

Holmes-Wayne Electric Cooperative, Inc.

New Year Greetings



President's Report
Glenn Miller

Let me be one of the first to wish you a happy new year from the staff and board at Holmes-Wayne Electric Cooperative. We are excited to venture into another year of challenges and goals. This past fall your board of trustees and management team spent several hours touring HWEC infrastructure and reviewing key aspects of the organization as part of our annual strategic planning. Items discussed included decisions that impact your cooperative locally, and also planning for the volatile industry that we are experiencing. I would like to share what was accomplished in 2009 and what lies ahead for your cooperative in 2010.

In 2009, we saw a lot of questions and uncertainty in the electric industry. With a spotlight on global warming and legislation introduced around cap and trade, a vast amount of resources and energy have been directed toward education, communication and planning for what could be dramatic changes. As legislation continues to develop into the new year, we will continue our efforts.

Locally, we continued to develop the tools and resources available to you to provide the best customer service possible. We introduced a two cycle billing process in May as half the membership adjusted to a different billing period. This allowed for streamlining of processes as we grow as an organization.

In September, we extended our phone payment hours. You can now pay by phone 24 hours a day every day of the year. You can call and pay your bill at your own convenience by check, debit or MasterCard/Visa. Of course, we continue to offer the pay-online and automatic payment. As always you can simply mail your payment to us.

We also introduced a new bill design in November that now includes a chart of your past 13 months of consumption and other items to better manage your HWEC bill. We hope these tools, as well as our vast amount of tools on our Web site, assist you in reducing consumption and managing your bill. We make monthly updates to our Web site so be sure to visit often.

We continued our valuable tree trimming program. More than 383 miles of service lines were trimmed in 2009. This program continues to maintain a four year cycle and we have seen a dramatic decrease in tree-related outages. In 2010, we will trim approximately 405 miles in the West Salem, Golden Corners, Clear Creek and North Wayne substation territory.

We also grew slightly as a cooperative by adding more than 150 new services in 2009.

Of course a key factor to providing reliable service is a strong infrastructure. In 2009, we rebuilt 26 miles of line and plan for an additional 20 miles to be rebuilt in 2010.

Our engineering department is excited to venture into some remote programming and monitoring equipment at our substations. In 2009, we have been installing and programming equipment for five substations. An additional five to seven substations will be completed in 2010 with a goal of all substations having this capability by the end of 2011.

This equipment will allow for continuous remote monitoring of the substation as well as remote capability to adjust equipment as electric load requires. This new technology will

(Continued on page 20)

Board of Trustees

Ronnie Schlegel, Chairman Donald Buren, Vice Chairman Larry Martin, Secretary/Treasurer
David Mann Randy Sprang Kenneth Conrad Kenneth Bower Bill Grassbaugh Barry Jolliff

6060 St. Rte. 83; P.O. Box 112
Millersburg, OH 44654-0112

Business hours 7:30 a.m.–4 p.m.

www.hwecoop.com

24 Hour Toll-free Phone:

866-674-1055 or 888-264-2694

A Touchstone Energy® Cooperative 
The power of human connections®

President's Report

(—continued from page 19)

assist in avoiding costly equipment failures.

Additionally, HWECC staff has been working diligently on a new software implementation in 2010 called Mobile Work Force. This will allow communication between office staff and field personnel via computer. A variety of benefits will result, with instant information, limiting paper consumption and storage and the creation of additional efficiencies.

In 2009, our mapping department began a new project of global position mapping all infrastructure and equipment. This will allow for better

management of our 2,200 miles of line and the equipment that is located in the seven-county service territory and also appropriate billing to other utilities utilizing our infrastructure.

As you can see we have a lot of projects we are implementing and managing with an overall goal of providing elite service to you the member/owners of HWECC. We encourage you to communicate any suggestions or feedback on the new projects. As your cooperative, we are here to serve you. We are excited about the coming year and hope 2010 is a blessed year for you and your family.

Conservation Corner

A little effort can save a lot of money

No mistaking it: winter has arrived. Any drafts around doors and windows that went unnoticed during fall are now downright uncomfortable—and adding to your energy bills.

Weatherstripping offers a relatively quick fix for drafty doors. To determine if a door leading out of your house needs new weatherstripping look for daylight. If even a sliver of daylight remains visible between the door and its frame or the floor, add weatherstripping.

Next, shut the door or window on a piece of paper. If you can pull the paper out without tearing it, you're losing energy.

There are a variety of weatherstripping materials available, each good for fitting different types of door and window frames. Most are made of rubber, foam, metal, vinyl or a combination of materials. To determine the right item for the job, check the area: if any old, worn material has been previously installed, take a sample to your local hardware store or an expert such as a contractor. If no material exists as a guide, make detailed notes about the type of gap and how the door or window is installed—someone at the hardware store or your expert should be able to make a recommendation for you.

Once you have the proper materials for the job, consult any instructions that may be on the weather stripping package. Installation techniques range from simple to technical, depending on the type of material being used. If replacing old, worn weatherstripping, be sure to note how it was installed as you remove it.

Here are a few basic guidelines:

- Weatherstripping should be applied to clean, dry surfaces in temperatures above 20°F.
- Measure the area to be weather stripped twice before you cut anything.
- Apply weatherstripping snugly against both surfaces. The material should compress when the window or door is shut.

