

Holmes-Wayne Electric Cooperative, Inc.



Spring in Ohio

*Glenn W. Miller
President/CEO*

AFTER A LONG, COLD WINTER, it is always refreshing to see the first signs of spring in Ohio. The first chirp of a robin, the farmer turning over the soil in preparation of planting, tulips and crocuses merging from the soon-to-be colorful flower beds and the warm sun touching your skin like medicine to the soul are signs the much anticipated spring season has arrived.

Many say the vibrant variety of seasons is one of many reasons why our community is so beautiful. As spring arrives, make sure you're prepared to handle storms that come with the changing season. Spring storms can bring high winds, heavy rain and lightning.

Lightning from thunderstorms kills more people each year than tornadoes and hurricanes, according to the American Red Cross. When you hear thunder, be sure to head inside. If you are outside and can't seek shelter indoors, avoid high ground, water, tall isolated trees and metal objects like bleachers or fences.

Be sure to assemble an emergency kit or check your kit if you already have designed one. You can refer to an emergency kit checklist and storm preparation tips under "electric outage planning" on the home page of our website, www.hwecoop.com.

While you are there, be sure to review the guide

to generator safety, food storage during a power outage and steps to restoring power.

HWEC also prepares for storms. Spring storms can have an impact on the electric infrastructure exposed to those elements. We continually monitor national and local weather reports so we are prepared for impending storms. This allows us to work on staffing for restoration efforts even before the storm hits. During major storm efforts, our customer service representatives operate in "storm mode," utilizing extra telephone lines, bringing in additional representatives to better serve our members. Our system allows you to speak with a "live" representative to provide updates regarding the restoration effort.

During power outages, always remember to stay away from downed power lines. Electricity could still be flowing through them. Report them to the cooperative immediately.

We can't prevent every electric outage, especially when strong storms damage our system. We do continue to work diligently throughout the year to create the most reliable electric system for you, the members.

On the following pages, you will find a variety of information on power restoration and preventive outage planning. We hope you take a few minutes to review, to help keep yourself safe and informed this spring. As your local electric cooperative, we strive to provide reliable and safe electric, no matter the season. ☺

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A Touchstone Energy® Cooperative 
The power of human connections®

Reliability

Everyone wants to be able to flip a light switch, turn on their television or pop some dinner in the microwave and always have power. At HWEC that is our goal as well — to never have power outages. Although we would love to guarantee that you will never have interrupted service, we know that weather, car accidents, animals and a variety of other factors can create unplanned outages. HWEC does guarantee that we work continuously to reduce the risk of outages and the length of outages.

Here are some of the tools and processes we have in place to provide service as reliably as possible.

Pole Inspection

HWEC has more than 40,000 poles. Poles are inspected on a 10-year cycle. Any pole that does not meet quality standards is identified for replacement.

Strategic Outage Management

All outages are recorded in our electronic outage management system. The date and time of the outage occurrence along

with the duration and reason for outage is collected. Any member/account who has more than three outages in a 12-month period is identified. Operations is notified of these targeted accounts and review and inspection of the service or service line section begins. Identified issues are repaired immediately to prevent future outages.

Line Inspection

HWEC staff inspects each substation distribution system every four years. This process is completed between

scheduled construction and maintenance. Line personnel visually inspect distribution lines to identify any potential issues that may cause future outages. By taking a proactive approach, HWEC reduces unnecessary outages.

Tree Trimming Program

EPA-approved vegetation control is completed on a four-year rotation. This program is completed by a third party and reviewed to meet contract agreed qualifications by our HWEC right-of-way supervisor.



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 27, at West Holmes High School**. Below are the candidates for the 2013 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 Service the beginning of June. A complete Annual Report will be in the June issue of this publication.

District 2 - Bill Grassbaugh (current) **District 8** - Barry Jolliff (current) **District 9** - Dave Mann (current)
Edwin Dye
Nathan Fritz
Mark Peeples
Titus Yoder
Roger Murray
Keith Patterson

HWEC Scholarship Winners

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Shana Strunk of Northwestern High School and Clint Gasser of Norwayne High School are the first-place winners of \$2,500 scholarships, in their respective divisions in the 2013 Holmes-Wayne Electric Cooperative scholarship competition.

Strunk and Gasser were part of a group of 47 students representing nine area high schools who competed for a total of \$12,000 in scholarships. Strunk is the daughter of Garland and Brenda Strunk of West Salem. She plans to major in nursing at Cleveland State University. Gasser is the son of Mark and Jill Gasser of Creston. He will be attending The Ohio State University majoring in animal sciences.

