



Be prepared for a long winter

WITH THE DRAMATIC WEATHER we face in Ohio, are you prepared for a power outage? There are many causes of power outages from the weather — namely wind, ice and snow. But outages can also be created by transmission issues, construction damage to underground lines, traffic accidents, equipment failure and more.



Glenn W. Miller
President/CEO

Holmes-Wayne Electric is constantly taking steps to prepare for minor and major outages. On the following pages you will see the investment your cooperative is putting into inspections, upgrades and right-of-way maintenance. This is all in an effort to eliminate preventable outages and provide the most reliable electric service possible.

Because we can't prevent every outage, we are pleased to introduce a new e-bill payment system, SmartHub. This system will allow you to report outages online and is also mobile friendly, with the free SmartHub app for both Android and Apple devices. So if you experience a power outage, you can just tap your smartphone or tablet and report your outage. But if you prefer to call in your outage, you'll still reach a friendly member service representative.

Also, don't forget that you can view our outage map on our website 24 hours a day. This map is updated every five minutes based directly on our outage management system.

You as members play a part in making this a safe

winter as well. We encourage you to prepare for the possibility of outages by reviewing our "Electric Outage Planning" program on www.hwecoop.com. This section is packed full of valuable information on how to prepare for an outage, the steps that are taken by Holmes-Wayne Electric to restore your power, and answers to frequently asked questions.

Some members prepare for power outages by purchasing an electric generator as a standby system to keep lights and appliances running until service is restored. Be sure to follow all safety instructions provided by the manufacturer.

The law requires that consumers with a permanently installed or portable generator do not connect it to another power source, such as Holmes-Wayne Electric Cooperative's power lines. If you own and operate a generator, you are responsible for making sure that electricity from your unit cannot "back feed," or flow into Holmes-Wayne power lines.

For safety's sake, be sure to use your generator correctly. If you do not, you risk damaging your property and endangering your life and the lives of Holmes-Wayne's lineworkers, who may be working on power lines some distance from your home.

Finally, please remember, if you ever come across a downed power line, never go near it. Immediately report this to Holmes-Wayne Electric or call 911.

Together, we can stay safe this winter. As always, the team here at Holmes-Wayne Electric is committed to providing safe and reliable electricity to all our members. ☺

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330-674-1055 (local) • 866-674-1055 (toll-free)
You can call 24 hours a day to report outages, submit meter
readings and payments.



www.hwecoop.com
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A Touchstone Energy® Cooperative

The power of human connections®





PAY BILLS ONLINE WITH SMARTHUB



Starting Jan. 12, Holmes-Wayne Electric Cooperative's new online payment system, SmartHub, will provide new services and a new look!

The website will look different but will have the same great features and now includes outage reporting — report a power outage straight from your computer or mobile app for Android and Apple devices!

Don't worry — you can still pay your bill, submit your meter reading and view your monthly consumption through our website, www.hwecoop.com. Your username and password will be the same for both sites.



Manage your energy use

Did you know that extreme temperatures have a major impact on your energy use, accounting for nearly half of your electric bill? Be ready for cold temperatures this winter by making wise energy choices. Visit our website, www.hwecoop.com, for energy savings tips, or contact HVEC Energy Advisor Kenny DePriest at 866-674-1055.

2015 HWEC operations schedule

2015 HAS A VAST AMOUNT of operations goals so that Holmes-Wayne Electric can maintain reliable and safe service to our members. Tree trimming and Environmental Protection Agency-approved vegetation control will continue on a four-year rotation. These programs began in 2004 in an effort to prevent outages and are completed by a third-party contractor.

Additionally, HWEC will rebuild more than 26 miles of lines, an investment of over \$1.6 million.

Annual pole inspections will continue. Poles are tested throughout the HWEC service territory to identify any poles not meeting standard requirements. Those poles identified will be replaced by line personnel within the standard daily schedule. Pole testing in 2015 will be in Alpine, Trail and Hefferline substation territory. This is 214.5 miles of line.

