

# Electric Grid Reliability and Resilience



MESSAGE FROM  
**CEO AND GENERAL MANAGER RICK HAILE**

**KEEPING THE LIGHTS ON IN THE EVENT OF A NATURAL DISASTER OR cyber incident is a major—and growing—concern for the electric industry. At Heart of Texas Electric Cooperative, we take steps to lessen potential damage and ensure that the system recovers quickly so it can get back to the business of providing you power.**

**What's the Difference?**

Power grid resilience and power grid reliability are frequently, and often interchangeably, referenced in conversations about keeping the lights on. This raises the question: What is the difference between reliability and resilience?

*Reliability* means the ability of the power system to deliver electricity in the quantity and quality demanded by users. Reliability means that the lights are always on in a consistent manner.

*Resilience* concerns the ability of a system to recover and, in some cases, transform from disruptive events. Resilience-focused approaches to stabilizing the grid emphasize the idea that such incidents occur regularly, and systems should be designed and shored up to bounce back quicker and stronger.

**Steps Toward Stability**

A panel of national experts, including scientists from the National Rural Electric Cooperative Association, recently conducted a study on behalf of the

U.S. Department of Energy to make recommendations for improving grid security.

The panel recommended more cooperation among stakeholders and stepped-up coordination on threat assessment, training and joint recovery planning. Major emphasis was placed on the need for research involving government and industry players, including NRECA and its member cooperatives.

At Heart of Texas EC, our own resiliency efforts involve every aspect of our operations—from the member service representatives in the call center to the linemen in the field, from the engineers in the control room to the communicators keeping the media and members updated.

Electric co-ops serve the most rugged, remote terrain in the country, covering more than 70 percent of the nation's landmass. We have learned how to restore power in incredibly difficult circumstances, and we're focused on increasing reliability and resilience for you, our members.



DAVE SHAFER



IRYNA MELNYK | ISTOCK.COM

## Happy Thanksgiving

from Heart of Texas EC

**Our offices will be closed Thursday and Friday, November 23–24, to celebrate the holiday.**



MARTIN WAHLBORG | ISTOCK.COM

TIME TO FALL BACK!

## DAYLIGHT SAVING TIME

**ends at 2 a.m., Sunday, November 5. Remember to set your clocks back one hour.**

## CAC Holiday Bow-tique Offers Unique Gift Ideas

**READY FOR THE HOLIDAY SEASON? TO KICK OFF THIS FESTIVE TIME OF THE YEAR, THE** Contemporaries will host a fabulous Holiday Bow-tique, November 7-8 at the Cultural Activities Center in Temple.

This year's market features creative and talented artists and artisans selling custom-made items, businesses with unique merchandise and specialty food vendors. The Bow-tique has been a Central Texas tradition since 1995.

The Bow-tique will be open **Tuesday, November 7, 4-8 p.m.**, and **Wednesday, November 8, 9 a.m.-7 p.m.**, at the Cultural Activities Center, 3011 N. Third Street in Temple. There is no entrance fee.

Tuesday evening, come enjoy a holiday happy hour with live music and shopping. Nathan Paul's Rations restaurant will offer dinner for purchase.

Wednesday, there will be entertainment, informal modeling and other special events throughout the day.

Many wonderful local artists and businesses will sell a variety of unique and custom-made items. This is a great opportunity to find that one-of-a-kind gift for family and friends. Bring your gift list and come to the Cultural Activities Center to shop, eat and get in the holiday spirit!

For more information, visit The Contemporaries website at [caccontemporaries.org](http://caccontemporaries.org).

## Got the My HOTECC App?

**THE MY HOTECC APP PROVIDES ACCOUNT MANAGEMENT AT YOUR FINGERTIPS.**

Tap to view your current balance due, make payments or view special messages and links to other important information. The My HOTECC app allows you to conveniently pay your bill anywhere, anytime.

To download the app, visit the App Store (iOS) or Google Play (Android) and search for Heart of Texas Electric. Follow the directions to download to your phone.