When weatherstripping doors:

- Choose the appropriate door sweeps and thresholds.
- Weatherstrip the entire door jamb.
- Apply one continuous strip along each side.
- Make sure the weatherstripping meets tightly at the corners.
- Use a thickness that causes the weatherstripping to tightly press between the door and the door jamb, without making it difficult to shut.

When weatherstripping windows:

- Apply weatherstripping between the sash and frame.
- The weatherstripping shouldn't interfere with the operation of the window.



Power outage planning!

There are many causes of power outages—wind, ice and snow, transmission lines, lightning, construction damage to underground lines, traffic accidents affecting power poles, equipment failure and more. With the dramatic weather we face in Ohio, are you prepared for a power outage? Please take advantage of our “Electric Outage Planning” program located on our Web site www.hwecoop.com. This section is packed full of valuable information on tips to prepare for an outage, the steps that are taken by Holmes-Wayne Electric to restore your power and answers to frequently asked questions.



Some customers prepare for the possibility of power outages by buying an electric generator as a standby system to keep lights and appliances running until service is restored. Follow these guidelines to make sure that your generator is working safely.

Follow all safety instructions provided by the manufacturer. The law requires that customers with a permanently installed or portable generator do not connect it to another power source, such as Holmes-Wayne Electric Cooperative’s power lines. If you own and operate a generator, you are responsible for making sure that electricity from your unit cannot backfeed, or flow into Holmes-Wayne power lines. For safety’s sake, be sure to use your generator correctly. If you do not, you risk damaging your property and endangering your life and the lives of Holmes-Wayne’s line workers who may be working on power lines some distance from your home.

Have a licensed electrician install stationary or stand-by emergency generators. Call an electrician to repair a generator; never attempt to repair it yourself.

NEVER operate the generator in enclosed or partially enclosed spaces, including homes, garages and basements. Generators very quickly produce high levels of carbon monoxide, a colorless, odorless, deadly gas. Operate your generator outside. Never operate it inside a building or garage.

Keep the generator dry. To protect it from moisture, operate on a dry surface under an open canopy-like structure. Also, remember to “exercise” your generator weekly so it will be ready to go when you need it.

Do not overload the generator. Your generator should be 20 percent larger than the total electric load you plan to connect and power up. Plug appliances directly into the generator, or use a heavy-duty outdoor-rated extension cord that is rated in watts or amps at least equal to the sum of the connected loads.

Never replenish fuel in a generator while it is running. Make sure fuel for your generator is stored safely, away from living areas, in properly labeled containers and away from fuel-burning appliances. And before refueling, always turn the generator off and let it cool down.

Never connect generators to your utility service through receptacles, outlets, breakers, fuses or meter boxes. Connecting a generator directly to your household wiring can be very hazardous since this can backfeed along the power lines and electrocute anyone coming in contact with them, including line workers making repairs. It is an absolute necessity that your generator, if it is connected to your home’s wiring through the circuit breaker or fuse box, be connected with a double-throw transfer switch. This is not just a good idea or suggestion—IT IS THE LAW.

Make sure your generator is properly grounded and turn off all appliances powered by your generator before shutting it down.

Plug appliances directly into an emergency or portable generator. This is the safest way to use a generator. We don’t recommend connection of a generator directly to a breaker panel, fuse box or meter box.

Obey all local, state and national electrical and fire codes.

Store gasoline in approved fuel containers and out of children’s reach and keep children away from generators. Have a fully charged, properly rated fire extinguisher (i.e., rated for electrical and gas fires) ready at all times.

If an electric generator system is improperly installed or operated, they can be deadly. People die needlessly every year in accidents that involve electric generators.

HIGH SCHOOL SENIORS

Are your parents members of Holmes-Wayne Electric Cooperative?

You could win a college, vocational or technical school scholarship totaling **\$4,755***

1. Applicants must be a son, daughter or legal ward of a Holmes-Wayne Electric Cooperative member living on the lines and receiving service at the time of the local and statewide competition.
2. All applications must be submitted (typed) on forms obtainable from your local high school guidance office, Holmes-Wayne Electric office or at www.hwecoop.com.
3. All applications must be submitted or post marked to Holmes-Wayne Electric Cooperative office by Feb. 12.
4. Applicants must have all basic credits for college or proper** vocational or technical school entrance. They must have a current career average of "B+" (3.5 on a 4-point scale) or better and must be accepted, then enrolled (when they receive the award), in the accredited college or proper** vocational or technical school of their choice.
5. Any applicant who has received a full-tuition scholarship to the school of his/her choice is not eligible for a scholarships.
6. All scholarships must be accepted in the first academic year after proof of enrollment is received.
7. Holmes-Wayne Electric Cooperative local first place winners in both the boys' and girls' divisions will be eligible to participate in the statewide competition.
8. Local winners will include both girls' and boys' divisions of \$2,000 first place, \$1,500 second place and \$1,000 third place

**For information contact:
Holmes-Wayne Electric Cooperative
Toll-free 866-674-1055**

**Proper vocational or technical schools must educate beyond high school and credits earned must be transferable to a state-accredited college.

*** Seven scholarships for both the boys and girls division will be awarded through statewide and amounts include local first place winning**

Second place:\$3,425*

Third place:\$2,650*

Fourth place:\$1,540

Fifth place:.....\$1,430

Sixth place:\$1,320

Seventh place:\$1,200

