

Celebrating service excellence at HWEC



Glenn W. Miller
President/CEO

I REMEMBER AS A KID, everyone told me time goes faster the older you get. I, of course, will never admit I'm getting older, but I am now convinced that time definitely goes faster each year.

Recently, I had the pleasure of recognizing some Holmes-Wayne Electric staff members who were celebrating milestones in their

careers. Moments like these remind me how fortunate we are to have a dedicated staff that believes in the cooperative model.

HWEC has 37 employees and nine board members. We serve almost 14,000 member-owners and over 18,000 meters in a seven-county service territory. It's a commitment we don't take lightly, but it also is an honor to serve our members.

I sit in staff meetings and monthly board meetings where decisions are regularly made, and I can promise that all decisions factor in the key component of our member-owners.

Service excellence is not a catch phrase at Holmes-Wayne Electric. Service excellence is who we are. It's an expectation of every employee. You may have had the opportunity to experience this when calling and speaking with a member service representative. Some members experience it when our line personnel arrive at their homes or businesses to restore power after a storm.

But service excellence isn't just about the direct contact HWEC staff has with you, the members.

It's also in our day-to-day work. It may be a team researching the latest software to provide better communication, more efficient data processing or a new service. It's looking at ways to reduce cost. It's finding new efficiencies or training our staff for new skills. It's finding new ways to approach traditional practices and always evaluating and maintaining safety for all involved. I couldn't begin to cover all the ways the HWEC staff provides service excellence. But without a doubt, I can tell you that I'm an eyewitness to this every day.

I also want to mention that these are the same staff members who understood the commitment to community that was required when each became an employee of HWEC. Every staff member must be willing to provide his or her expertise 24 hours a day, seven days a week. Our line personnel and operations dispatch do this as an on-call rotation, but all employees are called upon beyond standard work hours. Some may answer e-mails or phone calls, others take on new tasks during major storm trouble and all are more than willing to answer the questions that come up when we meet our neighbors in the grocery store aisle.

It's a commitment we take seriously, but it's a commitment we love to serve. So even though you will read on the following pages the names of employees and trustees who have met milestones in their careers, I celebrate all the staff members who make Holmes-Wayne Electric Cooperative the organization that was envisioned 80 years ago, a member-owned organization here to serve the members. ☺

Board of Trustees

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

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readings and payments.



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A Touchstone Energy® Cooperative
The power of human connections®



Congratulations!



Terri Adams
Member Services
Representative
5 years

Holmes-Wayne Electric recognizes the employees and trustee who recently celebrated a milestone in their careers with the cooperative. Their service is greatly appreciated.



Ron Schlegel
Board of Trustees
30 years



Nolan Hartzler
GIS Mapping
Technician
10 years



Robyn Tate
Human Resources/
Community Relations
10 years



Tim Vickers
Contract Coordinator/
Staking Technician
10 years

we want to hear from you!

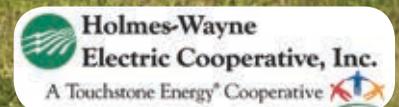
Your thoughts and opinions about the cooperative help us to serve you better.

In March, April and May, Holmes-Wayne Electric Cooperative will be working with NRECA Market Research Services to complete a member satisfaction survey. The surveys will be both by phone and e-mail, but not everyone will be contacted. If you are contacted, we would greatly appreciate a few minutes of your time to share your opinions of the cooperative.

We strive to provide all members with safe, affordable and reliable electric service. By participating in the survey, you will help us make decisions that benefit you, your family and your neighbors.

Thank you!

All information is confidential.



GEARED UP *for safety*

DO YOU EVER WONDER what it would be like to work for Holmes-Wayne Electric Cooperative as a class A lineman? Can you imagine working a job that requires you to lift heavy equipment and perform detailed tasks near deadly high voltage? Now imagine doing this 40 feet in the air, and sometimes in extreme weather. This is the life of a lineman.

Your dedicated staff at Holmes-Wayne Electric answers when called, and they do so to ensure that you are provided with safe, reliable electric service. But how do they stay safe when working in these conditions? HWEC line personnel are required to wear personal protective equipment (PPE) at all times when on the job to keep them safe.

Let's take a look at a lineman's PPE.

Fire-resistant clothing. While our linemen do everything possible to prevent them, unexpected fires can happen. Fires typically occur with an arc flash — an explosion that results from high-voltage line coming in contact with the ground. Fire-resistant clothing will self-extinguish, thus limiting injury due to burn.

Insulated gloves. Linemen must wear insulated rubber gloves when working on any type of electrical line. These gloves provide protection against electrical shock and burn and are tested at 20,000 volts. Protective gloves, usually made of leather, are worn over the insulated gloves to protect the rubber from punctures and cuts.

Hard hat. No matter how tough or



HWEC Class A Lineman Mike Martin works on top of a pole with only small gaffs in the side of the pole holding him. He also wears a hard hat and steel-toe boots as part of his personal protective equipment.

“hardheaded” our linemen are, they still need protection. Insulated hard hats are worn at all times to protect them from blows and falling objects.

Steel-toe boots. These heavy-duty boots are typically 16 inches tall and designed with extra support in mind. The height of the boot shields linemen from gouges, and gaffs provide a better grip when climbing poles. The steel toe gives sturdier support and protects from objects that could potentially pierce the feet.

Safety goggles. Linemen must wear protective goggles or glasses, whether working on electrical lines or clearing rights-of-way. This protects them from loose debris and other hazards.

Rubber sleeves. Rubber sleeves are placed on the arms to protect HWEC linemen when working closely beside energized lines. This layer of insulation creates another barrier between the lineman and the line if he were to make contact with the line with his arm or shoulder.

These items make up a lineman's basic PPE. While working on electrical lines, they wear equipment belts with tools, safety straps and other types of equipment. A lineman's gear usually weighs about 50 pounds — that's a lot of extra weight when working in hazardous conditions.

As you can tell, being at lineman at HWEC is a very physical job. PPE is in place to protect them as they work diligently to maintain or restore your power during a variety of weather conditions and at all hours of the day and night. ☺





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 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 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 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

HWEC works hard to provide reliable service to all of our members, and 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 phone number.

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