

Holmes-Wayne Electric Cooperative, Inc.



Glenn W. Miller
President/CEO

Ice Storm 2011

Anyone in the electric utility industries cringes at the words “ice storm.” Ice creates havoc on electric distribution systems. Most members of Holmes-Wayne Electric are well aware of what ice can do after the devastating December 2004, January 2005 back-to-back ice storms.

This “Groundhog Day 2011 Ice Storm” created outages for about 5,900 members.

Much different than the last storm when 15,000, or 90 percent of our membership, were without power. We also had much more damage to the infrastructure with 110

broken poles in 2004/2005 while this storm broke only 10 poles.

Key factors that made this storm much different was the ice started forming in the early evening hours of Tuesday, Feb. 1. Trees and electric lines started to break with the weight of ice 1/2 -3/4 inch thick. Around 4 am, our community saw the temperature go above freezing which allowed the ice to begin to melt from power lines and trees. Had this not happened, we believe this storm would have been comparable to or worse than the 2004/2005 ice storm in which ice remained on the lines for several days causing continual damage to the HWEC infrastructure.

Another important factor was this storm was predicted. It allowed for us to begin preparation for a “worst-case scenario.” Our eight crews began restoration immediately and, within 12 hours of our first outage call, we had 19 additional line and tree trimming crews working to restore power for HWEC members.

Finally, we have learned a lot of lessons from the storm of 2004/2005. We were able to see the benefits of a right-of-way tree trimming and spraying programs that began in January 2004. More than a million dollars per year is spent on trimming and spraying rights-of-way to prevent outages. All substation service territory is trimmed every four years and the following year underbrush spraying is completed.

We also have invested more than \$20 million in replacing distribution infrastructure since January 2005 — new infrastructure that can withstand weather elements better. Also new tie lines allow us

to tie one substation to another. If the transmission supplier has an interruption of power to our substation, we can physically transfer that load to adjoining substations through tie lines to restore power in a more timely manner. This was the case when five of our substations were without power starting the evening of Feb. 1. We were able to use multiple tie lines to backfeed four substations.

We also have an outage management system that can predict the magnitude of outages much quicker. The system can predict a line section, main feeder or substation without power based on a certain percentage of calls received from the area. This allows for a quicker summary of the storm which escalates the time management of line personnel in the most efficient and effective manner. Also the outage management system is linked to our GIS mapping system so our dispatching center can at all times have a bird’s-eye view of the outages in our service territory. We distribute crews and equipment based on the quantity of outages in each substation area.

Finally all of our trucks have a vehicle tracking device. This allows dispatching to create a safe environment for all line personnel as they continue to reenergize lines. It also allows for utilization to the closest equipment and additional personnel if needed. This is essential in the later stage of restoration as individual outages remain throughout the service territory. Crews can be dispatched in a service order that allows for less time spent on the road traveling to locations of outages.

We also as an organization annually complete an emergency restoration exercise to review processes and procedures and how we will react to different scenarios.

All of these factors play an important part to the restoration process, but I think the most important aspect to Holmes-Wayne Electric Cooperative is the staff — a field staff which is willing to work in any weather conditions, an office staff which travels in level 3 road conditions to answer phones, dispatch and communicate to our members, a staff which is willing to work long hours and take on whatever job tasks or duties that need to be completed to restore the power to our community. As the CEO/president, I can guarantee your cooperative staff understands its role and responsibility of power restoration and responds with a heart and spirit like no other.

Board of Trustees

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2011 Trustee Election

The 2011 meeting of the Nominating Committee, appointed by the board of trustees, was held at the Holmes-Wayne Electric Cooperative office in Millersburg, on Monday, Feb. 7.

The Nominating Committee selected 10 members in order of qualification for each of the three districts (districts 4, 5 and 6) for the 2011 trustee elections. The current vice chairman of the board, Don Buren, will contact the list of potential candidates.

