



# HOLMES-WAYNE ELECTRIC COOPERATIVE LOCAL PAGES



ANNUAL MEETING

## STAR-SPANGLED SERVICE



### 2017 Annual Meeting of Members





## UPDATE FROM 2017 ANNUAL MEETING

### President's report



Glenn W. Miller  
President/CEO

**G**ood evening everyone. I appreciate so many members attending tonight. First, I would like to report that we continue to invest in your system to provide increased reliability. These investments include line rebuilding, substation testing, pole replacements, and other equipment replacements and upgrades.

Tree limbs on the power lines continue to be the number one source of power outages. Thirteen years ago, we began a strategic tree trimming and vegetation control program to help reduce outages. This year, in our four-year cycle program, we will trim another 404 miles in Hefferline, Moreland, Alpine, Trail, and Sugarcreek substation areas. This work is contracted annually, with Davey Tree Service being the contractor this year. A few years ago, we added an ash tree removal program to be proactive in taking down trees that have been affected by the Emerald Ash Borer.

**We continue to add new services. In 2016, we added 195 new services, bringing the total number of services at year's end to 18,412. Again, this year we have seen a lot of growth in our commercial load. Your cooperative has a very good mix of commercial and residential members. Our revenues are about 55 percent residential and 45 percent commercial. This growth and load mix enables us to keep our rates low.**

As you may know, we have a mobile app called SmartHub to pay your bill, report outages, and submit meter readings. SmartHub can be used on your smartphone or iPad. Last year, we introduced a new feature allowing you to schedule your payments in advance.

Your cooperative continues to prosper in the area of community service. Last year, we sponsored and coordinated the first local Honor Trip. Veterans from our local community enjoyed an all-expenses-paid trip to Washington, D.C. This project was so well received that we are doing another Honor Trip this year. This trip, coordinated with the Shreve American Legion, will happen in August and will be reported through *Ohio Cooperative Living* magazine and our Facebook page. A big thanks to everyone in making this such a success.

Our staff participates in other community activities including parades, answering phones for the Share-A-Christmas program, Touch-A-Truck Day in Wayne County, Reality Days in local schools, parades, and concessions stands at local ballgames — just to name a few.

We continue to be active in promoting energy efficiency

and safety by visiting local schools, safety fairs, and talking with youth in 4-H and Scout troops. **We consider safety education not just an internal organizational commitment of our staff, but also a commitment to our local community.**

We have, I feel, the best staff you will find in our industry. They are hardworking and dedicated in providing your electric service and being good members of our community.

Your cooperative is a vital part of our local tax base. In 2016, we paid \$1,447,000 in kilowatt-hour tax to the state of Ohio and \$1,064,000 in property taxes that benefit 12 school districts, as well as local governments.

**Overall, Holmes-Wayne has one of the lowest electric service rates in the state out of 25 cooperatives.** This fact, along with our level of service and increased reliability, gives you the balanced value you deserve.

A recent survey of you, our members, reflected just that. I am extremely proud to report Holmes-Wayne scored an 88 in the American Consumer Satisfaction Survey. We can only accomplish this because of the quality of our staff and the fact that we continue to focus on technology advances that create efficiencies and cost savings. This gives our personnel up-to-date information and streamlines our work processes greatly — in return, reducing costs to you.

In the past decade, the cost to generate your power has doubled, mostly because of EPA-imposed regulations on your generation facility, Buckeye Power. The good news is Buckeye Power has complied with all the major current regulations, so those costs are currently in your wholesale power costs. **Cardinal Power Plant, where you receive the majority of your power, now is one of the cleanest coal-fired plants in the country.**

**We are very active in the legislative process and are starting to see some movement in the EPA actually wanting the energy industry's input. We certainly support clean air and water, but we must be reasonable to consider the economic impact on electric rates and jobs.**

In closing, I hope you have found all the investments and efforts this past year added value to your electrical service. It is our continued goal to provide you with clean, safe, reliable electricity with member service excellence. Thanks again for attending; I truly hope you enjoyed the evening.



## UPDATE FROM 2017 ANNUAL MEETING

### Board chairman's report

**G**ood evening! On behalf of your nine-member board, I would like to express appreciation for your continued interest in your local electric cooperative. As you may have already noticed, the theme for this year's annual meeting is "Star-Spangled Service." We would like to ask all our veterans who have served this country to stand.

We hope you had an opportunity to visit the health and information fair provided earlier this evening. Our goal was to show the many community programs that are available. Thank you to all members, our staff, and the board who contribute and participate in community events throughout the year.

One event we are particularly proud of is the Honor Trip. This three-day bus trip takes our local veterans to Washington, D.C., to visit the monuments. This August will mark the second year for this program, which is funded through employee payroll donation, potluck safety meals, board donations, and community donations. It is an honor and privilege to be involved in Honor Trip.

Our role as the board goes beyond the local community. We continue to focus efforts on federal and state legislative communication. All nine board members contribute to the Action Committee for Rural Electrification (ACRE®).

ACRE supports congressional candidates, regardless of party association, who share public policy goals that are consistent with the mission of member-owned electric cooperatives. Half of ACRE contributions are returned to statewide associations for use in state elections to express our concerns regarding proposed energy and environmental policies and the devastating impact this would have on our members. Maintaining a strong grassroots presence in the political process is vital to our long-term success — and other cooperatives nationwide.

