



## MESSAGE FROM THE PRESIDENT AND CEO



# A closer look at your electric bill



**Bill Barnhart**  
PRESIDENT & CEO

**H**ancock-Wood implemented a rate increase and time-of-day rates in June. We have been fortunate to avoid a rate increase since 2018, but a cost-of-service study conducted this past winter, along with increasing prices of materials, made it clear that a rate adjustment was necessary. After the rate change, the average residential member saw an approximate increase of 8%, which was what was recommended by our rate consultant.

Also in June, Hancock-Wood implemented a time-of-day rate. The schedule associated with the time-of-day rate was designed to not cause an additional increase to our membership, but rather provide our members with the opportunity to save on generation and transmission costs. Creating a time-of-day rate program to encourage electricity use during off-peak hours, when energy is less expensive to provide, is a win for our members. The cooperative is happy to report our residential members saved \$8,450.71 during the month of July, when compared to keeping our previous flat-rate structure.

The cooperative also wanted to unbundle your bill, with the hopes of clearly communicating where charges for your electric service originate. That is why your electric bill looks a little different. In the charge details of your bill, you can now see how your bill is made up and why we charge for all these items:

- **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 kilowatt-hour information can be found here.
- **Other Fees and Charges** — This includes the required State of Ohio kWh tax and economic development adder, and can also include Operation Round Up, security lights, load control credits, etc. The economic development adder is utilized to invest in our local community, with the objective of increasing sales for the cooperative to stabilize electric rates for our members.

To continue to improve our operational efficiency, Hancock-Wood is also changing some of the members' meter read dates to be more consistent with our wholesale power supplier. 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 and those members are receiving a letter in the mail with all the details. 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.

## Operation Round Up



In August, the Community Trust Fund board approved five grant requests. The following organizations were granted funds:

- Special Deputies of Hancock County — underwater search and recovery training
- Blanchard River Watershed Partnership — trees for native plants event in Findlay
- Liberty Benton Elementary — document cameras for kindergarten teachers
- NRECA International — donation for Ohio lineworkers bringing electricity to Guatemala

- Bowling Green Chamber of Commerce Foundation — bands attending parade

A six-member board, separate from the Hancock-Wood Electric Cooperative board, reviews all grant applications quarterly and approves applications for assistance, based on demonstrated need and funds available. The next grant applications are due on January 15, 2024. Nonprofit organizations can apply for funding through this program. Instructions and application can be found on our website at <https://hwe.coop/operation-round-hwe-community-trust-fund>.

## Co-ops visit Washington, D.C.



In September, President and CEO Bill Barnhart and other CEOs from several of Ohio's electric cooperatives flew to Washington, D.C., to have desk-side meetings with the elected officials who represent their cooperative communities. These meetings are critical to informing legislators of the unique needs of electric cooperatives and their members, and the important roles they play when making energy policy decisions.



As one of the premier suppliers of residential propane in Northwest Ohio, we can be trusted for reliable and affordable propane service when you need it. Prism strives to exceed your expectations with every job we do, and all of our efforts go to serve our surrounding area. You can rest assured that there is nobody on our list more important than you. Prism proudly serves Allen, Hancock, Hardin, Henry, Putnam, Sandusky, Seneca, Wyandot, and Wood counties.

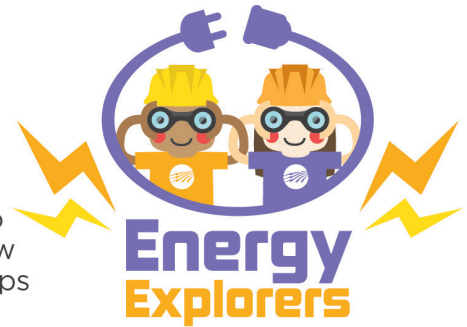
When you are looking for affordable propane delivery and service, look no further than Prism Propane.

**Call (877) 887-7476 for pricing details.**

# THE STEPS TO RESTORING POWER

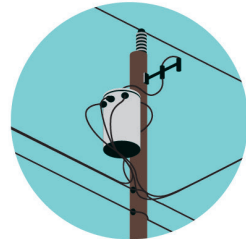
When the power goes out, line crews work hard to restore electricity as quickly and safely as possible. To ensure the process is done efficiently, line crews follow specific steps to restore power. Can you order the steps below to match how power is restored?