The My HOTECC app features include:

- ▶ **Bill view:** Easily view your current balance and associated details.
- ▶ **Payment screens:** Select accounts and subaccounts and quickly make payments.
- ▶ **View usage:** View your energy usage from the prior month's meter reading.
- ▶ **News:** A convenient way to catch up on the latest HOTECC news and connect with us. Easily contact HOTECC by email or phone, or access the links to our social media sites for a chance to win our monthly drawings.

# Veterans Day November 11

Heart of Texas EC salutes  
veterans for their service.



## Heart of Texas Electric Cooperative

Operating in Bell, Bosque, Coryell, Falls,  
Hamilton, McLennan and Milam counties

### CEO AND GENERAL MANAGER

Rick Haile

### DIRECTORS

Garland Cook, District 1  
DeWayne Draeger, District 2  
Kermit Dreyer, District 7  
Paul Edge, District 2  
Dan Foster, District 9  
Kenneth Hollas, District 3  
Bobby Nawara, District 4  
Allen Shows, District 5  
Larry Stock, District 8



## Contact Us

### McGREGOR OFFICE

**(254) 840-2871** local  
**1-800-840-2957** toll-free  
1111 S. Johnson Drive • P.O. Box 357  
McGregor, TX 76657

### OFFICE HOURS

Monday-Friday, 8 a.m.-5 p.m.  
Drive-thru 7:30 a.m.-5:30 p.m.

### ROSEBUD OFFICE

**(254) 231-0444** local  
**1-800-840-2957** toll-free  
159 Loop 265 • P.O. Box 598  
Rosebud, TX 76570

### OFFICE HOURS

Monday-Friday, 8 a.m.-5 p.m.

### CREDIT/DEBIT CARD PAYMENTS

Online at [hotec.coop](http://hotec.coop)  
By phone at 1-855-399-2688

### FIND US ON THE WEB

[hotec.coop](http://hotec.coop)



# Operation Round Up Awards Funds



**THANKS TO HEART OF TEXAS ELECTRIC COOPERATIVE MEMBERS,** the Operation Round Up Trust Board was able to present checks totaling \$33,550 to area nonprofit organizations this quarter. These donations would not be possible without the pennies, nickels, dimes and quarters “rounded up” by our members each month.

Heart of Texas EC is just one of many cooperatives across the state and nation that participate in this voluntary program.

Nonprofit organizations may apply to HOTEK Operation

Round Up to receive up to \$2,500 each calendar year. These funds help pay for safety equipment for volunteer firefighters, energy-efficiency upgrades for community centers, payment assistance for co-op members in need, preservation of our local history, assistance to those with special needs and a variety of other worthy causes.

If your organization would like to apply for funds, please visit us online at [hotec.coop](http://hotec.coop) or call 1-800-840-2957. The board meets quarterly to review applications. The deadline for applications to be received this quarter is November 20.



### **ALZHEIMER'S ASSOCIATION**

Heart of Texas EC Member Services Manager Ron Poston presents a \$2,500 Operation Round Up check to Christine Schroeder-Morren, education and family care specialist.



### **CENTRAL TEXAS YOUNG MARINES**

Operation Round Up Trust Board Member Mike Garrett presents a \$500 Operation Round Up check to Corporal Kristie McGee and Sergeant Natalie Almanza.



### **ECONOMIC OPPORTUNITIES ADVANCEMENT CORPORATION**

HOTEK Member Services Manager Ron Poston presents a \$5,000 Operation Round Up check to Director of Community Service Tina Gaston and CFO Kristine Jackson.



### **HEART OF TEXAS REGION MHMR—VETERANS ONE STOP**

HOTEK Member Services Manager Ron Poston presents a \$1,250 Operation Round Up check to Assistant Peer Coordinator Lilly Zeskind and Ken Nowak.



### **HILL COUNTRY COMMUNITY ACTION ASSOCIATION**

HOTEK Member Services Manager Ron Poston presents a \$2,500 Operation Round Up check to Clovia Ketchum and Christy Pierce.



