

Holmes-Wayne Electric Cooperative, Inc.



*Glenn W. Miller
President/CEO*

Wild Ohio weather

As I write this article, I reflect on the last four days of weather. We have gone from a winter weather advisory and warning to a flash flood warning and tornado watch. As the saying goes, “If you don’t like the weather in Ohio, just wait a few minutes — it will change.”

As you well know, extreme weather can create issues for electric infrastructure. Restoring

power after a major outage is big job that involves much more than simply throwing a switch or removing a tree from a line. The process of delivering electricity to your house or business from a power plant that is hundreds of miles away requires a network of transmission lines, substations, distribution lines and transformers. All of this equipment is out in the elements 24 hours a day, every day, in some pretty rugged weather. And while it is built to last for years, we do experience occasional transmission and distribution outages caused by lightning, ice, wind, vehicle accidents, wildlife, falling trees and other reasons beyond our control.

It is always our main goal to restore power safely to the greatest number of members in the shortest time possible. Our staff spends valuable training time each year to educate and remind them of those safe working practices.

With any electric outage, our industry follows a pattern to restoring power. First, we clarify if there is power to the substation. Transmission towers and lines provide power from the power plant to one or more substations. Holmes-Wayne Electric has 17 substations that are provided power by either American Electric Power or FirstEnergy transmission lines. If either company experiences damage to its transmission in-

frastructure, we have no power coming to the substation. We communicate closely with our transmission supplier to get information on damage and estimated length of restoration. If a substation has a tie-line to another substation that still has power, we will use this option as a new power resource. This requires crews to work at both substations and the tie line to make the appropriate switch.

Second, if the substation still has power, field crews will begin troubleshooting main three-phase lines that come from the substation out to the service community. As problems are identified, crews will strategically isolate damage, make repairs and restore power.

Third stage is to patrol, isolate and repair individual tap lines. These are service lines that feed from the main three-phase line to single-phase service areas. Since three-phase lines feed electric from the substation to these taps, it is key for three-phase lines to be restored first.

Finally, there can be individual outages. These outages are the last to be restored because they impact usually one or two members. This usually consists of damage between the secondary service between your house and the transformer on the nearby pole. This can explain why you have no power when your neighbor does. That’s why we always advise members to contact the cooperative if you have a power outage. Never rely on your neighbors reporting the outage, because they may have power.

By our field crews working strategically through our electric distribution system, we can restore power in the safest and most efficient manner possible.

“Keeping the lights on” is more than a slogan, it is the mission of every Holmes-Wayne Electric Cooperative employee. Day or night, holidays and weekends and in any weather condition, our staff is dispatched as soon as the first outage call is received to restore power to you in a quick and safe manner.

Board of Trustees

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David Mann Randy Sprang Kenneth Conrad Kenneth Bower Bill Grassbaugh Barry Jolliff*

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Your *ELECTRIC BILL*

What is the monthly consumer charge?

Holmes-Wayne Electric Cooperative has invested in the infrastructure associated with the distribution of electricity to our member/owners. Such infrastructure investments include substations, poles, lines, transformers and metering equipment necessary to provide electrical service. These costs are incurred regardless of how much electricity each member consumes; therefore, Holmes-Wayne must recover a portion of such fixed costs independently of any consumption-based charges. The monthly consumer charge helps to cover such costs.

Holmes-Wayne Electric's current charge is \$16.65 per month. "The nine-member board of trustees and HWEC staff work diligently on behalf of our members to control both fixed costs

and electric rates. With each decision made at Holmes-Wayne Electric, consideration is given to the direct impact to our members," said Casey Wagner, HWEC accounting manager. "The average monthly charge among the Ohio rural cooperatives is over \$22. At this time, we are significantly lower compared to other rural electric cooperatives in the state."

With more than 2,200 miles of line and approximately 45,000 poles, maintaining infrastructure comes with a large price tag for the cooperative. Just one mile of single-phase infrastructure costs \$40,000 to build today. HWEC manages the quality of our infrastructure and reliability of our service to members by inspecting equipment on a regular basis. Those components not meeting indus-

try-specific standards are replaced. General maintenance due to accidents and storms will require infrastructure replacement and are expenses covered by both the monthly consumer charge and the kWh rate revenue.

Wagner also stated, "Our revenue is produced by two billing components: the monthly consumer charge and kWh charge, which is based on the amount of energy consumed by the member. Combined, those two components are utilized by the cooperative to cover the cost of purchasing the electricity from our generation supplier, to pay transmission of that energy to our substations and to fund the business operations of HWEC as an electric distribution utility."

Importance of reading your meter

Holmes-Wayne is a "self-read" meter reading system. To reduce operating costs, we do not employ meter readers. Each member is responsible for reading his/her meter and reporting monthly readings. You can submit meter readings at our e-bill website, www.hwecoop.com, or via phone. Both services are available 24 hours a day, every day of the year.

If you do not send a reading for two (2) consecutive months, we will read the meter and add a \$10 charge to your account. Also, those months that you do not read your meter and the cooperative does not send personnel out to read the meter, the computer billing software will estimate your consumption, which could be too high or too low, creating bills that are not true to your average consumption and your expected personal budget.

We encourage you to read your meter on or about the same day each month to avoid longer or shorter time periods, which will create significantly higher or lower bills based on your consumption period. The average HWEC residential member consumes 48 kWh a day. If you read your meter 10 days later than you had the previous month, that will impact your bill by approximately \$47 based on average residential consumption. Also, keep in mind that if your consumption is significantly higher in the winter and summer months for heating and cooling, this could have an even more dramatic impact on your bill.

