



MESSAGE FROM THE PRESIDENT/CEO

Even though I work in the energy industry, I still don't often think about the electricity I use. Like most people, I expect the lights to turn on when I flip the switch and the coffeemaker to work each morning.

Because electricity is so abundant, many of us don't think about it. Since we all have been spending more time at home over the past few months, we have likely been using more energy. And yet, we still expect an endless supply of power with uninterrupted service 24/7. The

only time we really think about electricity is when the power goes out or perhaps when the monthly bill arrives.

Given how electricity powers our modern lifestyle every day, it's a great value, especially when compared to other common services and expenses. For example, think back to the cost of a gallon of gasoline 20 years ago. Consider the cost of groceries from a few years back. In comparison, the cost of electricity has remained largely flat, unlike most other consumer goods.

Like many of you, I have a cellphone to stay connected, and I subscribe to cable channels so I can enjoy more viewing options. Many of us consider these to be necessities for modern-day life. We can see what we are getting for our money, and we pay the price for those services. In contrast, when we use electricity, we don't necessarily "see" all that we're getting for our money.

But considering what electricity does for us, it is a tremendous value for our quality of life as well as our budgets.

The bottom line: Electricity brings everyday value. In fact, Holmes-Wayne Electric Cooperative members had power 99.88% of the time in the past year. Considering that electricity is something that we all use around the clock, I'm very proud of our track record. At the same time, we are striving to provide service excellence, improve efficiencies, and reduce costs. We are continually working to improve our operations to ensure a smarter grid.

HWEC provides the reliable service you expect and deserve as valued members of the cooperative. And as your trusted energy advisor, we want to help you save energy and money.

We recognize that the past few months have been challenging for many of our members, and we are here to help. If you have questions about your account or are looking for ways to save energy at home, please give us a call. HWEC is *your* electric co-op, and our sole purpose is to serve you and the needs of our community. That is everyday value!



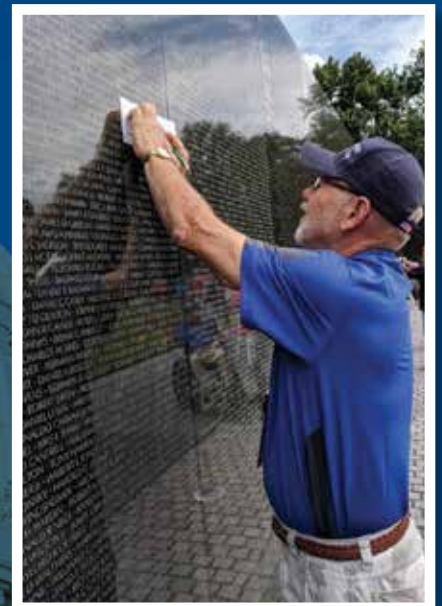
Glenn W. Miller
PRESIDENT/CEO



2020 Honor Trip delayed



2020 has been a challenging year for us all. As you are receiving this publication, we had planned to be returning from Washington, D.C., from our fifth annual Holmes-Wayne Community Honor Trip. Our goal is always to provide a memorable and safe trip that allows for our local veterans to be honored for their service. However, with the recent events, we are saddened that we had to delay the 2020 Honor Trip for safety purposes. We hope that this will only be a few months delay and that we'll be able to coordinate a spring 2021 trip. The future date will be based on the evolving COVID-19 situation. It is such a privilege and honor to coordinate this trip with





Shreve America Forest Legion Post 67 and Rolling Thunder Chapter 2. We want to express our appreciation to the community for your support through financial sponsorship and participation in the return home parade over the last several years — it's a true testament to the generosity and support our community provides for our local heroes.

HWEC is proud to announce our Power Student winners!

Education helps shape the leaders of tomorrow. That's why Holmes-Wayne Electric Cooperative is recognizing students in grades 6–8 for their hard work and dedication to education. These students had a minimum of three A's on their most recent report card and were the lucky winners of our drawing for \$25 gift cards.

Jenna Sheldon, daughter of Brent and Tara Sheldon of Holmesville, is a student at West Holmes Middle School.

Hunter Sciortino, son of Jessica Sciortino of West Salem, is a student at Northwestern Middle School.

Jackson Gilley, son of Jon and Stacy Gilley of Killbuck, is a student at West Holmes Middle School.

To enter your child for the drawing, visit our website at hwecoop.com/content/power-students-program.



HAPPY
Labor Day

Our office will be closed Labor Day, Monday, Sept. 7. To report an outage, pay your bill, or submit a meter reading, call us toll-free at 866-674-1055 or use our mobile app, SmartHub.



We are here for you 24/7

We understand the importance of our service role and the commitment of providing electricity to our members 24/7. Outages can occur any time of the day; therefore, we have an after-hours call center to answer your outage reporting. Many members choose to use our mobile application, SmartHub to report outages. However, if you choose to call in your outage after hours, you will be greeted by our call center with a few questions to make sure your power is restored as quickly and efficiently as possible.

Have you checked your main fuse/breaker? You will be asked this question to verify that a fuse or main breaker did not create your power outage. A simple flip of the breaker in your electric panel avoids our linemen coming out to discover the HWEC infrastructure is providing power to your home or business and your fuse or breaker is the problem. This prevents unnecessary cost for the cooperative members and restores your power in seconds.

What is your meter number/account number? By providing the meter/account number, we can instantly find the location of service that is out of power.

What is the service description on the account? If you have multiple accounts, we want to make sure we send the line crew personnel to the right location. Is your house, barn, or well out of power? Are all of them out of power?

How long have you been without power? It's not critical that you know this information, but any details about the outage can be helpful to our line crews. If your power has been out at the same time as others in your



area and restored, you may need to check your breaker box. Again, this can avoid an unnecessary trip by our lineman and restore your power quickly.

Do you know if your neighbors are out of power too? This isn't always easy to determine, but if you happen to know if your neighbors are out of power, it helps indicate to line crew personnel where the source of the outage might be. It may mean an isolated outage at a residential transformer versus a line section impacting several home and businesses.

Any odd occurrences before the power went out? If you noticed anything odd that happened before the power went out, such as blinking lights, a loud bang, tree leaning on a line, etc., that's helpful information that can help the line crew identify the cause of an outage.



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A Touchstone Energy® Cooperative 

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