Any member from district 4, 5 and 6 may nominate a trustee candidate for the trustee election in writing by March 30. The candidate must live within the district up for election and all nominations must include 15 signatures of members in the district.

All nominations will be posted at the cooperative office according to the Holmes-Wayne Electric Code of Regulations.

The cooperative extends a special thanks to the appointed members for their willingness to work on the Nominating Committee.

Nominating Committee

District 1 - Matt Schneider

District 2 - James Ogi

District 3 - William McKee

District 4 - Wes Starker

District 5 - John Crone

District 6 - Craig Garrett

District 7 - Nate Johnson

District 8 - Gene Varns

District 9 - Dale Sidle

Holmes-Wayne Electric Announcements

\$5 Savings

As prices at the grocery store and gas pump go up, we are all watching our pennies. We can save you more than \$5 a year in postage by paying your bill on line, over the phone or automatic payment. Its easy, convenient and most of all saves you money on postage as well as checks.

Option 1 — Pay your bill on-line. Pay your bill when you want at your convenience. This option is available 24 hours a day via internet through our e-bill website at www.hwecoop.com. You create your own password and can pay from any computer with a check, debit or credit card. (Visa/MasterCard) You also can submit your monthly meter reading and view historical consumption to manage your electric bill to see how you can reduce your bill.

Option 2 — Automatic Payment. Quit worrying about due dates and remembering to pay your bill. Your bill can be automatically paid through your choice of banking account. You can complete the automatic payment form located on our website hwecoop.com. It doesn't get any easier than this!

Option 3 — Pay via phone. Give us a call and pay your bill and submit your meter reading over the phone. You can call any hour and day and we will take your check, debit or credit card (Visa or MasterCard) for payment.



Generator Safety

A flicker at first, perhaps another, then...darkness. It's a power outage. How long will it last? That's difficult to tell. Your co-op strives to get each and every outage repaired as quickly as possible, but sometimes, especially during heavy storms, repairs can take longer than we'd like.

Since the recent ice storms, some co-op members, especially those with all-electric homes or electric heating systems, may be pondering the purchase of a backup generator to keep their home's critical systems up and running during a power outage.

If that is the case, here are a few bits of information to consider before you head off to the hardware store:

It is an absolute necessity that your generator, if it is connected directly to your home's wiring through the circuit breaker box, be equipped with a "double-throw" transfer switch. This is not just a good idea, or a suggestion — it is the law.

In order to protect linemen from possible injury or death from "backfeeding" power going out onto the electric system, your generator must be isolated with a double-throw switch. Contact a licensed electrician to install the switch.

If you use only a portable generator, in order to keep a bare minimum of items plugged directly into it, follow the manufacturer's recommendations for grounding the generator. From our experiences with consumers, we know that this advice is rarely followed, but it is extremely important! Static electricity, for example, can build up on the generator itself, and provide a nasty shock to a person who touches an ungrounded generator.

Builders, remodelers and do-it-yourselfers should heed this advice as well, when using portable generators under normal circumstances.

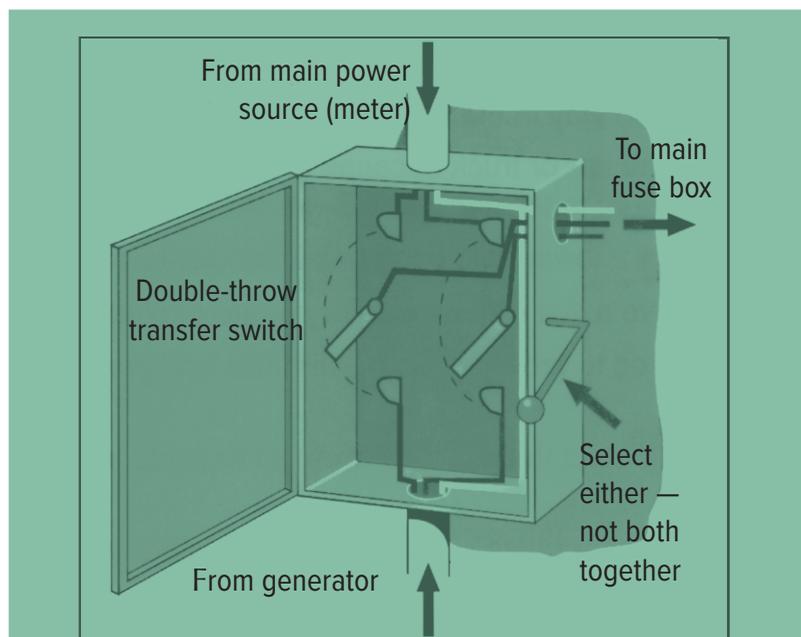
Your generator's capacity should be approximately 20 per-

