



MESSAGE FROM THE PRESIDENT

THE POWER BEHIND YOUR POWER

Lineworker Appreciation Day — April 9, 2018

As April arrives, it brings showers that produce spring flowers. It also heralds the beginning of a potentially stormy season that can inherently include power outages. While Holmes-Wayne Electric Cooperative strives to provide reliable electricity to our members, there are times when Mother Nature has other plans. Most of us can ride out a storm from the comfort and convenience of our homes. However, there is a group of professionals that spring into action when the weather takes a turn for the worst — co-op lineworkers.

One of the most hazardous jobs

Braving stormy weather and other challenging conditions, lineworkers often must climb 40 or more feet in the air, carrying heavy equipment to restore power. Listed as one of the most dangerous jobs in the U.S., lineworkers must perform detailed tasks next to high-voltage power lines. To help keep them safe, lineworkers wear specialized protective clothing and equipment at all times when on the job. This includes special fire-resistant clothing that will self-extinguish, limiting potential injuries from burns and sparks. Insulated and rubber gloves are worn in tandem to protect them from electrical shock.

In addition to the highly visible tasks lineworkers perform, their job today goes far beyond climbing to the top of a pole to repair a wire. They are also information

experts who must have the knowledge and understanding of the entire distribution system. Line crews use their laptops and cell phones to map outages, take pictures of the work they have done, and troubleshoot problems. In our community, our HWEC lineworkers are responsible for keeping over 2,200 miles of lines across eight counties working to bring power to your home and our local community 24/7, regardless of the weather, holidays, or personal considerations.

While some of the tools that lineworkers use have changed over the years, namely the use of technology, the dedication to the job has not. At its essence, it is inherently dangerous, requiring them to work near high-voltage lines in the worst of conditions.

Express your gratitude

While April is known for spring showers, there is also a day set aside to “thank a lineworker.” Lineworker Appreciation Day is April 9. So during the month of April, if you see a lineworker, please pause to say thank you to the power behind your power. Let them know you appreciate the hard work they do to keep the lights on.



Glenn W. Miller
President/CEO





UPDATE

Medical Awareness Certification form



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

The HVEC Medical Awareness list is used to notify you of any planned outages for maintenance and repair, as well as uncontrollable outages from 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.

HVEC makes every effort to keep power flowing to every member's 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 available or the ability to relocate if such a situation were to occur.

The 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 _____

_____ Cellphone _____

We request that 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
 P.O. Box 112; Millersburg, Ohio 44654
 Fax: 330-674-1869
 E-mail: newmember@hwecoop.com



Holmes-Wayne Electric ANNOUNCEMENTS

Your phone number helps us to keep you informed

HVEC works hard to provide reliable service to all of our members, so there are times when the cooperative must create a temporary planned outage for upgrades and other maintenance. In order to contact members to alert them to such occasions, it is important for all cooperative members to maintain an active and correct phone number.

If you do not have a correct phone number on file, call toll-free at 866-674-1055 to update your account.



HWEC's coordination of veteran honor trip wins national Cooperative Purpose Award

Holmes-Wayne Electric Cooperative has been recognized with the Cooperative Purpose Award at the National Rural Electric Cooperative Association's (NRECA) 2018 annual meeting. Holmes-Wayne Electric Cooperative was recognized for their coordination of the veterans' honor trip for local veterans living in the Ashland, Holmes, and Wayne county area.

NRECA is the national service organization that represents the nation's more than 900 not-for-profit, consumer-owned electric cooperatives, which provide service to 42 million people in 47 states. The national award recognizes cooperatives for meaningful contributions to the community and for exemplifying the purpose of cooperatives.

"By engaging their local community and giving back to our nation's veterans, this co-op clearly demonstrated concern for community, a core principle of the cooperative business model," said NRECA President Phil Carson. "I applaud Holmes-Wayne for the determination to honor our nation's veterans and inspire their communities to give back."

Participants in the honor trip included veterans from World War II, the Korean War, and the Vietnam War.

Holmes-Wayne Electric Cooperative, along with the Shreve American Legion Post 67 and Rolling Thunder – Chapter 2, coordinated a three-day bus trip from Ohio to Washington, D.C., for 48 local veterans and their guardians over the past two years. The honor



(Left to right) Robyn Tate, Human Resources & Community Relations Director; Glenn Miller, President/CEO; Shay Lynch, Administration Coordinator; Dave Mann, Board Trustee; Jackie McKee, Board Trustee; and Bill Grassbaugh, Board Trustee.

trip is an opportunity for the local veterans to see the memorials built in their honor and return home to a community parade in Shreve, Ohio. To finance the trips, more than \$67,000 in funds were raised through employee payroll deductions, potluck meals during monthly safety meetings, cookbook and flag sales, individual and business donations, and

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Touchstone Energy® grants from Buckeye Power, HWEC's generation power supplier.

More than 6,000 representatives from electric co-ops across the nation

attended NRECA's annual meeting, which ran Feb. 25 to 28 in Nashville, Tennessee, and set the NRECA's organizational and legislative agenda for 2018. Co-op representatives also heard from NRECA officials, key public figures, and business experts about issues affecting electric cooperatives and their consumer members.



FYI



Use HWEC's online outage map

in case of spring storms

No one wants to experience a power outage, but the storms of spring and summer can often bring high winds and lightning that cause outages. As always, we strive to provide the best service possible to our members, which includes restoring power as quickly and safely as possible and providing timely information about the outage.

If you experience a power outage, you can report it via our mobile app, SmartHub. You also can call us toll free at 866-674-1055.

HWEC also now provides additional information on its online outage map at www.hwecoop.com. Members can view any outage that occurred over the past three days. The map will not only show the number of accounts out of power, but also the number of calls we received. Find the link on the home page of our website next to the lightning icon (at right).



Dig safely this spring

As spring arrives, so does the list of outdoor projects. Whether you're planting shrubs or building a fence, remember that you need to call before you dig. A simple call 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; it is important to be certain of where they are.



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



Holmes-Wayne
Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 

CONTACT

866-674-1055 (toll-free)
www.hwecoop.com

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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



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