

MESSAGE FROM THE PRESIDENT AND CEO



Bill Barnhart
PRESIDENT & CEO

Power IN YOUR HANDS

People who aren't familiar with electric cooperatives might ask me what makes co-ops different from other types of utilities. This month, I thought I'd tell you a few of the points I like to share in answer to such questions.

Because we're a co-op, we operate a little differently than other utilities. Hancock-Wood's decisions are made locally, by trustees who also live right here in our community. Everyone who pays to receive electricity from the co-op is a member. When you pay your electric bill each month, your money stays here, to pay for electricity used, or to make improvements to our local system and strengthen service reliability. The money you pay the co-op doesn't line the pockets of shareholders five states away. We're a co-op, and we exist to provide a service to you, our local members.

Throughout the year, we schedule opportunities for you to attend co-op events like member appreciation day, legislative meetings, and open houses so we can hear from you. We also offer our virtual annual meeting for those who can't join us in person. We conduct an annual survey to gather your feedback on co-op programs and services so that we can plan and adjust for the future. Our success lies in your satisfaction, which is why we offer these opportunities to engage and why we're eager to listen to what you have to say.

Because you're part of an electric cooperative, you can count on our team to maintain local jobs, at-cost electricity, and first-class service, no matter what the economy — and supply chain issues — throw at us. Hancock-Wood is striving to keep our costs as low as possible so we can keep more money in your pocket. We want to help you maximize the value you can get from our services and offerings. For example, we can help you save on energy bills through our free energy audit program and efficiency rebates.

If you want to receive important information from us, such as power restoration updates and tree-trimming crew alerts, make sure your information is up to date with the cooperative. Just log in to your online account or call our office to make sure we have your current phone number and email address.

Please know that you — the members of Hancock-Wood — are at the heart of everything we do. Co-ops adhere to seven guiding cooperative principles, which reflect core values of honesty, transparency, equity, inclusiveness, and service. We exist to serve you and provide the reliable, friendly service you expect and deserve.

While we've grown over the years, we're still driven by the same guiding principles to serve our community. We hope to see or hear from you soon. This co-op was created for you, the members. The power is in your hands.

Important updates to your bill

Hancock-Wood Electric has recently changed to a time-of-day rate and, with that change, we had to update our bills. Please see the new bill sample with explanation below. Another item the co-op has been working to update is the “meter read” date.

Starting in November, if you previously had your meter read on the sixth, 12th, or 18th of the month, your meter will be read on the first of the month. The meter read dates are listed on your bill. The change in meter read dates helps to make our billing cycles more consistent with one another. Members who are impacted will also receive a letter and/ or email in October. Members can expect to receive additional information in the future if their read date is changing. If you have any questions about your meter read date or the changes to the bill, please feel free to call our office at 800-445-4840.

A — Your account number, statement number, service location district number, billing date and board district.

B — This indicates your meter number and rate classification.

C — Your 13-month usage history to help you better watch trends and electric consumption.

D — Your meter reading section:

- Type of Service: Listed as “Electric Service;” however, on security light-only accounts this column will be blank.
- Read Dates: The beginning and end dates for the billing period.
- Days: The total number of days in this current reading cycle.
- Reads: The previous and current meter dial readings.
- Metered Usage: The amount of electricity you consumed during this reading cycle, measured in kWh (kilowatt-hours).
- Unit of Measure: Measured in kWh (kilowatt-hours).
- Multiplier: In most homes the meter multiplier is 1. Monthly electricity use may be more than the meter can register on some accounts, so there could be a “multiplier” labeled on the front, which is usually 40, 80, or more. You then multiply the kWh metered usage by the multiplier to get the total billed usage.
- Billed Usage: The amount of electricity you are being billed for during this reading cycle.

E — Budget message: If you are on budget billing, this message (with your current information) appears on your bill each month.

