

MESSAGE FROM THE PRESIDENT AND CEO

Managing outages and improving reliability

“The only things certain in life are death and taxes,” the old saying goes. Well, we can add another to the list: power outages. In fact, Hancock-Wood Electric line crews responded to and restored 1,068 outages in 2021, or 2.9 per day. How HWE handles these outages has changed drastically over my 24-year career at the co-op.

This month I'll review outages that impacted our co-op in 2021, and over the next several months, I'll explore how technology changed how the co-op responds to outages and helps to improve reliability of your electric service.

HWE's primary goal is to deliver the highest possible quality of electric service safely at a fair price. Perhaps the key measure of quality in the eyes of members is the number of times their lights go out. In 2021, the average member experienced 1.3 outages, which lasted for a total of 101 minutes. These numbers are just averages, so unfortunately some members may have experienced more outages for a longer total time, while other members may not have experienced an outage. Blinks are not included in the number, as federal agencies have defined an electrical outage as anything over five minutes.

The causes of outages can vary throughout the year and change with the seasons. Surprisingly, most outages — 48% in fact — are related to maintenance and planned work. Every time a meter is pulled to replace equipment, or an outage is scheduled to safely perform work, our operations department tracks the outage in our computer system. Even more surprising is what accounts for the second-most outages: members. Members can dig into their own underground service (which is why calling 8-1-1 is important) or drop their own tree into their electric service. The next leading cause of outages is probably what you would expect — small animals such as birds and squirrels. Crews responded to 118 outages in 2021 that were caused by small animals. Have you seen the tin on our power poles? That is one thing our crews do to combat squirrels and raccoons from climbing poles.

So far, we have just talked about the number of outages and not which outages impact the most members for the longest period. Predictably for 2021, the longest outages for the most members were transmission outages. HWE takes electric service from the transmission grid at 21 substations. The transmission grid in our area is

operated by AEP and First Energy. Approximately 37% of all member outage time can be attributed to transmission outages. This reason is why HWE chose to invest in a SCADA system, which I will explain in depth for a future article.

The second-leading cause of member outage time are vehicles colliding with poles. Autos, semi-trucks, and tractors striking poles account for 20% of all outage time for the year.



Bill Barnhart
PRESIDENT & CEO

Ever wonder what time of day the most outages occur? If we ignore planned outages for maintenance, most outages occurred around 9 a.m. in 2021. The greatest total number of members were impacted at 2 p.m. In August we had the most outages — 23 — as our crews fought lightning during a summer thunderstorm. The greatest number of members — 2,206 — were impacted by a windstorm on Dec. 11. The windstorm caused an AEP transmission outage at our East Findlay substation and led to tree damage impacting our overhead lines.

Hopefully, this outage review provides a little insight into the challenges faced daily by our highly trained and skilled workforce. Every HWE employee, from our member service group, who answers your phone calls, to our line crew, who braves the elements to restore your electric service, provide their best efforts to put our members first. Even though our electrical system totals almost 1,587 miles in length and covers 10 counties, the average length of an outage was only 77 minutes.

Over the next several months, we will discuss some of the technological investments made into your cooperative that help provide quality electric service. Our discussions will include GIS, AML, OMS, and SCADA, just to name a few acronyms. Until then, please feel free to reach out to your cooperative if you have any questions about how HWE handles outages or if you wonder what the outage history is at your own service. Ultimately, the cooperative cannot prevent all outages, and at times Mother Nature throws us challenges that exceed the limits of our distribution system. I have faith our dedicated HWE team will be there to turn the lights back on.

35%

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Amplex bringing broadband to HWE service area

We are excited to announce Hancock-Wood Electric Cooperative (HWE) has agreed to terms with Amplex Internet that will allow Amplex to provide fiber-optic internet service throughout Hancock and Wood counties. Fiber service provides speeds up to 1,000 Mbps (gigabit fiber) and is the most reliable type of internet connection.

The first phase of construction began in January, as crews evaluated utility poles and placement of fiber equipment. The areas who will receive fiber to the home (FTTH) initially is still open to discussion and planning. Residential and

business locations will receive mailers indicating when fiber service is available and ready for installation. Updates will be posted on the Amplex Internet Facebook page, as areas are completed.

Early next year, residents will begin to see Myer Construction crews working on utility poles and within the right-of-way. In addition to internet service, Amplex also offers streaming TV, whole-house Wi-Fi, and phone service. Complete information on fiber optic and other Amplex services can be viewed at Amplex.net.

