



MESSAGE FROM THE PRESIDENT/CEO

Storm preparedness

Our storm team requires a variety of staff, each with a diverse field of expertise, long before a major storm hits.

Strategic planning is critical to your cooperative weathering any storm. This includes a four-year work plan that evaluates the current infrastructure and member demand with future growth plans. Our current \$23 million plan is the guideline for future infrastructure development. By maintaining our power distribution system — just like maintenance you do on your car or home — we can greatly improve our members' reliability. Our engineering and accounting department work diligently to manage the work plan and make appropriate adjustments.

Also critical to our service is our vegetation management program. Tree-trimming and spraying reduces the growth of trees in our rights-of-way that otherwise would make contact and cause major damage to our system. Each substation territory is on a four-year trimming cycle.

Often not the visual center of our organization, but critical to the success of the cooperative, is our member services team. From the first day you become a member of the cooperative and receive power, the member services team is here to explain programs, provide valuable information to assist with reporting outages, and keep your contact data up to date. And during the storm, this team is committed to gathering critical information you provide regarding damage and downed lines or trees on our system. With over 2,300 miles of line, this knowledge greatly assists in the restoration process.

Additionally, our communications team utilizes a variety of avenues like Facebook, this monthly publication, and your monthly bill to educate you, the members, throughout the year. Education includes making sure you know the ways to report outages, storm preparation tips, and ways to stay safe during a power outage. During a storm, summary updates on the restoration process, reminders of power restoration steps, and shelter options or assistance is provided.

Our mapping and dispatch department maintains our digital maps year-round to have accurate detailed data for all staff to view from mobile devices and from the storm center dispatch room. Having all of the information available for all to see, including the location of each line crew, the details of our infrastructure equipment, and reported outage notes, allows for universal communication and the highest level of safety possible.

Annually, our leadership team completes an emergency disaster tabletop exercise to review current practices and preparations in place, from every aspect of the organization. Even before predicted major storms, HWEC supervisors work with staff to make sure all equipment, materials, and processes are in place. After the storm, we look at any ways we could improve processes, inventory replenishing, equipment clean-up, and preventive maintenance caused by the storm to prevent future potential outages.

Finally, we can't forget how you, the members, are a critical part of our storm team. You help us by preparing in advance when severe weather is predicted and by keeping your contact information up to date, which allows for reporting your outage quickly through caller ID verification. Or you may choose to download our mobile app, SmartHub, or register for our texting feature so you can report outages and damage immediately into our outage management system. During the storm, members assist by staying away from downed power lines, never removing debris that is near powerlines, and driving slowly near our working line crews. These are all critical parts to storm restoration.

Our entire staff works together, year-round, with the members as our partners, to bring back the lights in the safest and most efficient way. Thanks for being part of our storm team.



Glenn W. Miller
PRESIDENT/CEO



2021 OPERATION
 ROUND UP
 DISTRIBUTION
 SUMMARY

*The hearts of
 our members!*



Operation Round UP

Assist individual with medical condition – Loudonville	\$1,346
Adaptive Sports Program, sled hockey – Wooster	\$1,000
Assist family with beds for children – Wooster	\$1,686
Assist family with beds for children – Millersburg	\$574
National Alliance for Mental Illness – Wayne and Holmes counties	\$500
YMCA, after-school program – Wooster	\$1,000
Camp fees for children with disabilities – Wooster	\$500
Millersburg Food Run, support local food pantry	\$350
OneEighty, assist with addiction treatment programs	\$500
United Way of Holmes and Wayne counties – Dolly Parton’s Imagination Library	\$500
Assist individual with home needs for medical condition – West Salem	\$1,144
Assist family with bed for child – Big Prairie	\$340
Pomerene Health Auxiliary	\$1,000
Pomerene Health Foundation	\$500
Holmesville United Methodist Church, Martha’s Cupboard Food Pantry	\$500
Holmes County Home and Senior Center, processing of donated fair animals	\$2,500
Ashland/Wayne Young Ag Professionals, holiday toy drive	\$250
American Red Cross, Festival of Trees fundraiser	\$1,500
CampOhio youth 4-H camp	\$200
Farmers and Hunters Feeding the Hungry – Coshocton, processing for donated deer	\$500
The Lord’s Pantry, toy drive – West Salem	\$1,000
Wayne County Agencies, processing of donated fair animals	\$2,371
Holmes County Farm Bureau, Harvest for Hunger	\$1,000
West Holmes Middle School, Shop with a Teacher	\$250
Share-A-Christmas – Holmes County	\$1,000

OVER 7,200 HWEC MEMBERS ROUND THEIR BILL EVERY MONTH.

