

MESSAGE FROM THE PRESIDENT AND CEO

Restoring power safely and efficiently

We do our best to avoid them, but there's no way around it: power outages occasionally happen. For most Hancock-Wood Electric members, outages are rare and only last a few hours. But when major storms impact our area, extended outages are unavoidable. When the power goes out, how do Hancock-Wood Electric crews know where to start working? How do you know if your outage has been reported? We've got answers to these questions and more, and it all starts with a safe, efficient plan for power restoration.

Did you know that when your meter detects a loss of power, the meter automatically radios our dispatching center? Software at the dispatch center then uses this information to predict which fuse or device might be out. The location of the device is then automatically sent via text to line crews. When the lights go out and it's safe for our crews to begin the restoration process, they start by repairing power lines and equipment that will restore power to the greatest number of people in the shortest time possible.

This process typically begins with repairs to the larger main distribution lines that service a great number of homes and businesses. After those repairs are made, crews work on tap lines, which deliver power to transformers, either mounted on utility poles (for above-ground service) or placed on pads (for underground service). Finally, individual service lines that run between the transformer and the home are repaired.

We can't control the weather, but we can prepare for it. Hancock-Wood Electric keeps a supply of extra utility poles, transformers, and other equipment on hand so we can quickly get to work in the event of an outage. When widespread outages occur, multiple crews will be out in the field simultaneously working to repair damage at multiple locations. We also coordinate with nearby co-ops to bring in additional crews when necessary.

A proactive approach to maintenance helps minimize the chance of prolonged outages; this is why you see Hancock-Wood Electric contracting crews periodically trimming trees and clearing vegetation near rights-of-way. We love trees too, but it only takes one overgrown limb to knock out power for an entire neighborhood. Trimming improves power reliability for our entire community. In addition to

managing vegetation, we regularly inspect utility poles, power lines, and other critical equipment to maintain a more reliable system.

If you experience a power outage, don't assume a neighbor or even the meter reported it. It's best to report the outage yourself, and we make it easy to do. You can submit your outage by logging into your account at hwe.coop or calling us at 800-445-4840 and selecting option 1. You can also report an outage on our HWEConnect mobile app (available for FREE via Apple or Google app stores). We can accept outages via texting as well — just text "HWPOWEROUT" to 85700. Once your mobile phone number is registered, you can notify us of an outage by sending a text to 85700 by typing "#out" in the message box.

If you have a medical condition that requires electrical equipment, please let us know and always have a backup plan in place. This plan could include a portable generator, extra medical supplies, or moving to an alternate location until power is restored. If you plan to use a generator for backup power, read all safety information and instructions before use. Mother Nature can be unpredictable, but as a member, you can feel confident knowing we're standing by, ready to restore power as quickly and safely as possible.



Bill Barnhart
PRESIDENT & CEO



Amplex connects first fiber Kelleys Island customer



Hancock-Wood member West Bay, Kelleys Island, Ohio, is the first Amplex Internet fiber customer on the island. We are happy to work with Amplex and see the progress to help improve KI members' internet access!

Hancock-Wood Electric Cooperative 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.

Youth Tour: A family tradition for HWECC members

Each summer, Hancock-Wood Electric Cooperative sponsors two students on an annual Youth Tour to Washington, D.C. Students learn about our nation's capital, the government, and rural electric cooperatives while seeing the historic and cultural sights of the Washington, D.C., area. The Youth Tour program is an annual opportunity for more than 1,500 high school students from across the nation to represent their electric co-ops at our nation's capital.

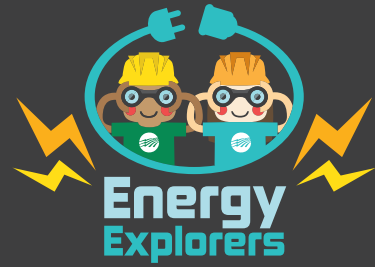
This year, one of the students who will be attending, Grant Rider, is following in the footsteps of his sister and father. His older sister, Anna, went on Youth Tour in 2017 and their father, Chad, attended Youth Tour in 1992.