**Hint:** Check your work in the answer key.



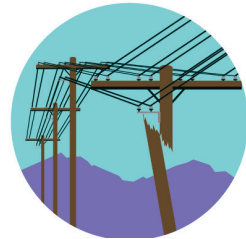
STEP #

**Tap lines** are inspected. These lines deliver power to transformers that are either mounted on utility poles or placed on pads for underground electric service.



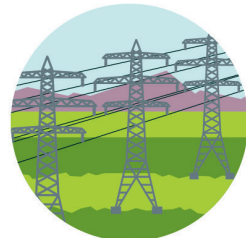
STEP #

**Distribution power lines** are inspected. These are the lines you typically see on the side of the road that deliver power to communities.



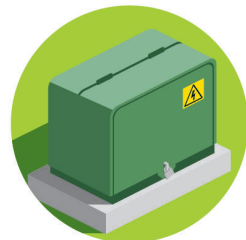
STEP #

**Large, high-voltage transmission lines** are inspected for damage. These power lines deliver large amounts of electricity over great distances.



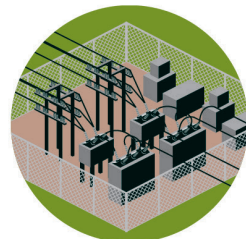
STEP #

**Service lines** are inspected. These are the power lines that run **between the transformer and your home**.



STEP #

**Distribution substations** are inspected. These facilities lower the voltage of power, then send power to distribution lines.

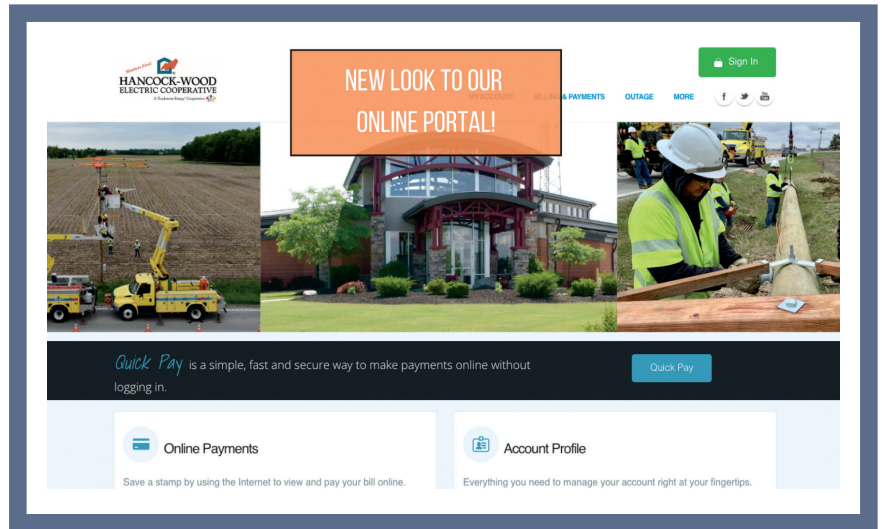


Answer Key: 4, 3, 1, 5, 2



## New look to the customer portal aka your online account

If you've used your online account in the past month, you may have noticed a new look. Hancock-Wood updated the portal and the app in October for a more streamlined look. Members can still conveniently pay accounts online, report an outage, and see monthly electric usage. If you have not signed up for an online account, you can do so anytime by logging into our website and registering. Members can also download our mobile app by searching "HWE Connect" in your app store. The free app also allows members to report outages and make payments easily. If you have any questions about your online account or the mobile app, call out office at 800-445-4840.



HANCOCK-WOOD  
WISHES OUR  
MEMBERS A

...all...  
**HAPPY**  
*Thanksgiving*

We will be  
closed on  
**Nov 23  
and 24.**



### CONTACT

800-445-4840  
FAX: 419-257-3024

### WEBSITE

[www.hwe.coop](http://www.hwe.coop)

### OFFICE

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### BOARD OF TRUSTEES

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### Bill Barnhart

President and CEO

### PAYMENT OPTIONS

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

### HAVE A STORY SUGGESTION?

Email your ideas to:  
[leslie.guisinger@hwe.coop](mailto:leslie.guisinger@hwe.coop)

Members First!   
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