cent larger than the actual "running" load size you need. In other words, once you determine how many watts of power you need to provide backup power to your home, add 20 percent. This is to account for the extra power some electric motors, etc. require when starting up. If you don't size the generator properly, you could damage your home's electric system and any appliances with electric motors that have attempted to start.

Once you determine what you consider to be the essential items needed during an outage, consider having circuits for those items wired to a "sub-breaker" box so those items can be connected directly to the generator's output. However, keep in mind that you may overload the generator if you have a number of

Do not rely on a backup generator to protect your home from long outages if you are away for an extended period of time — say, for example, if you are a "snowbird." If you leave your home during winter for longer than a normal vacation period of one to two weeks, you should seriously consider winterizing your home to ensure that it can withstand an extended outage. This means winterizing the plumbing system to avoid freezing damage, and emptying refrigerators and freezers (or at least consolidating everything into one refrigerator/freezer).

Although we strive to keep your power on 24 hours a day, seven days a week, no electric utility can guarantee that will be the case. Most often, outages are repaired within a matter of a few



A double-throw transfer switch for use with standby generators. Consult a licensed electrician to install a switch like this if you use a standby generator — it's the law!

electric motors all trying to start at once. It may be best to keep all the breakers in the sub-breaker box off except for lighting and heat. Breakers for refrigeration, a water heater and other appliances can be turned on one at a time or on an as-needed basis once the generator is up and running.

hours. If, however, you choose to use a backup or standby generator to see you through these times, we ask you to please review these tips and any manufacturer's recommendations to ensure your safety, the safety of utility workers and to avoid unnecessary property loss or damage.



Medical Awareness Certification

Is someone living in your home with a medical condition that requires electrical assistance? If so, you must notify Holmes-Wayne by completing the form below to be added or remain on our Medical Awareness list.

HWEC's Medical Awareness list is used to notify you of any planned outages for maintenance and repair as well as uncontrollable outages such as weather conditions or car accidents. During these "standard" outages, the member on the list is given first consideration

when your specific line is being restored.

Holmes-Wayne makes every effort to keep power flowing to every members home at all times. Because of factors beyond our control, it is always our recommendation that you create a backup plan in case of a power outage. This may be as simple as having a small generator or another location to relocate to if such a case would occur.

Medical Awareness Certification form must be completed on an annual basis.



Holmes-Wayne Electric Cooperative, Inc.
Medical Awareness Certification

If you or someone in your home is dependent on medical equipment operated by electricity, please provide the following information.

Name _____ Account Number _____

Address _____ Phone Number _____

_____ Cell Phone _____

We request the attending physician please complete and certify the following information.

Equipment in use _____

Physician's Signature _____ Date: _____

Return completed form in your next bill or to: Holmes-Wayne Electric Cooperative Inc.
Attn.: Medical Awareness List
PO Box 112; Millersburg, Ohio 44654
Fax: 330-674-1869



Energy Efficiency
Tip of the Month

By replacing your five most-used light bulbs with ENERGY STAR-qualified bulbs, you could save \$70 a year.

Source: U.S. Environmental Protection Agency