



MESSAGE FROM THE COOPERATIVE

Spring and summer storms can bring power outages



Glenn W. Miller
PRESIDENT/CEO

As the seasons change, we often find ourselves amid storm season, especially as humidity increases over the summer months. Listed below are common inquiries we receive from you, the members, and the community.

What does Holmes-Wayne do to manage a major storm?

Holmes-Wayne Electric Cooperative continually monitors national and local weather reports, so we are prepared for impending storms. This includes contacting sister cooperatives in advance for mutual aid preparation as well as a review of our emergency restoration plan by all staff, to be prepared for pending storms.

Why can't a member service representative tell me when my power will be restored?

In major storm damage scenarios, it is impossible to accurately predict restorations of specific circuits serving particular residences because of the many challenges our line personnel face. The electricity you receive at your home or business is distributed from substations down potentially many miles of line. Any damage between the substation and your home will cause an outage. In remote or difficult-to-reach areas, access to damaged power lines and equipment can be challenging. Also, roads blocked from downed trees and debris require assistance from state, county, and township road crews. These are all time-consuming processes and, until our crews have worked their way to your home, the unknown extent of infrastructure damage makes restoration estimation challenging. For example, one broken pole in an easily accessible location can take four to six hours to replace. In the derecho storm of June 2022, we replaced 256 broken poles. But that number is not known at the start of the storm, and is only ascertainable as we work our way through the infrastructure of the delivery system.

What is my best resource of information on the restoration effort?

Holmes-Wayne works hard to update our members and community on the overall progress of restoration efforts. Members can view our outage map online. This map updates every 10 minutes. Also, we issue informational releases on our Facebook page and on our website regarding restoration progress several times a day during major power outages. These are the best ways for you to remain informed of major storm restoration progress.

How does Holmes-Wayne decide which members to restore first?

Holmes-Wayne works to restore power using the most efficient and safe manner possible. Our goal is to restore power to as many people as possible as quickly as possible, while isolating individual outages for later restoration.

Once substations are restored, large three-phase lines are next, then large single-phase lines and individual lines after that.

How does Holmes-Wayne handle tree damage?

Holmes-Wayne contractor tree crews conduct tree-trimming throughout the year to keep power lines free of limbs and debris. Following a storm, contracted tree crews do not remove fallen limbs or branches from your property. For tree removal, you will need to call a landscape or tree contractor. Do not attempt to remove tree limbs or debris within 10 feet of a power line. Stay away from downed power lines or sparking equipment. If you notice downed lines or sparking equipment, please call to notify us immediately.





HOLMES-WAYNE ELECTRIC COOPERATIVE LOCAL PAGES

NEVER GO NEAR LOW OR DOWNED POWER LINES OR TREES IN POWER LINES

Even our linemen treat every downed line as energized and not only use personal protective equipment but ground and open circuits.



Holmes-Wayne
Electric Cooperative, Inc.
A Touchstone Energy Cooperative

Why would Holmes-Wayne trucks pass by my house without repairing anything?

This occurs when repairs at a nearby location need to be completed before your power can be restored. It also is essential that line crews patrol all lines before restoring power to prevent additional damage by not repairing all issues or energizing a line that is on the ground. These are all critical safety steps. Additionally, when work is completed, crews will travel to specific circuit locations to remove safety grounds and close circuit equipment.

Why can my home be the only house on the road without power?

There could be several reasons, including fuses or circuit breakers in your home that may have tripped and halted power. There could be tree limbs on the line serving your home or possibly damage to the transformer that serves your home. If you are the only home without power, we do recommend checking your main breaker before reporting an outage.

Why do I sometimes experience brief outages that call for resetting of appliances?

Usually, these outages occur when a protective device, called a recloser, detects interference on the line. If interference is detected, the line will de-energize briefly to determine if the problem is prolonged or only temporary. If the problem is temporary, the line will re-energize quickly. If the problem is prolonged, the line will de-energize. This protective equipment prevents permanent damage from occurring if the interference is prolonged (such as a tree limb remaining on the line), and also prevents your power being out if the interference is temporary (like a limb touching the line as it falls to the ground).

What should I do if I have a power outage?

We have great resources on our website to plan for power outages. Also, don't forget we offer a variety of ways to easily report your outages: through our mobile app, SmartHub; texting us via 55050; or calling us toll-free. Be sure to download our app or set up your texting options now so you will have these push-button resources immediately. Reporting outages through any of these resources instantly places your essential information into our outage management system, to give us critical information regarding the size and location of outages.

Overall, restoring electricity after a major storm requires careful planning, coordination, communication, and execution to ensure the safety of everyone involved. Our efforts start long before a storm, with our annual tree-trimming program, line patrol, pole inspection, emergency tabletop practices, sufficient inventory and vendor planning, and many more proactive preparation efforts. Rest assured, your hardworking HWEC staff is ready and committed to serve you.



2024 HWEC SCHOLARSHIPS WINNERS



1st Place



ELLA SAAL
Northwestern H.S.

*daughter of
Mark & Carolyn Saal
of West Salem*

2nd Place



COLE WALENCIAK
Wooster H.S.

*son of
Clinton & Deanna Walenciak
of Wooster*

3rd Place



CHLOE PATTEN
West Holmes H.S.

*daughter of
Billy & Joy Patten
of Millersburg*

4th Place



BRANNON NICKLES
West Holmes H.S.

*son of
Anthony & Stephanie Nickles
of Millersburg*

5th Place



TRISTAN MILLER
Northwestern H.S.

*son of
Patrick and Julie Miller
of Burbank*

6th Place



LUKE WALTON
Northwestern H.S.

*son of
Dave & Jen Walton
of West Salem*

7th Place



MARIA JAMES
Triway H.S.

*daughter of
Scott & Anjanette James
of Wooster*

8th Place



ALEX YODER
Hiland H.S.

*son of
Craig & Julie Yoder
of Sugarcreek*

9th Place



TAYLOR OLSZEWSKI
Norwayne H.S.

*daughter of Josh & Kristin
Olszewski
of Burbank*

10th Place



LOGAN GARMAN
Northwestern H.S.

*son of
Scott & Georgia Garman
of West Salem*



HOLMES-WAYNE ELECTRIC COOPERATIVE LOCAL PAGES

We want to hear from you!

Holmes-Wayne Electric Cooperative will be working with NRECA Market Research Services to complete member satisfaction surveys.

The surveys will be conducted both by phone and email, 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, reliable, and clean electric service. By participating in the survey, you will help us make decisions that benefit you, your family, and your neighbors. All information is confidential.

HWEC lineworkers provide mutual aid

Cooperatives are known for their willingness to assist others in their time of need. Mutual aid is critical to efficient restoration during major outages. Holmes-Wayne Electric Cooperative appreciates our crews who assisted in restoration efforts from the tornado outbreak in Ohio in March.

Thanks to the following HWEC staff who assisted Consolidated Electric Cooperative in Delaware, Ohio: Linemen Josh Johnson, Matt Morris, Zach Condren, Steve James, Bowe Firebaugh, and Mike Rowe, and apprentices Alec Eldridge and Hunter Flinner.

*Join us for
coffee & donuts*

Holmes-Wayne Electric Cooperative Annual Meeting

June 27, 2024 - 10am
Harvest Ridge Fairgrounds
Millersburg



**Holmes-Wayne
Electric Cooperative, Inc.**

A Touchstone Energy® Cooperative

CONTACT

866-674-1055 (toll-free)
www.hwecoop.com

OFFICE

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

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