Finally, checking your meter monthly lets you track spikes or dips in your electric use. Having that information at your fingertips allows you to make better energy choices, and nip potential unseen problems (such as a well pump that won't turn off) in the bud.

The majority of residential meters are analog meters. Analog meters act like clocks: current drawn from power lines into your home or business turns a set of gears inside the meter. The more power you draw, the faster the gears turn. To read an analog meter, write down the numbers shown on the dials from right to left.

Source: U.S. Department of Energy (EnergySavers.gov)

Save \$10

Green is for life!

Join us at the 4th annual OSU Wooster Campus Scarlet, Gray and Green Fair on Tuesday, April 19, from 11 a.m. to 7 p.m., and see what it means to say, "Green is for life!"

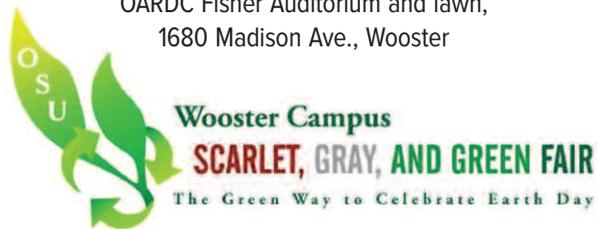
This exciting event is free to the public. It will showcase local foods, a recycling station, green exhibits, cooking demos, student contests and choral concerts.

Holmes-Wayne Electric Cooperative is a proud sponsor of the fair again this year and is looking forward to participating in this educational event. We again will have displays on green energy, energy-efficient light bulbs and an energy efficiency wall.

We hope to see you there! Further detailed information is available at www.wcsen.org/wcsggf or by calling 330-287-1263.

Gordon Gee, president of The Ohio State University, will be speaking at the opening ceremony.

This event is held at The Ohio State University, OARDC Fisher Auditorium and lawn, 1680 Madison Ave., Wooster



**Know what's below.
Call before you dig.**

As spring construction and tree planting projects begin, please remember to know what's below — call before you dig. Call 811 so that within 48 hours, utilities can mark where underground service lines are located to keep you safe!

Holmes-Wayne Electric Announcements

Annual meeting reminder

Mark your calendars for this year's annual members' meeting of the Holmes-Wayne Electric Cooperative, Inc. It will be **Thursday, June 30, at West Holmes High School**. Below are the candidates for the 2011 Trustee Election. Please note the trustee election information again will be mailed and processed by an independent third party. All members of the cooperative will receive ballots via the U.S. Postal system at the beginning of June. A complete Annual Report will be in the June edition of this publication.

District 4 - Kenneth Conrad (current)
William Muse
Carolyn Potts

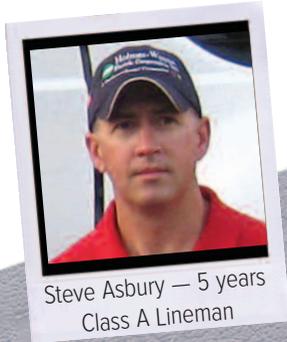
District 5 - Ronnie Schlegel (current)
James Figley
Mark Lytle

District 6 - Kenneth Bower (current)
Seth Andrews
Justin Starlin



Congratulations!

Holmes-Wayne Electric would like to recognize the following employees who recently celebrated a milestone in their career with the cooperative. Their service is greatly appreciated!



Steve Asbury — 5 years
Class A Lineman



Fred Combs — 5 years
Class A Lineman



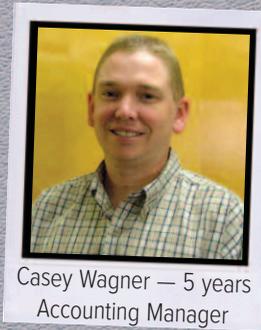
Josh Johnson — 5 years
Class A Lineman



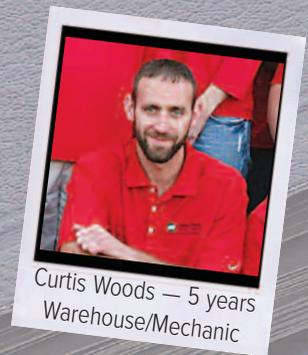
Steve James — 5 years
Class A Lineman



Darin Stefano — 5 years
Class A Lineman



Casey Wagner — 5 years
Accounting Manager



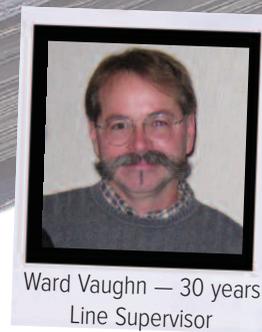
Curtis Woods — 5 years
Warehouse/Mechanic



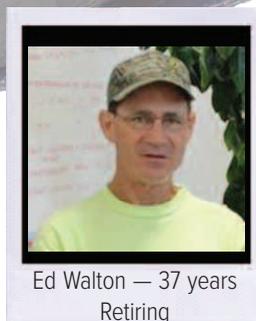
Larry Martin — 10 years
Board Trustee



Ken Conrad — 20 years
Board Trustee



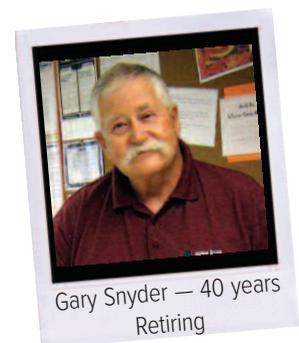
Ward Vaughn — 30 years
Line Supervisor



Ed Walton — 37 years
Retiring



Craig Duncan — 30 years
Operations Field Tech.



Gary Snyder — 40 years
Retiring