

# Power Lines



APRIL 2009

## Haywood EMC provides 99.89% power reliability to members

A recent study of Haywood Electric Membership Corporation's (HEMC) power outage data showed the cooperative to be more than 99 percent reliable when it comes to keeping the power on. That means, on average, HEMC members experience less than 10 hours out of 8,760 hours a year without electricity.

Collectively, more than half of the outages a member experiences are due to source outages by power suppliers and storms, at 2.0 hours and 3.3 hours per year, respectively.

While most of the time HEMC is able to perform scheduled line main-

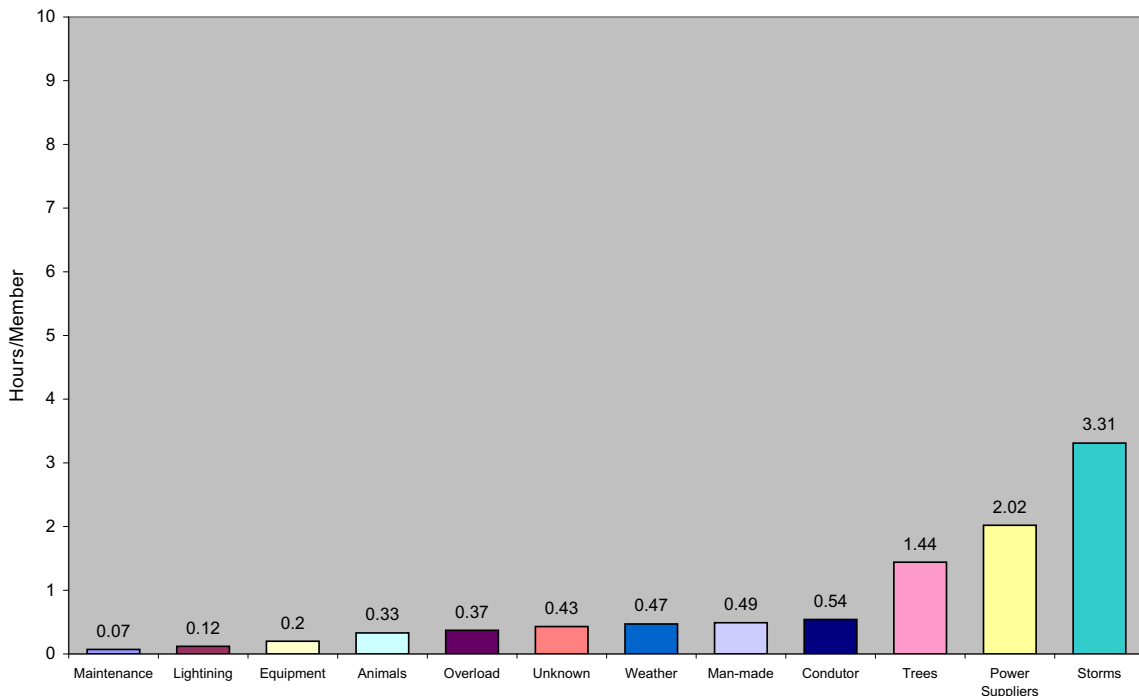
tenance without a resulting outage, occasionally it is necessary to protect those doing the work. These outages account for less than one hour per member annually and are required to ensure you—the member—continue to receive the reliable service you have come to know and expect from your electric cooperative.

All other power outages are the result of a variety of things that equate to around 4 hours per year per member. Some examples of causes for these type outages are wildlife and trees making contact with power lines, vehicles hitting power poles and

vandalism.

With 70 years of experience, Haywood EMC strives to protect your critical power needs. This, with a relentless pursuit of excellence, is why we will never be content with the status quo. The average outage time per member is 9.79 hours per year, which equates to a reliability of 99.89%. Efforts to improve demands a continued goal to exceed status quo and everyone else's standards. This is what makes HEMC the chosen power supplier we are today.

Average Annual Outage Hours Per Member



# Haywood EMC assists in Kentucky's ice storm recovery

During the week of January 26, Kenergy Electric Corporation, located in western Kentucky, was one of many utilities hit hard by an ice storm that crippled the state. Kenergy alone had widespread power outages in all 14 counties of their service territory.



At the peak of the storm, 42,000 of that electric co-op's 56,000 members were in the dark as the result of more than 2,500 broken poles from the weight of ice that formed on trees and power lines.

Kenergy's organization quickly grew from 150 employees to an army in excess of 1,000 additional men from the cooperative family who joined forces to assist in the restoration efforts. They represented rural electric cooperatives like Haywood EMC and others in North Carolina, as well as from Alabama, Georgia, Illinois, Michigan, Mississippi, Ohio, South Carolina and Tennessee.

Power restoration proved both difficult and time consuming as linemen rebuilt the cooperative's main infrastructure while dealing with sub-freezing temperatures and wind chills below zero degrees. Nonetheless, determination won out, but not before many cooperative members suffered four to five weeks without electricity.

Haywood EMC sent linemen to help in the recovery effort, which is a common practice among electric cooperatives, helping each other in times of

need. The deployment of help is part of a mutual aid agreement shared between the nation's nearly 1,000 electric cooperatives to help one another in times of emergency, such as natural disasters. Having experienced similar problems from past ice storms and hurricanes where assistance from other electric co-ops came to Haywood EMC's rescue, they were more than willing to help Kenergy Electric in any way possible.

## Haywood EMC offices closed for Good Friday

Haywood EMC offices will be closed Friday, April 10, to celebrate the Easter holiday. The co-op wishes your family well during this sacred time.



## HEMC maintains medical alert list

Haywood Electric Membership Corporation maintains a medical alert list for member households and individuals who depend on electric-powered medical equipment.

If you or someone in your household relies on an electrically operated life support system, we need to hear from you. Call Haywood EMC at the Waynesville office, (828) 452-2281; the Lake Toxaway office, (828) 966-4215; or toll-free 1-800-951-6088. We will send you a form to be completed by you and your physician.



The form will ask for a contact person, the type of medical equipment in the home (such as a feeding machine, heart monitor, oxygen machine or nebulizer), the name of the agency that maintains the medical equipment and a doctor's signature. Air conditioners are not considered medical equipment

even though they provide respiratory relief to many.

Haywood EMC will make every effort to respond to your needs. However, we cannot guarantee that we will restore electricity in a manner that would not threaten your dependence on medical equipment. Haywood EMC reminds you that storms, animals, flooding, accidents and vandalism are just a few examples of situations that can cause substantial damage that may result in prolonged power outages that are out of the cooperative's control.

If you or a family member is dependent on electric-powered medical equipment, please take steps now to arrange alternative shelter or a source of back-up power. For a list of emergency shelters in your area, contact Haywood EMC and we will give you the information you need.

If you have already contacted us, please call again to make sure your name is on our list. If you are not sure if we know about your system, or if you are new to the Haywood EMC service area, please call us today.

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### Call our toll-free customer service line

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### Waynesville Office

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### Lake Toxaway Office

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Visit our Web site:

[www.haywoodemc.com](http://www.haywoodemc.com)