

# Holmes-Wayne Electric Cooperative, Inc.



## Your cooperative...looking out for you



*Glenn W. Miller  
President/CEO*

We all continue to face a challenging economy with increases at the gas pump, grocery store and almost every direction you look. It often seems like no one is looking out for you.

Holmes-Wayne Electric is different! You can count on your rural electric cooperative to always be working in your best interest.

Many members of HWEC often forget that they are an owner of their electric company. Unlike for-profit companies, we are a not-for-profit company that sells electric to you at the lowest possible price. Our process is simple. The expenses of providing reliable electric service to all members is deducted from the revenue we receive and the remaining income or margin is returned to all members. This return of margins is called capital credits. If at any time you would like to know the balance of your capital credits, feel free to contact the office.

Additionally, because our members are the owners, every decision we make is based on how it benefits and/or impacts the members of HWEC. We have a continuous

improvement culture that looks at ways to find efficiencies, to improve service and/or add benefit to the members.

In the last six years, efficiencies have reduced our staffing needs from 42 to 36 employees. Efficiencies including two-cycle billing, on-line bill payment, electronic outage management system with website view for members and daily process improvements are a handful of the many changes we have made to improve the operating efficiency and effectiveness of your cooperative. These changes have reduced personnel hours by 9.5 percent.

We have introduced an assertive tree trimming program and line replacement initiative that has increased our reliability and reduced electric line loss. These programs have resulted in a reduction of 61,673 truck miles during the last five years, or 18.6 percent reduction in miles. Both of these programs save you, the cooperative owners, \$500,000 per year.

These changes and many more are why you know that your rural electric cooperative is looking out for you! If at any time you have a question regarding our policies and practices or have a suggestion on how to improve your cooperative, I encourage you to contact us. We are here to serve you!

### **Board of Trustees**

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

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

**[www.hwecoop.com](http://www.hwecoop.com)**

**24 Hour Toll-free Phone:**

**866-674-1055 or 888-264-2694**

A Touchstone Energy® Cooperative  
The power of human connections®



# 2012 Scholarship Winners

## Moore & Boros



Savannah  
Moore



Jacob  
Boros



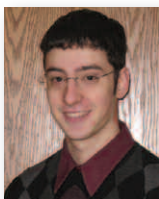
Hannah  
Lyons



Lance  
Reidenbach



Emily  
Ditmars



Kirk  
Hendrick

Savannah Moore of Northwestern High School and Jacob Boros of Seton Home Study School and West Holmes High School are the first-place winners of \$2,500 scholarships, in their respective divisions, in the 2012 Holmes-Wayne Electric Cooperative scholarship competition.

Moore and Boros were part of a group of 66 students representing nine area high schools who competed for a total of \$12,000 in scholarships. Moore is the daughter of Mike and Vicki Moore of Burbank. She plans to major in criminal justice and psychology at Baldwin-Wallace College. Boros is the son of John and Jennifer Boros of Big Prairie. He will be attending either Franciscan University of Steubenville or Saint Vincent College majoring in mathematics and history.

As winners of their respective divisions, Moore and Boros qualify to compete on April 9 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 all 24 Co-ops from across the state, for scholarships up to \$2,900 in the Columbus event.

Other scholarship winners were:

Hannah Lyons, second place, Girls' Division (\$2,000). Lyons is the daughter of Christine Lyons of Shreve. A senior at Triway High School, she will major in pharmacy at either Ohio Northern University or Cedarville University.

Lance Reidenbach, second place, Boys' Division (\$2,000). Reidenbach is the son of Jeff and Melissa Reidenbach of Holmesville. Reidenbach is a senior at Waynedale High School, and will be majoring in chemistry/pre-med at The Ohio State University.

Third-place winner in the Girls' Division (\$1,500) is Emily Ditmars a senior at West Holmes High School. She is the daughter of Mike and Steph Ditmars of Millersburg. Ditmars will be studying social and behavioral sciences at The Ohio State University.

Kirk Hendrick, a senior at West Holmes High School, was the third-place winner (\$1,500) in the Boys' Division. He is the son of Bruce and Donna Hendrick of Shreve. Hendrick will major in computer science at Cornell University.

A special thanks to judges for their time and dedication. Judges for the three-day competition were 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.

# Reliability

Everyone wants to be able to flip a light switch, turn on their television or pop some dinner in the microwave and there always be 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 a power outage, 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 as reliable service 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. In a 10-year period, 1,083 poles were identified for replacement.

## *Strategic Outage Management*

All outages are recorded in our electronic outage management system. Date and time

of outage occurrence with 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 a review and inspection of the service or service line section begins. Any issues identified are repaired immediately to prevent future outages.

## *Line Inspection*

HWEC staff inspects each substation distribution system every four years. This process is com-

pleted 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 years annual members meeting of the Holmes-Wayne Electric Cooperative, Inc. It will be **Thursday, June 28, at West Holmes High School**. Below are the candidates for the 2012 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 system the beginning of June. A complete annual report will be in the June edition of this publication.

**District 1** - Randy Sprang (current)  
Matt Johnson  
Mike Palmer

**District 3** - Richard Berry  
Jackie McKee  
Fred Weekley

**District 7** - Don Buren (current)  
Dave Tegtmeier  
William Gallagher

# Congratulations Congratulations

*Holmes-Wayne Electric would like to recognize the following employees and board member who recently celebrated a milestone in their careers with HWEC. Their service is greatly appreciated!*



**Lisa Baker**  
*Billing Supervisor*  
20 years



**Dave Mann**  
*Trustee*  
10 years



**Michael Maurer**  
*Class A Lineman*  
10 years



**John Porter**  
*VP Eng./Operations*  
20 years



**Albert Schonauer**  
*Class A Lineman*  
30 years



**Brian Spencer**  
*Systems Engineer*  
5 years



**Karen Tish**  
*Plant Accountant*  
10 years

## Outage Watch

Ohio spring weather can often bring high winds and fierce lightning. Both factors can damage HWEC's electric 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.



**866-674-1055**  
[www.hwecoop.com](http://www.hwecoop.com)



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

As spring construction and tree planting projects begin, please remember to "know what's below." Call before you dig. Call 811 so within 48 hours utilities can mark where underground service lines are located to keep you safe!