

MESSAGE FROM THE GENERAL MANAGER

Stay safe this harvest season

As harvest season gets underway, we know many of our members are logging long hours in the fields, moving large equipment from farm to farm and field to field. It's a busy time, and we understand the urgency of bringing in the crops while the weather holds. But we also want to remind our farming community to slow down just long enough to take stock of your surroundings — especially when it comes to overhead power lines.

Each year, we respond to incidents in which farm equipment has become tangled in, or even completely taken down, power lines. These situations are more than just inconvenient — they're dangerous. They pose serious risks to the equipment operator, the traveling public, and our lineworkers.

Large machinery like grain carts, combines, and augers can easily reach the height of power lines. If you're not paying attention, it's surprisingly easy to snag a line, knock down a pole, or cause lines to sag into roadways or fields. That creates a hazard not only for yourself, but for others who may unknowingly come into contact with energized lines.

For our lineworkers, these incidents create complex and high-risk situations. Working around damaged equipment and energized lines in unpredictable conditions — often at night or in poor weather — requires extreme caution and skill. We train for it, but prevention is always safer than response.

There's also the issue of reliability. When a power line is taken down during harvest, it can disrupt electric service for members across the area. Restoring that power takes time, including replacing poles, restringing lines, and making the site safe again for everyone involved. That's time we'd rather spend strengthening our system and serving you in other ways.

Drivers, please be alert. Harvest equipment often travels on public roads at slower speeds than regular traffic. Take extra care when passing, following, or approaching large farm equipment. A few extra seconds of caution can prevent accidents and keep everyone safe.

Your safety — and the safety of those around you — is our top priority.

As always, if you have any concerns about equipment height or line clearance, please give us a call before harvest begins. We'll be glad to help you identify hazards and plan a safe route.

Here's to a safe and successful harvest season.



Bill Barnhart
PRESIDENT & CEO

To all members of HWE:

Thank you for giving us high marks

Hancock-Wood Electric Cooperative completed its annual member-wide customer satisfaction survey, in which more than 10,000 members were asked to participate. The member responses were sent to the American Customer Satisfaction Index, a company that measures customer satisfaction across multiple industries throughout the entire United States. For 2026, HWE received an ACSI score of 86 on a 100-point scale. HWE's score is higher when compared to publicly measured

electric investor-owned utility scores, cooperative utility scores, and municipal utility scores reported in the syndicated 2026 ACSI Energy Utility Study, and it places HWE 14 points higher than the average electric investor-owned utility score of 72, as well as 12 points higher than the municipal utilities score of 74, per the industry ratings. For more information, please visit <https://theacsi.org/industries/energy/energy-utilities/>.



86

Hancock-Wood Electric Cooperative

74

Municipal Utilities

72

Electric Investor-Owned Utilities

Compared to publicly measured energy utilities in the ACSI® survey of customers rating their own energy utility. Results based on data provided by Hancock-Wood Electric Cooperative, collected in May 2026. ACSI did not regulate the survey administration or sample size. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC. For more about the ACSI, visit [www.theacsi.org](https://theacsi.org).

Three local students represent Hancock-Wood on the 2026 Youth Tour

Hancock-Wood Electric Cooperative is proud to recognize three outstanding students who represented our cooperative during the 2026 Electric Cooperative Youth Tour to Washington, D.C.

This year's delegates were:

- **Reagan Wenzinger**, sophomore at Leipsic High School
- **Jillian Heacock**, sophomore at Arlington High School
- **Becca Hathaway**, sophomore at Patrick Henry High School

Each summer, electric cooperatives across the country sponsor exceptional high school students for the Electric Cooperative Youth Tour, a weeklong leadership experience that brings more than 1,500 students from across the nation to Washington, D.C. The program gives participants the opportunity to explore our nation's capital, meet students from other states, learn about American history and government, and gain a deeper understanding of the cooperative business model.

Throughout the week, students toured many of our country's most historic landmarks, including the U.S. Capitol, Lincoln Memorial, Arlington National Cemetery, Smithsonian museums, and other iconic sites. They also learned how electric cooperatives are governed and how they continue to serve and strengthen rural communities.

The Youth Tour is much more than a sightseeing trip. It is designed to inspire the next generation of leaders by encouraging civic engagement, strengthening leadership skills, and helping students build friendships with peers from across Ohio and the United States. Many participants return home with a greater appreciation for public service and the important role cooperatives play in improving the quality of life in their communities.

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HANCOCK-WOOD ELECTRIC COOPERATIVE

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"One of the best investments we can make is in our young people," says Bill Barnhart, president and CEO for Hancock-Wood Electric Cooperative. "The Youth Tour gives students experiences they simply can't get in a classroom. They return home with new perspectives, lasting friendships, and a better understanding of leadership and civic responsibility."

Hancock-Wood Electric is honored to provide this opportunity each year and congratulates Reagan, Jillian,

and Becca on being selected to represent our cooperative. We look forward to seeing the positive impact these young leaders will make in their schools, communities, and beyond.

Applications for next year's Youth Tour open each winter. High school sophomores and juniors whose parents or guardians are Hancock-Wood Electric members are encouraged to apply for this unforgettable leadership opportunity.

TIPS TO AVOID ENERGY SCAMS



Your smart thermostat, security camera, video doorbell, and other connected devices make life more convenient — but they can also be targets for cybercriminals if they're not properly secured. Change default usernames and passwords, use strong, unique passwords for each device, and enable multi-factor authentication when available. Keep your devices up to date by installing software and firmware updates, which often include important security fixes. Secure your home Wi-Fi network with a strong password and modern encryption. A few simple steps can help keep your personal information and smart devices safe from scammers.

Source: CISA



ENERGY EFFICIENCY TIP OF THE MONTH

September kicks off the fall shoulder season, when cooler mornings and milder evenings often mean you can give your heating and cooling system a break. Open windows, use ceiling fans, and enjoy the fresh air whenever temperatures allow. It's also the perfect time to schedule annual HVAC maintenance before colder weather arrives. Because demand is typically lower during the fall, heating and cooling professionals often have greater availability, making it easier to book an appointment. Regular maintenance can improve your system's efficiency, help prevent unexpected breakdowns, and keep your home comfortable all year long.

Source: Department of Energy



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