

MESSAGE FROM THE GENERAL MANAGER

2025 annual meeting highlights

In June, the Hancock-Wood Electric Cooperative board of trustees held the cooperative's 87th Annual Meeting of the Members. I am happy to report the cooperative continues to maintain our positive financial standing and has completed several goals over the past year, while also providing safe and reliable electricity to our membership.



Bill Barnhart
PRESIDENT & CEO

The 2025 trustee election results are as followed:



Lee Anne Dierksheide was elected, representing District 3.



Duane Fry was elected, representing District 6.



James Rose was elected, representing District 8.

Safety programs

Every year, Hancock-Wood evaluates its safety programs, establishes new objectives, and records these goals in our Safety Improvement Plan, or SIP. The SIP is reviewed and approved by your board of trustees. The Hancock-Wood team did an amazing job completing the 2024 SIP goals. Those objectives included:

- Updating prearrangements with station switch numbers
- Safety manual review with Operations employees
- Creating an operational manual for each substation

Cybersecurity programs

Hancock-Wood elected to participate in the Rural Electric Cyber Advancement Program, or RECAP, which involves an assessment of the cooperative's cybersecurity posture by an independent team every two years. The RECAP process evolved from a collaborative effort between NRECA, our trade association, and the Department of Energy. RECAP accesses our ability to identify, protect, detect, respond to, and recover from a cyberattack.

Hancock-Wood is committed to ensuring the security of our member's data and demonstrated a high level of cybersecurity maturity through the assessment.

Outage and restoration

Throughout the year, Hancock-Wood crews responded quickly and safely to address outage issues. Even though our electrical system totals almost 1,587 miles of line and covers ten counties, the average length of an outage was only 80 minutes. When compared to our five-year averages, members experienced half as much outage time. Our crews were not only available 24/7 to respond to electric service issues for our members, but they also provided mutual aid to other cooperatives in North Carolina, South Carolina, and Michigan. By reaching out to assist other electric cooperatives with outage restoration, our crews demonstrate the cooperative principle of Cooperation among Cooperatives.

To hear the entire update, visit our website www.hwe.coop or our YouTube page to watch the 2025 Annual Meeting.