F — Your charge details / breakdown of charges:

- Cooperative Services and Fees – This component allows us to generate sufficient revenue to cover our fixed costs. Fixed costs are those that we incur annually no matter what, such as interest and principal on long-term debt, insurance, employee wages and benefits, equipment, trucks, tools, and rebuilding of the distribution system, to name a few.
- Generation & Transmission Charge – This is Buckeye Power’s wholesale cost that Hancock-Wood incurs each month and is the amount you pay for wholesale power, which includes generation, transmission, and environmental costs. On-peak and off-peak kWh information can be found here.
- Other Fees and Charges – This includes the required State of Ohio kWh tax and can also include security lights, load control credits, etc., and Operation Round Up, if you’ve chosen to participate. (Your bill is automatically rounded up to the next highest dollar, and that amount is then deposited into a separate account. These funds are used as charitable contributions to qualifying community groups and individuals in our area needing assistance).

G — Messages: We share important messages here, so be sure to read this area each month.

H — Account Summary

The image shows a sample electric bill from Hancock-Wood Electric Cooperative. Annotations A through H point to specific sections: A points to the account information header; B points to the meter number and rate; C points to the 13-month usage history bar chart; D points to the meter reading section table; E points to a budget message box; F points to the breakdown of charges; G points to the messages section; and H points to the account summary table at the bottom.

Current billing

Read date	Bill date	Due date
1st	5th	25th
6th	10th	30th
12th	20th	10th
18th	25th	15th

New billing *

Read date	Bill date	Due date
1st	5th	25th
1st	9th	29th
1st	9th	29th
1st	12th	2nd

* Billing dates may fluctuate because of weekends and holidays.



CONGRATULATIONS
TO

**ED
CRAWFORD**

OHIO
REPRESENTATIVE TO
THE NRECA BOARD
OF DIRECTORS

Please join us in congratulating Hancock-Wood Electric Cooperative Trustee Ed Crawford on his recent election win for the Ohio representative to the National Rural Electric Cooperative Association board of directors.

Kelleys Island Open House

Hancock-Wood hosts an open house on Kelleys Island every other year for the members we serve on the island. Thanks to all the members who joined us in July!



Think Energy Smart *with* Bruce

The cooperative recently introduced time-of-day billing for our residential and small general service rate classes. This means you pay more for kilowatt-hours you consume during peak hours (6 a.m. to 10 p.m.) and significantly less for energy used in off-peak hours. If you are able to shift any of your electricity consumption to off-peak times (10 p.m. to 6 a.m.), you will see savings on your electric bill. Every kWh shifted to off-peak hours will result in a savings of 7.8 cents.

Below is a list of items that you may want to consider operating off peak by adding a timer, programming start time, or manually operating devices that do not require 24-hour or on-demand operation:

- Electric clothes dryers use approximately 2.25 kWh per load.
- Dehumidifier uses .5 kWh per hour of operation
- Dishwasher uses 1.17 kWh per cycle.
- Space heaters use 1.5 kWh per hour of operation.
- An electric water heater uses 4.5 kWh per hour of operation.

- A 1-hp swimming pool pump uses 1.75 kWh per hour.

Also, be sure to check the settings of your programmable thermostat for fan circulating operation only during off peak time. Consider slightly raising air conditioning operation temperature until 10 p.m., as well. A realistic goal for most residential homes is to strive for 30% of your energy to be consumed off peak. You can track your progress monthly by dividing the off-peak reading on your electric bill by the total kWh reading. If you have any questions how to best utilize this new rate structure for your home, please contact me at 800-445-4840 or bruce@hwe.coop, I am always happy to help!



The Hancock-Wood office will be closed on Monday, Sept. 4, to observe Labor Day.

CONTACT

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PAYMENT OPTIONS

online, dropbox, office, by phone, or
automatic bill pay

HAVE A STORY SUGGESTION?

Email your ideas to:
leslie.guisinger@hwe.coop

Members First! 
HANCOCK-WOOD
ELECTRIC COOPERATIVE
A Touchstone Energy® Cooperative