

# The Energy Cooperative Times



The Outage 2004



SPECIAL EDITION

Your Quarterly Connection

## A Message From The President of THE ENERGY COOPERATIVE



The ice storm that caused the electric outages over the holiday's devastated this area. Governor Taft has declared our area a storm

emergency and asked President Bush to do the same, making several organizations, including The Energy Cooperative eligible for Federal Emergency Management Assistance. Initially more than half of our members, about 14,100 were left without electric power. Electric lines were shredded, almost a hundred poles were snapped and areas impassable. All affected utilities called in crews from other states. The Energy Cooperative had crews come in from other cooperatives in Ohio; Mid-Ohio, Union, Guernsey-Muskingum, Firelands, Paulding-Putnum and Consolidated. Cooperative crews came from other states; Northwestern and Central in Pennsylvania and Midwest Energy in Michigan. Contract crews came from NOVCO, Kentucky, Tennessee and West Virginia for Pike, and Asplundh in Indiana. THANK YOU for coming to our aid!

These electric workers plus our employees left their families to work long and hard eighteen hour days, in the bitter cold temperatures to restore service to our members. Many had no electric service in their own homes at the time. I believe they did a tremendous job under the most difficult and hazardous conditions in thirty years. I am proud of their efforts.

I apologize for the inconvenience the electric outage caused you. Concern for all of our members was always on my mind during this outage. However, there is a systematic procedure for repairing substations, electric lines, transformers and utility poles in the safest and most expeditious way possible. Most members don't realize that one inch of ice on a single span of electric line can weigh over 1500 pounds! The Energy Cooperative crews were responsive in restoring power to everyone as quickly and safely as possible.

Because of the tremendous damage caused by this storm, clean up is still underway and you will see our crews and equipment continuing to repair the system. Please notify us if you

should see down lines or poles, and treat all wires as live.

As with any organization, there is always room for improvement. At The Energy Cooperative we are in the process of evaluating our procedures in order to serve our members better in the future.

Sincerely,

David L. Potter  
President/CEO



# The Outage 2004

## Thank You Letters From Our Members



*"My power was off for six days and I didn't think I could make it through another day but my heart went out to you all, working so diligently in those extreme conditions, giving up your holidays for the rest of us."*

*"Having driven around our local roads and having seen all the tree damage and iced lines, I think it is remarkable that your crews were able to restore power so rapidly. Please relay our thanks to all those involved in handling this emergency."*

*"I want to take a moment to thank all of The Energy Co-Op employees who gave so much time and energy during this past ice storm. Giving up their Christmas Holiday and working so many hours, was a call to duty that was matched and met."*

*"... how thankful I am to be a customer of The Energy Co-op. I would also like to say how lucky we are to have the dedicated employees that your company has working for them."*

*"Giving yourselves and your time away from family over Christmas is asking an awful lot. I'm sure even if not everyone says thanks, they must be thinking it."*

*"Thank you for a good job well done."*

*"Thank you for giving up your holiday so we could get our power back on. You did a good job under horrible conditions."*

*"Thanks a million to the electric crews in our emergency. They really did a fine job and we sincerely appreciate it."*

*"I am very thankful to your people for the sacrifice made. They were outside our home working in the freezing cold at 12:00 a.m. Christmas morning. They gave up part of their Christmas to make ours much nicer."*

*"Thank you very much for all your long, tiresome days and nights."*

*"Two thumbs up for your company and hard working staff."*

*"A time when families spend together you were out there in the bitter cold to help others. I am still without power and I don't complain about you but to Mother Nature knowing the worst months are still ahead. Again, thank you very much."*

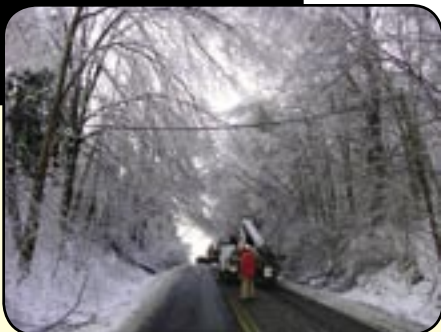
*"We just wanted to thank you for going above and beyond in your duties to get our electric back on. We know you sacrificed much time with your families during the holidays and we appreciate all you did! Great job in a difficult situation."*

*"I am an employee of American Electric Power; however I was home on vacation through the holidays. Working in customer service areas my entire twenty years with the utility. . . Having the vantage point on storms from the company side gave me an automatic appreciation for your commitment to restoring the Ohio customers. Your travel, your separation from your families, the delay of a Christmas celebration with your loved ones and the long hours on the job each day making repairs from the storm's toll as well as maintaining the safety of your crews are all appreciated."*

*"After seeing the damage all over the place I find it to be nothing short of absolutely amazing that our power was restored at all."*



*"Thanks a million to the electric crews in our emergency. They really did a fine job and we sincerely appreciate it."*



# DANGER!

During the ice storm, to repair services as soon as possible, many repairs were made on a temporary basis. We are continuing to replace broken equipment such as poles, cross arms, power lines, transformers, switches, etc. To aid our crews, if you are aware of any damaged equipment or low hanging wires, please contact our office at 800/255-6815 to speak with a member services representative, or leave a message after hours. Please treat all wires as live.



## Where To Get Outage Information

In case of an outage, The Energy Cooperative will provide information to the following radio stations. An outage report is also maintained on our website.

## Radio Stations

WMVO 1300 AM

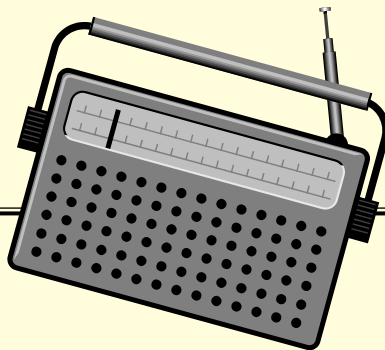
WHTH 790 AM

WCLT 1430 AM  
T100 FM

WQIO 93.7 FM

WNKO 101.7 FM

WNVR 90.9 FM



*Thank you for your patience and understanding during the outage.*

## How The Energy Cooperative Brings Electricity To You

Ohio electric cooperatives own their generation facilities. After electric power is generated it is sent into the transmission system, which investor owned utilities maintain. The transmission system delivers the electricity, at high voltages to the distribution system's substation. The Energy Cooperative is a distribution system consisting of substations, poles, wires and transformers that step the voltage down to the levels used by homes and businesses. The Energy Cooperative maintains nineteen substations with hundreds of members being served from each one.

When a major outage occurs, these substations are checked first. A problem could be caused by failure in the transmission system supplying

the substation or in the substation itself. The Energy Cooperative does not own or maintain the transmission lines, and must rely on the transmission company to make those repairs.

Main distribution supply lines are checked next when the problem cannot be isolated at the substation. These supply lines (also known as three phase lines) carry electricity away from the substation to a group of consumers, such as a town or housing development. When power is restored at this stage, all consumers served by this supply line could see the lights come on, as long as there is no problem farther down the line.

The final supply lines, also called single phase lines, carry power to the transformers located underground

or on utility poles outside houses or other buildings. Line crews fix the remaining outages based on restoring service to the greatest number of consumers.

Sometimes, damage will occur on the service line between your house and the transformer on the nearby pole. This can explain why a member may not have power when your neighbor does. Your cooperative needs to know you have an outage, so a service crew can repair it. Members themselves, not the cooperative, are responsible for damage to the service line after the mast or point of attachment to the home or building.

Remember that a major outage can affect thousands of other members. The Energy Cooperative appreciates your patience.



Your Teachers Energy Cooperative

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