

Holmes-Wayne Electric Cooperative, Inc.



*Glenn W. Miller
President/CEO*

Dedicated service

I would like to take a few moments of your time this month to recognize several hard working staff members and a board member of Holmes-Wayne Electric Cooperative. It takes the dedication and commitment of all staff to provide the level of service that is required and expected from an electric cooperative.

All staff must be willing to provide service in their area of expertise not only dur-

ing normal business hours but as the need arises during evenings, weekends and holidays. Teamwork is critical to the success of the cooperative and we understand the critical nature of the service we provide to our community.

Special appreciation was recently expressed to the following employees who reached personal milestones of service at HWEC.



*Bowe Firebaugh
Class A Lineman
10 years*



*Greg Lemon
Class A Lineman
10 years*



*Mike Martin
Class A Lineman
10 years*



*Mike Rowe
Class A Lineman
10 years*



*Jeff Young
Class A Lineman
10 years*



*Lisa Gress
Customer Service
Representative
15 years*



*Daryl Reynolds
Class A Lineman
15 years*



*Stacy Shaw
Line Supervisor/
Safety Director
15 years*



*Don Buren
Board Trustee
20 years*

Board of Trustees

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

**6060 St. Rte. 83; P.O. Box 112
Millersburg, OH 44654-0112**

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

www.hwecoop.com

24 Hour Toll-free Phone:

866-674-1055 or 888-264-2694

A Touchstone Energy® Cooperative 
The power of human connections®



Medical Awareness Certification

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

The HWEC Medical Awareness list is used to notify you of any planned outages for maintenance and repair as well as for use during uncontrollable outages such as 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.

Holmes-Wayne 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 would occur.

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 _____

_____ Cell Phone _____

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



Holmes-Wayne Electric Announcements

Keeping you informed

HWEC works hard to provide reliable service to all of our members. There are times when the cooperative must create a temporary planned outage. In order to contact members of such an occasions, it is important for all cooperative members to maintain an active phone number.

A correct phone number in the HWEC system also allows for quick reference for after-hours outage reporting. If you currently do not have an active or correct phone number on file with the cooperative, please contact the office toll-free at 866-674-1055 to update your account.

Save \$\$\$ and time



Was your 2013 New Year's resolution to save money, maybe become more organized or save time? Now that we are a few months into the new year, how successful have you been with your resolution? Well, let us help you.

As prices at the grocery store and gas pump go up, we are all watching our pennies. We can save you time and money by paying your HWEC electric bill online, over the phone or by automatic payment. Its easy, convenient and most of all saves you money on postage as well as checks. If you choose our automatic payment option, it saves you time too!

Option 1 — Pay your bill on-line. Pay your bill when you want, at your convenience. This option is available 24 hours a day via internet through our e-bill website at www.hwecoop.com. You create your own password and can pay from any computer with a check, debit or credit card. (Visa/MasterCard) You also can submit your monthly meter reading and view historical consumption to help manage your electric bill.

Option 2 — Automatic Payment. Quit worrying about due dates and remembering to pay your bill. Your bill can be automatically paid through your choice of banking account or credit card. You can complete the automatic payment form below or on our website hwecoop.com. It doesn't get any easier than this!

Option 3 — Pay via phone. Give us a call and pay your bill and submit your meter reading over the phone. You can call any hour and day and we will take your check, debit or credit card (Visa or MasterCard) for payment.

AUTHORIZATION FORM - ELECTRONIC FUNDS TRANSFER

Customer Information: Name (as shown on bill): _____

HWE Account Number : _____ Telephone #: _____

Service Address: _____

City: _____ State: _____ ZIP: _____

I authorize Holmes-Wayne Electric Cooperative, Inc. to instruct my financial institution to make my payments to them from the account listed below. I understand that I control my payments, and if at any time I decide to discontinue this payment service, I will notify Holmes-Wayne Electric Cooperative, Inc. in writing, allowing 60 days for cancelation of this arrangement.

Signature: _____ Date: _____

Financial Institution Name: _____

Type of Account: [] Checking or [] Savings

Account Number: _____ Bank Routing/Transit Number _____

***** Please enclose a voided check so that we can record the correct financial information. *****

OR

Credit Card Payment Type of Credit Card: [] Visa or [] MasterCard

Credit Card Number: _____ Expiration Date: _____

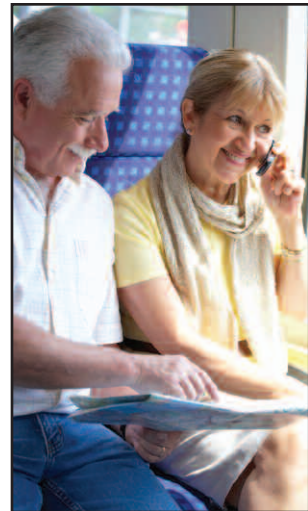
Please note: Once you are placed on the EFT Payment Program, if you have two returned payments due to insufficient funds or two declined credit card payments, your account will be removed from the program. Also, if you have authorized credit card payments, please inform our billing department of the updated expiration date when you receive a new credit card. Please continue to read your meter and submit the reading on our website at www.hwecoop.com, or via e-mail, phone or mail. Thank you.

New Service

Pay by Phone

Holmes-Wayne Electric is always looking for ways to better serve you, the member. Starting March 1, you have the option to pay by phone through an automated attendant. This new service will allow members to call in 24 hours a day, seven days a week to pay your bill and/or report your meter reading. There are **NO ADDITIONAL FEES** and payments can be made using a checking account, debit card or credit card (VISA or MasterCard). You also can call in to verify your account balance.

866-674-1055
toll-free



As always we continue to offer 24-hour customer service if you wish to speak to someone directly.

Other hassle free payment options are to pay on-line at www.hwecoop.com or with automatic bank draft. These options offer the same payment methods either via checking account, debit card or credit card with no additional fees. If you are interested in the automatic bank draft, please complete the form on the previous page or contact us at 866-674-1055 for an enrollment form.

Whether you choose to pay your electric bill through a conversation or one of our many electronic transaction tools, our goal is to provide you with a convenient and valuable member service experience.

2013 HWEC Trustee Election

The 2013 meeting of the Nominating Committee, appointed by the Board of Trustees, was held at the Holmes-Wayne Electric Cooperative office in Millersburg on Jan. 14. A special thanks to the appointed members for their willingness to work on the Nominating Committee.

The Nominating Committee selected 10 members in order of qualification for each of the three districts (districts 2, 8 and 9) for the 2013 trustee elections. The current chairman of the board, Randy Sprang, will contact the list of potential candidates.

Any member from district 2, 8 and 9 may nominate a trustee candidate for the trustee election in writing by March 30. The candidate must live within the election district and all nominations must include 15 signatures of members in the election district.

All nominations will be posted at the cooperative's office according to the Holmes-Wayne Electric Code of Regulations.

