



MESSAGE FROM THE PRESIDENT/CEO

# Member service in all we do

**Y**ou may already know that, in many ways, cooperatives are very different than most utility companies. Yes, we provide electricity to you, but our focus is not on outside investors. It's on you — the members. You are the owners of the cooperative. Every decision of the cooperative is based on providing the best service to our members and is made in your best interests.

One simple way we help to maintain affordable electric service to our members is through our “self-read” meter system. Residential meters are asked to read their meter every month instead of HWEC paying for additional staff to read meters, which would increase trucks needed and associated transportation cost for this service.

An additional benefit to a “self-read” system is that it allows you, our members, to be directly involved and actively educated in your energy consumption. Just like a decision on what type of groceries you are going to buy, our members can see the direct impact of using their electricity efficiently. We consistently provide energy efficiency tips and resources to help you save on your energy bill.

We also provide a variety of ways for members to submit their readings. Maybe you enjoy our mobile application, SmartHub, or you prefer to go online to our website. You can also submit your meter reading by calling our toll-free number, 866-674-1055, available 24 hours a day. Some members still prefer submitting meter readings

when mailing their payment. No matter your preference, we try to provide convenient options for all our members.

We also understand that through different weather seasons, your electric bill fluctuates. When you read your meter, you'll quickly notice if your consumption increases. We offer home energy audits to help assist in finding ways to make your home more energy efficient, and we also offer budget billing.



Glenn W. Miller  
PRESIDENT/CEO

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You are the owners  
of the cooperative.

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Budget billing is a free service that makes managing your cash flow easier by providing predictable monthly payments. Utility bills are generally highest during the coldest winter months and hottest summer months,

but budget billing avoids these highs by creating a consistent monthly payment based on your 12 months of electric consumption.

As always, we are here to call and answer any questions you may have regarding your service or how we can improve the value of your service. We never forget it is an honor to be your local distribution cooperative and to power your lives every day.



## RIGHT TREE, RIGHT PLACE.



### TREE TYPES

The taller a tree will become, the further it needs to be from overhead lines.

#### SMALL | <20 FT

If planting within 15 feet of power lines



Flowering Crabapple



Flowering Dogwood



Sweetbay Magnolia



Serviceberry



Redbud



Wafer-Ash



Common Hawthorn

#### MEDIUM | 25-50 FT

Plant minimum 20 feet from overhead lines



Flowering Crabapple



Flowering Dogwood



Sweetbay Magnolia



Serviceberry



Redbud



Wafer-Ash



American Arborvitae



Junipers



Japanese Yew



False Cypress



Common Hawthorn Evergreens

#### LARGE | 40+ FT

Plant 50+ feet away from overhead lines



Norway Maple



Linden or Basswood



London Plane



Ginkgo



Sweetgum



Oak



Sugar Maple Evergreens



White Pine



Austrian Pine



White Firs



Blue Spruce

### TREES NOT SUITABLE NEAR POWER LINES

Catalpa • Carolina Poplar • Silver Maple • Boxelder • Willow • Siberian Elm • Black Locust • Cottonwood  
Tree of Heaven • Mulberry • Elm species

**CONSIDER THE FOLLOWING WHEN SELECTING A TREE**

- HEIGHT.** Will it come within 10 feet of power lines when it's fully grown?
- CANOPY SPREAD.** How wide will the tree grow?
- GROWTH RATE.** A slow-growing species is typically stronger and lives longer than fast-growing species.
- SHAPE.** A columnar tree grows in less space. Round or V-shaped trees provide more shade.



# Welcome TO THE TEAM

Holmes-Wayne Electric Cooperative is excited to welcome two new staff members. **Cody Spreng** has joined our West Salem team as an apprentice lineman and **Nathan Shaffer** is our new warehouse/purchasing agent. Also, congratulations to **Hunter Flinner**, who has moved from the warehouse position into the apprentice lineman position in Millersburg. All three of these gentlemen display the strong character of community, work ethic, team work, and member service excellence that embodies the cooperative family.



Cody Spreng



Nathan Shaffer



Hunter Flinner

## Locating underground utility lines

As we all look forward to spring, we start to think about those special outdoor projects. If you're planning a project that requires digging or excavation work, make sure you know where your underground utility lines are located. Accidentally hitting utility lines can be costly and dangerous.

Before you dig, call the Ohio Utilities Protection Service (OUPS). Underground gas lines, power lines, communication cables, water lines, and other utilities can lie at various depths below the surface of the area marked for excavation. Call OUPS at 811 or 800-362-2764 at least two business days before you plan digging.

It is recommended that if you have gas lines in the area that are owned by a small local business to contact the Ohio Oil and Gas Association 800-925-0988 to identify those lines.



**Know what's below.  
Call before you dig.**



## Medical Awareness Certification form

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 to or remain on our Medical Awareness list.

Holmes-Wayne Electric makes every effort to keep power flowing to all our members. Because of factors beyond our control, it always is our recommendation that you create a backup plan in case of a power outage. This may be as simple as having a small generator or another location to relocate to if such a case would occur.

All members who maintain up-to-date contact information are notified for planned outages for maintenance and repair.

For uncontrollable outages such as weather conditions or car accidents, power is restored through a safe and efficient remediation process. Members on the medical list are given first consideration when individual line and/or meters are being restored.

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 that 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, OH 44654  
Fax: 330-674-1869  
Email: [newmember@hwecoop.com](mailto:newmember@hwecoop.com)**



Holmes-Wayne  
Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 

#### CONTACT

866-674-1055 (toll-free)

[www.hwecoop.com](http://www.hwecoop.com)

#### OFFICE

6060 St. Rte. 83

P.O. Box 112

Millersburg, OH 44654-0112

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#### SMARTHUB

Report an outage, submit a meter reading, and pay your bill all through our mobile SmartHub application.

Available for both Android and Apple devices



#### CALL US 24/7

Report outages, submit meter readings, and make payments

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