As winners of their respective divisions, Strunk and Gasser qualified to compete on April 8 for additional scholarships at a competition sponsored by Ohio Rural Electric Cooperatives, Inc., the statewide association for electric cooperatives. There, they will compete with students representing the 23 co-ops from across Ohio, for scholarships up to \$3,000.

Other winners were:

Rebakah Schonauer, second place, girls' division (\$2,000). Schonauer is the daughter of Jerry Schonauer and Mary Uhl of Killbuck. A senior at West Holmes High School, she will be majoring in agricultural, biological and food engineering at The Ohio State University.

Mark Gordon, second place, boys' division (\$2,000). Gordon is the son of Greg and Cheryl Gordon of Shreve. Gordon is a senior at Triway High School and will be majoring in engineering at either The Ohio State University, University of Cincinnati or Miami University.

Third-place winner in the girls' division (\$1,500) is Ellen Chapman a senior at Norwayne High School. She is the daughter of Angie Chapman and Bruce Chapman of Creston. Chapman will be studying either environmental sciences or computer science at Malone University.

DeVon Miller, a senior at Hiland High School, was the third-place winner (\$1,500) in the boys' division. He is the son of Myron and Wilma Miller of Dundee. Miller will major in accounting at either Malone University, Bluffton University, Kent State or University of Mount Union

A special thanks to our dedicated judges; Lucille Hastings, Melinda Eliot and Neel Summers.

Holmes-Wayne Electric Cooperative Scholarship Contest is offered annually to children of co-op members who are graduating high school seniors and reside in a home served by Holmes-Wayne Electric.



Shana Strunk
Northwestern
High School



Clint Gasser
Norwayne
High School



Rebakah Schonauer
West Holmes
High School



Mark Gordon
Triway
High School



Ellen Chapman
Norwayne
High School



Devon Miller
Hiland
High School

FAQ's during power restoration

What is my best source of information on the restoration effort?

We work hard to update the local news media on the overall progress of restoration efforts. We issue informational releases to the news media regarding restoration progress several times a day during major power outages. Listening to the radio, or checking Holmes-Wayne's website are the best ways for you to be informed of storm restoration progress. Be sure to have an emergency kit, equipped with a battery-operated radio and fresh batteries, so you're ready in case of a major power outage.

How does Holmes-Wayne decide which members to restore first?

HWEC works to restore power using the most efficient and safe manner possible. Our goal is to restore power to as many people as possible — as quickly as possible — while isolating individual outages for later restoration. Once substations are restored, large three-phase lines are next, then large single-phase lines and individual lines after that.

Why would Holmes-Wayne trucks pass by my house without repairing anything?

This can happen because work needs to be done at a nearby location before service can be restored to your residence or business. It also is essential that line crews patrol all lines before restoring power to prevent additional damage by not repairing all issues.

Why can my home be the only house on the road without power?

There could be several reasons including fuses or circuit breakers in your home could have tripped and

halted power. There also could be tree limbs that may have fallen on the line serving your home or fuses on the transformer that serves your home may have tripped or could be damaged.

Why would I lose electricity in only part of my house?

You could have tripped a circuit breaker, blown a fuse or have a broken connector or wire at one of the service leads to your house. Sometimes damage to these leads leaves only the 120-volt outlets (or some of them) working. In this case, larger appliances that need 240-volt service — such as water heaters, air conditioners and ovens — may be inoperable until repairs are made. It is safe to use the outlets you have available while you check with an electrician. However, if some of your lights are extremely bright or extremely dim, you should avoid using outlets con-

connected to these circuits to avoid potential damage to equipment. If there is a problem with a service leading to your home, Holmes-Wayne crews will repair the wires when they arrive to restore your individual service.

Why do I sometimes experience brief outages that call for resetting of appliances?

Usually, these outages occur when a protective device, called a recloser, detects interference on the line. If interference is detected, the line will de-energize briefly to determine if the problem is pro-

longed or only temporary. If the problem is temporary, the line will re-energize quickly. If the problem is prolonged, the line will de-energize. This protective equipment prevents permanent damage from occurring if the interference such as a tree remaining on the line and also prevents your power being out if the interference is temporarily like a limb touching the line as it falls to the ground.

Outage Watch



Ohio spring weather can often bring high winds and fierce lightning. Both factors can damage HWEC's electrical infrastructure. Have peace of mind knowing that our 24-hour toll-free outage hotline will take your outage calls any time of the day. Our dedicated staff will work diligently to restore your power as safely and quickly as possible. You can view outages by county and township at any time on our website. Just look for this image on the home page of our website.

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