SUMMER STORM SAFETY WORD SEARCH

Summer means fun in the sun! But the season can also bring strong thunderstorms.

Read the storm safety tips below, then find and circle the **bolded** words in the puzzle below.



T	D	D	N	U	D	O	L	O	H	X	W	S	X	S
K	H	H	B	K	X	S	N	J	M	I	Z	T	X	M
B	Q	U	Z	C	J	I	E	T	N	T	A	R	Z	C
Y	E	R	N	Z	T	Q	N	D	Z	Y	X	U	E	S
J	L	F	S	D	K	O	O	N	N	G	E	C	K	A
P	Q	Y	H	U	E	W	N	B	V	M	O	T	V	D
V	S	H	C	P	S	R	W	E	L	J	R	U	S	U
D	B	N	H	C	H	Q	X	T	D	T	A	R	L	U
H	X	H	M	M	U	B	V	Z	P	T	Q	E	K	X
A	R	L	L	N	E	F	Q	X	E	B	G	S	T	R
Y	X	Z	N	I	I	Q	F	T	R	T	B	E	U	S
L	I	G	H	T	N	I	N	G	L	G	W	B	G	B
T	I	K	Y	C	N	E	G	R	E	M	E	F	S	W
O	N	I	D	F	A	D	V	M	V	V	K	N	T	M
G	Q	D	F	H	Y	L	R	N	O	C	A	W	R	E



- If you hear thunder, that means **lightning** can strike nearby. Go indoors.
- Wait at least 30 minutes after the last rumble of **thunder** before going back outside.
- During a thunderstorm, stay away from tall, isolated **structures** or trees, which are more susceptible to lightning strikes.
- Avoid standing near **windows** during a thunderstorm.
- Strong summer storms occasionally cause power outages. During an outage, it's best to have an **emergency kit** on hand.

Think Energy \$mart *with Bruce*

Is a mini-split heat pump right for you?



What is a mini-split heat pump? How does a mini-split heat pump work? Would one of these units be a good solution for my heating or cooling problem? These are common questions when discussing heating or cooling a problem area in someone's home. I am going to provide answers to these

questions to help you determine if a mini-split is a solution for any problem areas you are trying to climate control.

What is a mini-split heat pump? How does it work?

A mini-split heat pump is like a central air conditioner or heat pump, except these units typically only heat or cool a section of your home. Mini-split systems consist of an indoor and outdoor unit just like a central system. The difference is mini-split systems do not require a duct system to deliver the conditioned air to your space. The indoor unit is installed on wall, floor, or ceiling of the space you wish to condition and contains a warm or cold coil depending on the season and a fan to propel the conditioned air. The outdoor unit uses outside air to heat or cool refrigerant in

the sealed system to provide indoor comfort. Mini-split units use an inverter driven compressor which provides more capability during extreme temperatures. Most of these units will heat efficiently below zero degree outside temperature.

Would one of these units be a good solution for my home?

Some of the best applications for these units are as follows:

- A home with no duct work. These units will heat areas of your home for about 1/3 the cost of operating standard electric heat. You may need multiple units to condition your entire home.
- Bonus room/sunroom. Bonus rooms and sunrooms tend to be uncomfortable because they have considerable exposure to outside conditions. A mini-split will allow you to control temperature in that area to make that space more usable.
- Basement/garage/office. It's not a good idea to connect your central HVAC system to your garage because of poisonous gases that can enter your home. A mini-split allows climate control with no connection to the home.

If you are considering one of these units for your home, contact an HVAC contractor for design and installation and contact us for a \$600 rebate after installation is complete.

CONTACT

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online, dropbox, office, by phone, or
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HAVE A STORY SUGGESTION?

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