HWE receives IEEE Award

The IEEE Educational Activities Board (EAB) recognized Hancock-Wood Electric Cooperative, Inc. for exceptional achievements, based on the nomination from Ryan Goolsby by awarding Hancock-Wood the IEEE EAB Employer Professional Development Award with the following citation: "For exemplary commitment to continuing education and professional development of their employees."

The Employer Professional Development Award was established in 1995 by the IEEE Educational Activities Board (EAB) and recognizes organizations for outstanding contributions to employee continuing education and professional development as evidenced by their quality, comprehensiveness, innovation, or impact.



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C&I lighting rebate



Our commercial members at Best Buy recently received a lighting rebate for \$15,000. The commercial and industrial lighting rebate program is designed to help local businesses make the change to more energy-efficient LED lighting. If your business is interested in participating this program, reach out to Bruce Warnecke at 419-257-5025.

Bruce Warnecke presents a \$15,000 rebate to Dana Allison.

Plant trees safely

Before you dig, call 811 to locate buried utility lines.

LOW TREE ZONE

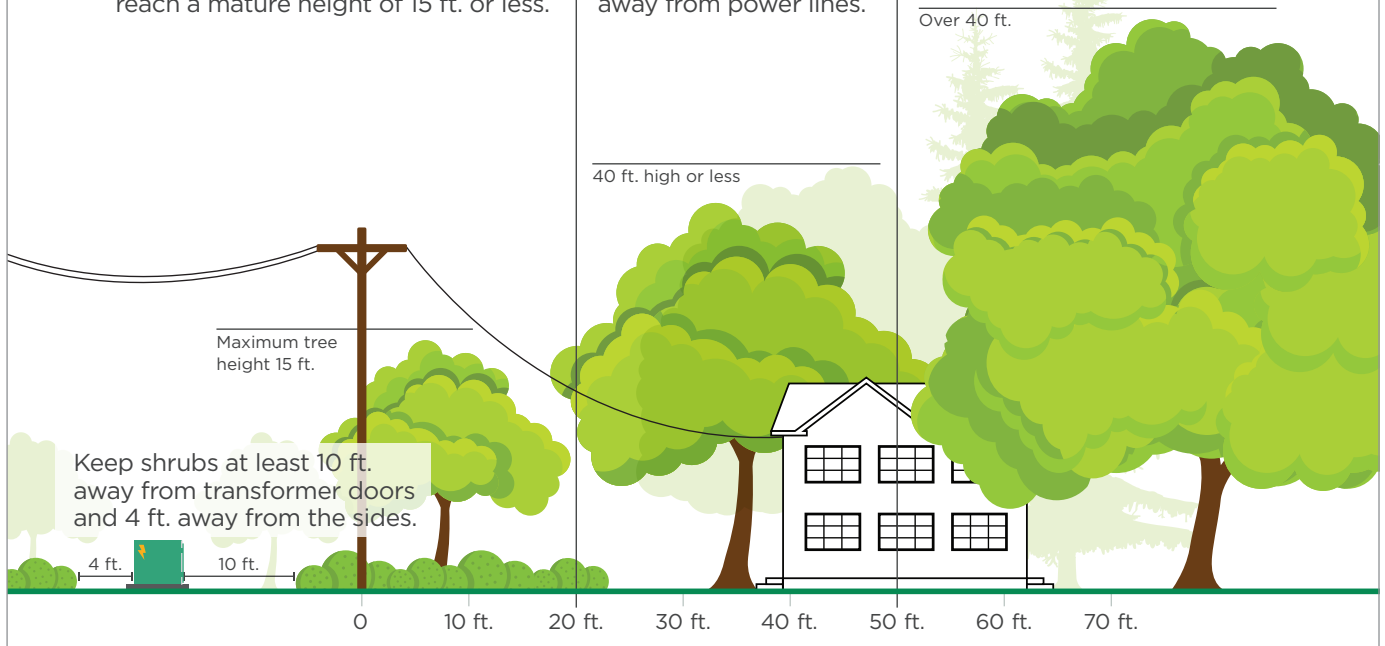
Avoid planting within 20 ft. of power lines. If planting is unavoidable, only plant shrubs and small trees that reach a mature height of 15 ft. or less.

MEDIUM TREE ZONE

Plant medium trees (under 40 ft. when mature) at least 25 ft. away from power lines.

LARGE TREE ZONE

Plant large trees (over 40 ft. when mature) at least 50 ft. away from power lines.



Daylight saving begins March 13.

Spring forward!



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