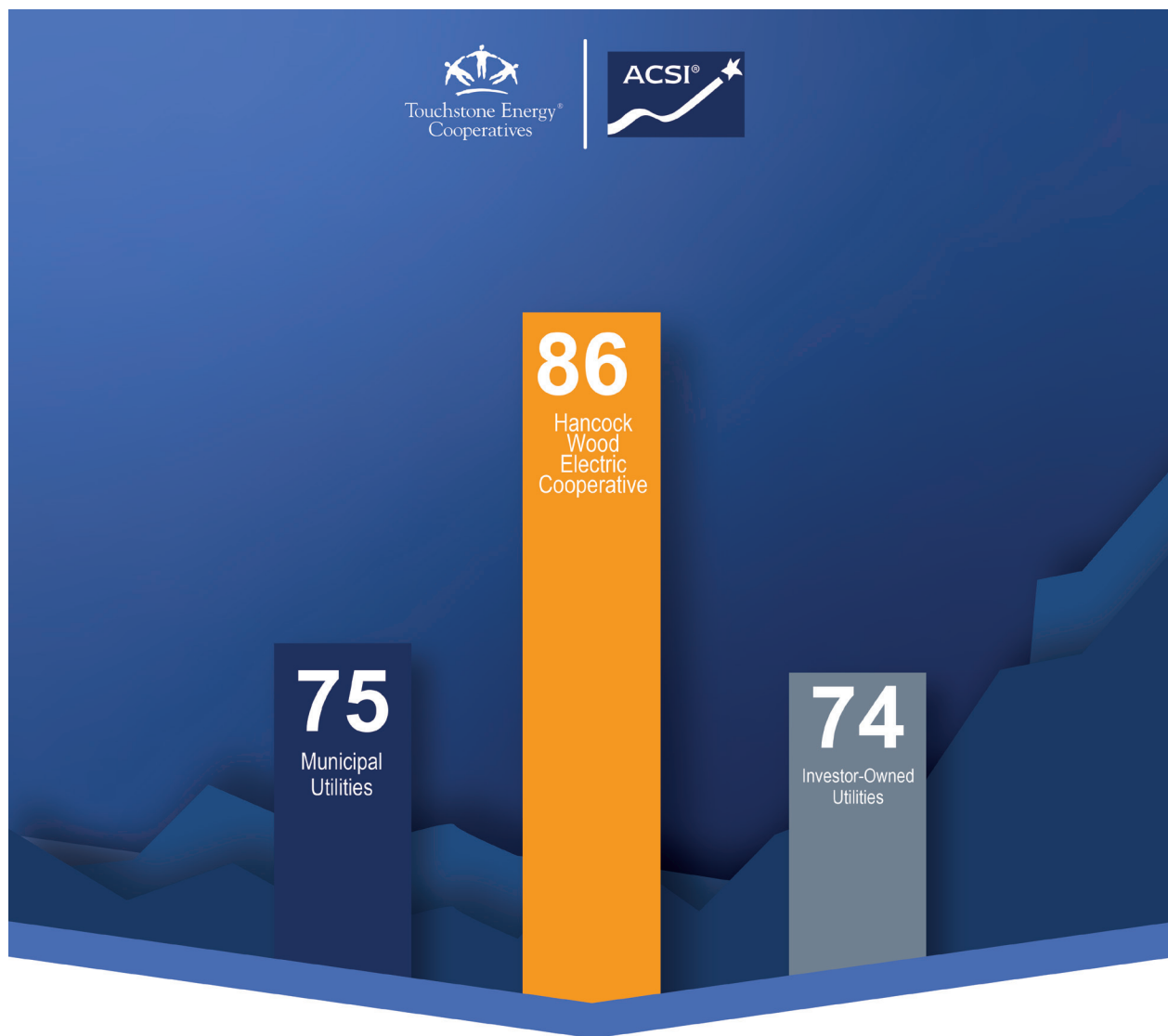
Thank you for giving us **HIGH MARKS**

Earlier this year, Hancock-Wood Electric Cooperative completed its annual member-wide customer satisfaction survey, and the co-op's score improved one point from 2024.

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 2025, Hancock-Wood Electric Cooperative received an ACSI score of 86 on a 100-point scale.

Hancock-Wood Electric Cooperative's score is higher when compared to publicly measured investor-owned utility scores reported in the syndicated 2025 ACSI Energy Utility Study, and it places Hancock-Wood Electric Cooperative 12 points higher than the average investor-owned utility score of 74, as well as 11 points higher than the average municipal utilities score of 75, per the industry ratings.

For more information, please visit <https://theacsi.org/industries/energy-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 between May-June. 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.



WE ♥ OUR MEMBERS

Join us for Member Appreciation Week August 25-29

8 a.m. – 6 p.m. | Hancock-Wood Electric Cooperative's office
1399 Business Park Drive South, North Baltimore, OH 45872

All members are invited to stop by our office between 8 a.m. and 6 p.m. any day from Aug. 25-29 to receive a \$15 bill credit, a T-shirt, and more! (One per membership.) Look for the tent in the office parking lot in front of our building.

We had a great turnout at our Member Appreciation Drive Thru event last year, with more than 700 members attending. We love to show our members appreciation but, unfortunately, many people experienced traffic issues and long lines during our event. To better accommodate all our members and reduce traffic/wait times, we decided to extend Member Appreciation Day to this weeklong event.

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

Hancock-Wood congratulates two staff members on their recent accomplishments



CFO Melissa Snyder earned the Cooperative Financial Professional Certificate after completing a competency-based, interactive program for co-op financial professionals to deepen their understanding of electric co-op utility finance. This two-week program helps finance professionals gain the skills needed to identify and take advantage of strategic opportunities.



COO Curt Croy completed the Robert I. Kabat Management Internship Program, a series of workshops offered by the National Rural Electric Cooperative Association in conjunction with the University of Wisconsin. The program guides participants through all facets of the electric utility industry, including the many changes occurring around the nation. Only a few electric utility supervisors will graduate from the Management Internship Program this year. MIP participants go through three 10-day sessions designed to challenge and educate in new, innovative management techniques. Participants leave with a better understanding of what consumers want and how to ensure they get it.



CONTACT

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

WEBSITE

www.hwe.coop

OFFICE

1399 Business Park Drive South
P.O. Box 190
North Baltimore, Ohio 45872-0190

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leslie.guisinger@hwe.coop

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