Also, throughout the entire year, line personnel visually inspect infrastructure to identify and correct maintenance issues to help prevent future outages.

With more than 2,200 miles of line that is exposed to a variety of weather throughout the year, it is critical for your cooperative to administer the above processes to provide the best service to our members. ☺



Substation Upgrades

Clear Creek
Killbuck
Ripley
Sugarcreek
West Salem

Tree Trimming - 433.3 miles

Buckhorn
Drakes Valley
Killbuck
Stillwell

Vegetation Control - 392.5 miles

Clear Creek
Golden Corners
Mohicanville
North Wayne
West Salem

Holmes-Wayne Electric Announcements



E-bill offers business members 2014 summary

If your business would like to retrieve your total electric expenses for 2014 for tax purposes, it's as easy as a few clicks of the mouse. Go online to hwecoop.com > view and pay bill online > payments.

Budget bills receive January adjustment

If you participate in HWEC's budget billing program, you will notice the mid-year recalculation change on your January bill. Your monthly payment will be adjusted based on your electric consumption over the last 12 months. This adjustment prevents you from accumulating a large credit or debit on your HWEC balance. As always, on the top left of your bill you can find your current balance based on actual consumption of electricity.

High School **Seniors**

Are your parents members of Holmes-Wayne Electric Cooperative?

**You could win a college, vocational or
technical school scholarship up to \$5,900**

- Available in both boys' and girls' divisions
- First-place Holmes-Wayne scholarship: \$2,500
- First-place Ohio Rural Electric Cooperatives scholarship: \$3,400
- Applications due **Friday, Jan. 30**, to the Holmes-Wayne Electric office
- All applications must be submitted in a typed format

HWEC Local Scholarship

First Place - \$2,500
Second Place - \$2,000
Third Place - \$1,500

OREC Scholarship

First Place - \$3,400
Second Place - \$2,400
Third Place - \$1,900
Fourth Place - \$1,800
Fifth Place - \$1,700
Sixth Place - \$1,600
Seventh Place - \$1,500
Eighth Place - \$1,400
Ninth Place - \$1,300

1. Applicant must be the child or legal ward of a Holmes-Wayne Electric permanent residential member receiving service for the duration of the 2014-2015 academic year (August 2014-June 2015).
2. Application must be received or postmarked no later than Friday, Jan. 30, to Holmes-Wayne Electric Cooperative.
3. Applicants must be graduating seniors who have all basic credits for college or proper vocational or technical school entrance. (A "proper vocational or technical school" is defined as a post-secondary institution where credits can be transferred to an accredited four-year college.)
4. Applicants must have a cumulative grade-point average of 3.6 or above on a 4.0 scale or an equivalent standing on a nontraditional scale. Winners, in order to receive an award, must be accepted and then enrolled in an accredited college or proper vocational or technical school of the student's choice. Winners who are accepted and then enrolled in an accredited school of nursing, working toward a degree, are also eligible.
5. Applicants who have received "full-ride" scholarships (i.e., scholarships that cover the cost of tuition, room, board and books) to the schools of their choice are not eligible for scholarships from Holmes-Wayne Electric or Ohio Rural Electric Cooperatives (OREC). Applicants who win scholarships and subsequently receive a full-ride scholarship following the scholarship competition must contact Holmes-Wayne Electric and OREC immediately to forfeit the scholarships.
6. Qualified applicants will be contacted by Holmes-Wayne Electric for an interview in late February.
7. The two first-place winners will be eligible to earn up to \$3,400 in additional scholarship money from OREC. They will travel to Columbus on April 15 for the statewide scholarship competition.

To get an application, contact:

- High school guidance department
- Holmes-Wayne Electric Cooperative — P.O. Box 112, Millersburg, Ohio 44654
- Online at www.hwecoop.com