to our members this year.

If you were a member of HWEC in the year 2004, you should have received a check in June for the amount of your capital credits for 2004.



Member spotlight: Thread & Ink



A stitch ahead

Local custom apparel
business thrives on
passion, customer service,
and ongoing improvement

Sometimes in life, certain things are meant to be. For Justine Casey, this couldn't be more true. Whether it was winning a raffle for a brand-new Jeep or following her passion for graphic design to Action Accessories in 2020, some things were just meant to be.

"I started with Action Accessories as their graphic designer and screen printer," Justine says. "From my first day there, I fell in love with the people, the atmosphere, and the job itself. I remember telling my husband and parents that it would be a dream to own the business one day."

Just two short years after starting at Action Accessories, she fulfilled that dream when she was able to buy the business and put her unique touch on it, rebranding to Thread & Ink. She's continued to make the most of her opportunities as she's nurtured the business.

Thread & Ink specializes in custom embroidery, heat press, and screen printing on clothes. Whether it's a special design for a family event, personalized gear for a business, or a unique piece that speaks to a customer's style, Justine and her team pour their hearts into every stitch and print. The best part? At Thread & Ink, customers don't represent just another order; they're considered a part of the family, and the staff is dedicated to bringing each customer's vision to life with care and attention to detail.

"Thread & Ink is all about quality and customer service," Justine says. "We love working through the ordering and design process with our customers and building that relationship." That commitment to quality and customer service has helped Thread & Ink build a strong reputation in their community. This can be seen through their partnerships with the surrounding school districts as well as countless local and statewide businesses.

However, running a business isn't always sunshine and rainbows. "Owning and operating a business has been a challenge for me" Justine says. "There are tasks you don't see as an employee that you have to keep up on to make sure the business stays relevant."

However, Justine has never shied away from a challenge and looks at every hurdle as an opportunity to grow and improve her business. “The challenges and obstacles I faced help me learn and grow. I always enjoy learning new things, problem-solving, and pushing myself and the business to be better. Since our inception, I have been able to hire three amazing full-time employees, who have been amazing to work and grow with. I wouldn’t be able to do any of this without them!”

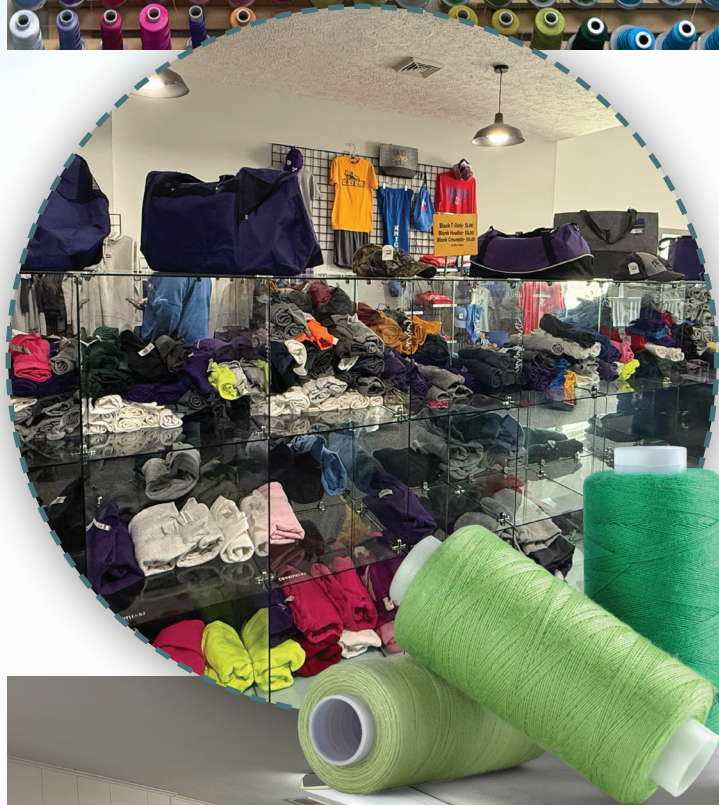
Another obstacle is the nature of the custom apparel industry and the ever-changing atmosphere surrounding the industry. “The custom apparel industry is always evolving, whether that’s different services or new apparel, things are always changing. The way I like to stand out from the rest is to offer services or items other companies don’t necessarily offer in house. An example of this is our custom stickers. This allows our customers to have a fun way to get their name and brand out.”

Another way Thread & Ink is looking to stand out while supporting the local community is through their jersey offerings. “We are also starting in on sports jerseys this year!” she says. “Lately, they have been a hit, so we are excited to see how they do and how our customers like them.” This commitment to expanding product offerings to meet customer needs is just one of the many things that sets Thread & Ink apart from its competitors.

For Thread & Ink, customer satisfaction is at the core of everything they do. Whether it’s the experience a customer has when they come in with an idea and a design in mind or it’s the satisfaction customers feel when they pick up that product they have dreamed about, the team at Thread & Ink wants their customers to have the best possible experience.

“The biggest words that come to mind that keep me motivated are ‘growth’ and ‘failure,’” Justine says. “I have a passion for my career and business and my desire is to make this business as big as possible. Every day, this pushes me to come up with innovation. I constantly find myself asking ‘What are new ideas we can grow into? What are new ways that we can do things to be more efficient? Is our equipment helping us stay at the front end of the market? What are new products we could customize?’”

“Fear is also always on my mind,” she says. “I have a fear of failure that drives me to constantly question what we can be doing better.” This mindset of consistent improvement has allowed Justine to take hold of an opportunity to buy the business that helped her develop her passion for graphic design and spin it into the amazing business that is Thread & Ink.





2025 Cardinal Plant Tour

This is your opportunity to tour the power plant that generates your electricity and learn more about recent energy policies!

If you are an HWEC member who is interested in participating in this educational tour, please contact **Shay** at **866-674-1055**. Participants **must be** at least 12 years old.



Thursday,
October 2, 2025



Board bus at 7:00 a.m. at Holmes-Wayne.
Return at approximately 4:00 p.m.



Brilliant,
Ohio

◆ **Please note:** There is a considerable amount of walking, including stair-climbing. ◆



Congratulations

Andrea Schuch

Congratulations to Andrea Schuch, who represented Holmes-Wayne Electric Cooperative at Ohio's Electric Cooperative's scholarship competition. Andrea placed tenth in the state!

Andrea recently graduated from West Holmes High school and will be attending the Ohio State University Agricultural Technical Institute this fall, majoring in Agriculture Business Management.

Andrea is the daughter of Jason and Erika Schuch of Shreve.

Answering the call

They say it takes a village. When extreme weather events tear apart rural communities it can take an army of electric line workers and contractors to put the pieces back together again.

HWEC would like to thank (L-R): Mike Martin, Garrett Smith, Matt Morris, Logan Huffman, Zach Condren, Cole Marley, and Alec Eldridge, who recently answered the call to assist northern Michigan electric cooperatives after a devastating ice storm in March.



**Thank you for placing the needs of others
before your own. It's the cooperative way!**



Welcome

TO THE TEAM



We are excited to welcome
HWEC's new purchasing &
warehouse agent,

Justin Miller



Holmes-Wayne
Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 

CONTACT

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