THANK YOU FOR YOUR CONTINUED COMMITMENT

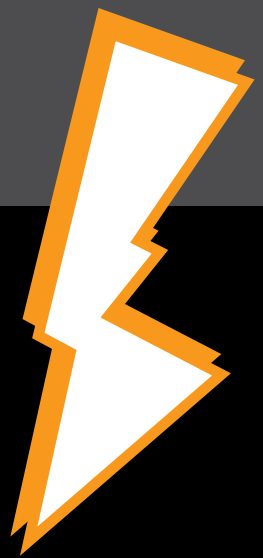
ESTABLISHED IN 2006, OVER \$800,000 DISTRIBUTED BACK TO OUR COMMUNITY

YOUR PENNIES, NICKELS AND DIMES EACH MONTH ARE CHANGING LIVES!

West Salem Outreach and Food Pantry	\$1,000
Light House Love Center – Holmes County	\$1,000
Salvation Army – Wayne County	\$1,000
Salvation Army – Holmes County	\$1,000
Town and Country Fire and Rescue – West Salem Toy Drive	\$1,000
Christian Children’s Home – Wooster	\$1,000
Meals and More – West Salem	\$1,000
Meals on Wheels – Holmes County Senior Center	\$1,000
OneEighty, domestic violence, substance abuse, and mental health services – Holmes County	\$1,000
OneEighty, domestic violence, substance abuse, and mental health services – Wayne County	\$1,000
American Red Cross	\$1,000
Hospice – Holmes and Wayne County	\$1,000
Viola Startzman Health Clinic – Wooster	\$1,000
Church of God , food pantry – Millersburg	\$1,000
Meals Together, Wooster Methodist Church – Wooster	\$1,000
Glenmont Food Pantry	\$1,000
Shreve United Methodist Church, food pantry	\$1,000
Mohican Area Community Fund	\$250
Goodwill Industries of Wayne and Holmes Counties, Inc.	\$1,000
The Lord’s Pantry – West Salem	\$1,000
New Leaf Center, clinic for special needs children – Mount Eaton	\$1,000
Apple Creek United Methodist Church Food Pantry and Christmas Outreach	\$1,000
Nick Amster Workshop – Wayne County	\$1,000
Hillsdale CARES food drive	\$500
People to People Ministries	\$1,000
Total	\$45,761



The Power of Education



Anabelle Thompson



Julia Westover



Mason Mossor

HWEC is proud to announce our Power Student winners! Education helps shape the leaders of tomorrow. That's why Holmes-Wayne Electric Cooperative is recognizing students for their hard work and dedication to education. These students had a minimum of three As on their most recent report card and were the lucky winners of our drawing for \$30 gift cards.

Anabelle Thompson, daughter of Jason and Charity Thompson of Holmesville, is an 8th grade student at

Waynedale Schools. Julie Westover, daughter of Nick and Karen Westover of Wooster, is a 6th grader at Triway Schools. Mason Mossor, son of Jerod and Sam Mossor of Millersburg, is a 6th grader at West Holmes Schools.

Help us recognize your power student! If you live on Holmes-Wayne Electric Cooperative lines and have a student in grades 6–8 with a minimum of three As on their most recent report card, submit their report card for the next drawing on April 10!



Holmes-Wayne
Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 

CONTACT

866-674-1055 (toll-free)

www.hwecoop.com

OFFICE

6060 St. Rte. 83

P.O. Box 112

Millersburg, OH 44654-0112

This institution is an equal opportunity provider and employer.

BOARD OF TRUSTEES

Randy Sprang
Chairman

Dave Mann
Vice Chairman

Barry Jolliff
Secretary/Treasurer

Jonathan Berger
Bill Grassbaugh
Jackie McKee
Ronnie Schlegel
David Tegtmeier
Chris Young
Trustees

Glenn W. Miller
President/CEO

SMARTHUB

Report an outage, submit a meter reading, and pay your bill all through our mobile SmartHub application.

Available for both Android and Apple devices



CALL US 24/7

Report outages, submit meter readings, and make payments

Text an outage to 55050 with the word "outage."

[Facebook.com/holmeswayneelectriccoop](https://www.facebook.com/holmeswayneelectriccoop)