

# Holmes-Wayne Electric Cooperative, Inc.



## Why we plan outages



Glenn W. Miller  
President/CEO

HAVE YOU EVER RECEIVED a notification from Holmes-Wayne Electric Cooperative informing you of a “planned outage”? You might have wondered, “What is a planned outage?” and “Why does my electric utility need to perform one?”

Occasionally, the equipment we use to bring power to your home needs to be replaced, repaired or updated. When this happens, as a way to keep our crews and you safe, we plan an interruption to electric service.

We do our best to plan these outages during times when you will be least inconvenienced, such as during school and business hours. We also try to avoid planning outages during extreme winter or summer weather conditions because we understand these are peak times of the year when you depend on your heating and cooling units the most.

While they may sound a little inconvenient, planned outages are actually beneficial to you. Regular system upgrades are necessary for the best performance, which means more reliable service. Repairing and upgrading our equipment is also critical to maintaining public safety.

Planning outages in advance allows us to keep you informed of when and how long you will

be without power. We can notify you before an outage so you can be prepared. We also keep you aware of when line crews will be working in your area. If you’ll be affected by a planned outage, we’ll let you know via phone call.

A planned outage is one of many reasons why we request that our members keep their phone number up to date with us. Having an accurate number in our system also allows you to report an unexpected outage in the quickest and most efficient manner.

Additionally, you will notice on page 20 that we encourage our members to complete a Medical Awareness Certification form so we can schedule planned outages with those who have special medical needs.

Just like teamwork and strong communication is essential among our staff, working together with our members and having two-way communication with you is just as important. We can best serve you if we know of your unique and special circumstances.

At Holmes-Wayne Electric, we want to make sure we are doing everything we can to keep you safe and to keep our system running smoothly. So, the next time you hear about a planned outage, know that it is one of the best ways we can provide you with quality, reliable electric service. ☺

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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 Tegtmeier

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

Business hours: 7:30 a.m.–4 p.m.

330-674-1055 (local) • 866-674-1055 (toll-free)

You can call 24 hours a day to report outages, submit meter readings and make payments.



[www.hwecoop.com](http://www.hwecoop.com)  
[Facebook.com/holmeswayneelectriccoop](https://www.facebook.com/holmeswayneelectriccoop)

A Touchstone Energy® Cooperative  
The power of human connections®





**August 26-28, 2016  
Washington, D.C.**

# Holmes-Wayne Community Honor Trip

Holmes-Wayne Community Honor Trip is an opportunity for WWII, Korean and Vietnam War veterans to visit the memorials in Washington, D.C., that honor their service. This honor trip is entirely funded by private donations from individuals and organizations.

Veterans will travel for free and guardians/caretakers for a reduced rate.

**If you are interested in participating on this bus trip, please contact Holmes-Wayne at 866-674-1055 for an application.**

**If you are interested in making a donation to this worthy cause,** please make checks payable to Shreve American Legion Post 67 and write "Honor Trip" in the memo line. **Mail checks to P.O. Box 112, Millersburg, OH 44654.**

This program is coordinated by the Shreve American Legion Forest Post 67 and Holmes-Wayne Electric Cooperative, Inc. Holmes-Wayne Honor Trip is a 501(c)3 organization.



Shreve American Legion  
Forest Post 67



**Holmes-Wayne Electric Cooperative Inc.**

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# WE WANT to HEAR FROM YOU!

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

In March, April and May, the 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.



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## Congratulations!

Holmes-Wayne Electric would like to recognize the following employees and trustees who recently celebrated a milestone in their careers with the cooperative. Their service is greatly appreciated!



**Steve Asbury**  
Class A Lineman  
10 Years



**Fred Combs**  
Class A Lineman  
10 Years



**Zach Condren**  
Class A Lineman  
5 Years



**Kurt Detterman**  
Class A Lineman  
5 Years



**Craig Duncan**  
Operations Field  
Technician  
35 Years



**Steve James**  
Class A Lineman  
10 Years



**Josh Johnson**  
Class A Lineman  
10 Years



**Mary Jane Rippel**  
Member Services  
5 Years



**Ward Vaughn**  
Line Supervisor  
35 Years



**Casey Wagner**  
Accounting Manager  
10 Years



**Ken Conrad**  
Board Trustee  
25 Years



## 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](mailto: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.