You, a member-owner, also have the opportunity to let your Congress members know you are concerned about maintaining affordable electricity by joining Co-op Owners for Political Action®, which tells your state and federal elected officials that you are committed to promoting policies that will secure the future of our electric cooperative and our community.

If you have not signed up for Co-op Owners, I want to emphasize the importance of this program. Now

more than ever, we must protect ourselves. If you were unable to sign up this evening, please talk to one of our board members after the meeting or call the cooperative office. I want to personally thank the 357 HWEC members who have already joined.

Efforts by all of us allow your cooperative to remain financially stable. The annual report provided to you this evening displays our commitment as a board toward investing your dollars in the best manner for your cooperative. **Just this month, \$1,144,557.95 of capital patronage credits was returned to HWEC members. This is a retirement for members living on Holmes-Wayne Electric lines in 1996 and 1997. That's over a million dollars returned to our local community economy.**

Another way we give back to our community is through our annual scholarship program. **In 2017, the board increased the scholarship amount distributed to local high school seniors. This year, \$15,000 was provided to 10 local students.**

We also offer our annual tour of the Cardinal Power Plant. This one-day event allows members to tour our generation facility, located in Brilliant, Ohio, to show you how your power is generated 24/7 for only a few dollars a day.

In closing, I wanted to share the results from the annual American Customer Satisfaction Index survey. **We received a score of 88 from those members who participated, which is an increase from last year's score of 87.** Thank you for your feedback.

We also want to communicate that as a board and staff, we are committed to continual improvement. We understand that no organization can become stagnant. HWEC is always improving processes, programs, and technology to provide the best service possible.

We also know that our organization's greatest asset is the staff. We want to express our appreciation for their dedication and hard work. Their jobs are not Monday-through-Friday jobs. Many sacrifices are made so you, the members, have reliable power with exceptional service.

We look forward to the road ahead. Thank you!



Randy Sprang  
Board Chairman



# HOLMES-WAYNE ELECTRIC COOPERATIVE LOCAL PAGES



## 2017 ANNUAL MEETING AT A GLANCE

**M**ore than 600 members and guests attended this year's Annual Meeting of Holmes-Wayne Electric Cooperative on June 29 at West Holmes High School in Millersburg.

Members re-elected Kenneth Conrad of District 4 (Berlin, Clark, Mechanic, and Salt Creek townships in Holmes County), Jonathan Berger of District 6 (Chester and Plain townships in Wayne County), and Ronnie Schlegel of District 5 (Hardy, Monroe, and Prairie townships in Holmes County) to the board of trustees.

President and CEO Glenn Miller opened his report by updating members on system investments that continue increasing reliability of service — line rebuilding, substation testing, pole replacements, and other upgrades.

New services are continually being added, Miller said, pointing out that the co-op's mix of growing commercial and residential members remains "very good." This allows HWEC to have one of the lowest electric rates in Ohio.

In 2016, the co-op's Operation Round Up program distributed more than \$56,137 to local individuals and organizations in need, Miller said. Since the program's inception in 2006, over a half million dollars has been donated.

Last year, HWEC sponsored and coordinated an Honor Trip with the Shreve American Legion, funding all-expenses-paid trips to Washington, D.C., for 24 local veterans to see memorials built in their honor. Miller confirmed that the trip would again happen in August.

HWEC increased its score to 88 in the American Customer Satisfaction Index survey, as compared to Ohio investor-

owned utilities' average score of 75. Miller credited this accomplishment to HWEC's high-quality staff and technological advances.

Also at the meeting, Human Resources and Community Relations Director Robyn Tate recognized Holmes-Wayne Electric's 2017 scholarship recipients, highlighting the co-op's decision to increase funding last year to \$15,000.

Pat O'Loughlin, president and CEO of Ohio's Electric Cooperatives, HWEC's power supplier and statewide association, summarized some of the biggest changes affecting Ohio electric cooperatives: cleaner power production, improved reliability, an expanded lineworker training program, a newly redesigned and renamed member magazine — *Ohio Cooperative Living*, and the need to advocate for common sense solutions to energy issues.

Randy Sprang, board chairman, emphasized the importance of ACRE Co-op Owners for Political Action, the political action committee (PAC) for cooperative members to ensure their voice and need for affordable electricity are heard by lawmakers. Sprang also reported that just this month, more than \$1,144,557 in patronage capital was returned to HWEC members.

Door prizes were handed out after the meeting.

## Your re-elected trustees:



**Kenneth Conrad**  
District 4



**Ronnie Schlegel**  
District 5



**Jonathan Berger**  
District 6



**Holmes-Wayne  
Electric Cooperative, Inc.**

A Touchstone Energy Cooperative 

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### BOARD OF TRUSTEES

**Randy Sprang**  
Chairman

**Dave Mann**  
Vice Chairman

**Barry Jolliff**  
Secretary/Treasurer

**Jonathan Berger**  
**Kenneth Conrad**  
**Bill Grassbaugh**  
**Jackie McKee**  
**Ronnie Schlegel**  
**David Tegmeier**  
Trustees

**Glenn W. Miller**  
President/CEO

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