



Critical connections *behind the power*



Glenn W. Miller
President/CEO

APRIL 11 IS NATIONAL LINEMAN Appreciation Day, so it is appropriate that we take a moment to recognize the people who often work in brutal weather conditions to ensure we all have safe and reliable power. In fact, linemen are often first responders during storms and other catastrophic events, working to make the scene safe for other public safety officers.

While linemen work in highly visible settings and are key to the

success of our organization, I also want to acknowledge many people behind the scenes who also play a key role in keeping the lights on.

It's critical for every HWEC staff member to know his or her role and perform it at an elite level. The operations and engineering department ensures that the electric distribution system is well-maintained. This team is responsible for planning ahead and continually monitoring existing equipment and resources. From managing a vegetation-control and tree-trimming program that reduces outages to staking lines for new business or rebuild. Their continued effort to plan and manage the needs currently and in the future allows for reliable service and the most cost-effective manner.

An equally important area of focus is safety. Working with electricity is an inherently dangerous task, and fostering a culture of safety for all workers is a major priority.

Member service representatives answer calls and questions about billing and energy use. They work with members to identify periods of high electricity use and discuss ways to save on the monthly bill.

A strong information technology department is critical to the backbone of any organization. From linemen's iPads and office personnel computers to the outage management system to our phone system, today's technology is used by every employee and member. The IT department keeps technology at our fingertips to provide the best service to our members in an efficient and safe standard.

Cooperative staff also work diligently on special projects for our members like the annual meeting, scholarship program, Cardinal Tour, Operation Round Up and community activities. This also includes communication to our members through these Holmes-Wayne Electric pages in *Country Living* and on our website and Facebook page.

The accounting and finance department is responsible for the financial well-being of Holmes-Wayne Electric. It includes billing, collections and overseeing loans. While we are a member-owned cooperative and operate differently than investor-owned utilities, we are still a business. As such, the accounting department ensures that revenue collected from the membership exceeds our expenses. Typical expenses include the money we pay for electric power, equipment, new technology, upgrades to the infrastructure,

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Business hours: 7:30 a.m.-4 p.m.

330-674-1055 (local) • 866-674-1055 (toll-free)

You can call 24 hours a day to report outages, submit meter readings and make payments.



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The power of human connections®





**August 26-28, 2016
Washington, D.C.**

Holmes-Wayne Community Honor Trip

Holmes-Wayne Community Honor Trip is an opportunity for WWII, Korean and Vietnam War veterans to visit the memorials in Washington, D.C., that honor their service. This honor trip is entirely funded by private donations from individuals and organizations.

Veterans will travel for free and guardians/caretakers for a reduced rate.

If you are interested in participating on this bus trip, please contact Holmes-Wayne at 866-674-1055 for an application.

If you are interested in making a donation to this worthy cause, please make checks payable to Shreve American Legion Post 67 and write "Honor Trip" in the memo line. **Mail checks to P.O. Box 112, Millersburg, OH 44654.**

This program is coordinated by the Shreve American Legion Forest Post 67 and Holmes-Wayne Electric Cooperative, Inc. Holmes-Wayne Honor Trip is a 501(c)(3) organization.



Shreve American Legion
Forest Post 67



Holmes-Wayne Electric Cooperative Inc.

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WE WANT to HEAR FROM YOU!

Your thoughts and opinions about the cooperative help us to serve you better.

In March, April and May, the cooperative will be working with NRECA Market Research Services to complete a member satisfaction survey. The surveys will be both by phone and e-mail, 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 and reliable electric service. By participating in the survey, you will help us make decisions that benefit you, your family and your neighbors.

Thank you!

All information is confidential.



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Critical connections

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employees and other expenditures.

The human resources department is responsible for all personnel associated with our co-op — recruiting, hiring, retirements, benefits and training. Continual learning and training for employees is crucial to having a skilled workforce that helps keep the co-op operating at its highest level.

Of course, beyond the staff is a nine-member board. It is the board's duty to make decisions that are in the best interest of the cooperative and all of its members. They ensure that HWEC continues to run with the established principles on which it was built, and they maintain its strategic direction of nonprofit operation and cost-of-service-based rates.

Many different people and departments work closely together to serve you because you, the member, are at the heart of everything we do. From volunteering at a local school's event to supporting new jobs and industry through our economic development efforts, we stand as a driving force in our community. The electricity we provide literally powers our communities. And it takes every person in the co-op to deliver on this promise. ☺

Dig safely this spring

As spring quickly arrives, so does the list of outdoor projects. From planting shrubs to building a fence, many HWEC members will start working outside over the next several months.

Remember that you need to call before you dig. A simple step of preparation can prevent serious injury or even save your life.

The 811 "Call Before You Dig" number is a free, national line that was created to help prevent people from coming into contact with underground utility lines during digging projects. When you call, 811 routes you to HWEC's locating service.

Even if you previously had utilities located by calling 811, it is best to call before every digging project. Underground utility lines can shift, and it is important to be certain of where they are.

So take the extra minute to call 811, so you can enjoy a successful outdoor project.



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



HWEC awards 6 scholarships to local students

HOLMES-WAYNE ELECTRIC COOPERATIVE, INC., has recently announced the winners of its annual college scholarship competition, held Feb. 23-24 at the cooperative's Millersburg office.

Natalie Molnar of West Holmes High School and **Aaron Cochran** of Wooster High School are the first-place winners of \$2,500 scholarships in the girls' and boys' divisions. Molnar and Cochran were among 41 students representing nine area high schools who competed for a total of \$12,000 in scholarships.

Molnar is the daughter of Mike and Carrie Molnar of Shreve. She plans to attend the Walsh University this fall, majoring in psychology. Cochran is the son of Parry and Susan Cochran of Wooster. He will attend The Ohio State University, participating in the University Exploration Honors program.

As winners of their respective divisions, Molnar and Cochran qualify to compete for additional scholarships at a competition sponsored by Ohio's Electric Cooperatives, HWEC's statewide service organization. There, they will compete with students representing 24 co-ops from across the state for scholarships up to \$3,400.

Other winners were:

Kirsten Imhoff, second place (\$2,000). Imhoff is the daughter of Ernest and Kathryn Imhoff of Wooster. A senior at Wooster High School, she will major in dietetics at Akron University.

Matthew Gardner, second place (\$2,000). Gardner is the son of Dennis and Pam Gardner of Big Prairie. He is a senior at West Holmes High School and will major in environment and natural resources at The Ohio State University Agriculture Technical Institute.

Alexandra Huston, third place (\$1,500). She is the daughter of Curtis and Shanda Huston of Warsaw. Huston will graduate from River View High School this spring and will major in business at the University of Mount Union.

Kyle Hinton, third place (\$1,500). He is the son of Scott and Jennifer Hinton and Tara Moyer. A senior at Northwestern High School, Hinton will attend the University of Akron, majoring in mechanical engineering and minoring in German.

Judges for the two-day competition were Melinda Eliot, Lucille Hastings and Dale Sidle.

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. ☺



*Natalie Molnar
West Holmes*



*Aaron Cochran
Wooster*



*Kirsten Imhoff
Wooster*



*Matthew Gardner
West Holmes*



*Alexandra Huston
River View*



*Kyle Hinton
Northwestern*