### **MCGREGOR BAND BOOSTERS**

HOTEK Member Services Manager Ron Poston presents a \$250 Operation Round Up check to McGregor Band Director Tim Grace.

Not pictured, but receiving grants this quarter:

**Osage Volunteer Fire Department**  
\$2,500

**Texas Ramp Project**  
\$600

**The Contemporaries**  
\$500



**MCGREGOR LIONS CLUB**  
HOTEC Member Services Manager Ron Poston presents a \$500 Operation Round Up check to Mike Olson, McGregor Lions Club president.



**OGLESBY VOLUNTEER FIRE DEPARTMENT**  
HOTEC Member Services Manager Ron Poston presents a \$2,500 Operation Round Up check to Fire Chief Mark Luckie.



**REACH THERAPEUTIC RIDING CENTER**  
HOTEC Member Services Manager Ron Poston presents a \$2,500 Operation Round Up check to Kristine Volcik, executive director, and Barbara Epps, marketing/community outreach.



**ROSEBUD COMMUNITY PANTRY**  
Operation Round Up Trust Board Member Mike Garrett presents a \$1,200 Operation Round Up check to Barbara Sapp and Patricia Sharp.



**ROSEBUD VOLUNTEER FIRE DEPARTMENT**  
Operation Round Up Trust Board Member Mike Garrett presents a \$2,500 Operation Round Up check to Jay Shultz, chief of training, and Fire Chief Donald Zipperlen.



**THE ARC OF MCLENNAN COUNTY**  
Heart of Texas EC Member Services Manager Ron Poston presents a \$2,500 Operation Round Up check to Executive Director Tom Pearson.



**THE GROVE COMMUNITY CENTER**  
Heart of Texas EC Member Services Manager Ron Poston presents a \$2,500 Operation Round Up check to Mary Schwanke, secretary-treasurer.



**WESTPHALIA HISTORICAL SOCIETY**  
Operation Round Up Trust Board Member Mike Garrett presents a \$1,250 Operation Round Up check to Claralee Gausemeier, treasurer, and Doris Voltin, president.



**WESTPHALIA VOLUNTEER FIRE DEPT.**  
Operation Round Up Trust Board Member Mike Garrett presents a \$2,500 Operation Round Up check to Fireman Lyle Wimberly.



## Stuff the Turkey, Save Energy

### THANKSGIVING IS A GREAT TIME OF YEAR TO BRING FRIENDS AND FAMILIES TOGETHER.

It also means spending time in the kitchen to prepare the traditional feast. Energy costs in the kitchen can total up to 15 percent of a home's energy use, so it's worth a bit of effort to learn how to use less energy while cooking.

#### Here are some tips to help keep your energy costs down during the holiday:

**Keep the oven door closed.** When you want to check on the progress of a dish cooking in your oven, use the light instead of the door. Every time the oven door is opened, the temperature inside is reduced by as much as 25 degrees, delaying the progress of the dish and, more importantly, costing more money to get that turkey perfectly cooked.

**Check your oven temperature.** A freestanding oven thermometer is a great way to check how hot your oven really gets. Many ovens' heat output varies slightly from the numbers on the dial or readout. By testing your oven temperature at several settings—325, 350, 375 and 400 degrees—you can find out if your oven runs hot or cool, and factor an extra 25 degrees or so into your cooking, if necessary. Always check your freestanding oven thermometer to verify the temperature so that you're not needlessly cranking up the heat on an already-hot oven!

**Turn down the heat.** Spending all day in the kitchen? If you've got the oven running and soup on the stove, you can probably turn the heat down a bit. The heat from your oven, not to mention dinner guests, should keep your home warmer than usual, and your furnace won't have to work as hard.

**Clean your burners.** If you've got an electric range, one great way to keep your stovetop cooking efficiently is to keep the reflectors under your burners grime-free. They can be a pain to clean, but regular maintenance can go a long way. You also can invest in better reflectors that decrease stovetop cooking times, which will save you energy (and money!) over time.

## Brace for the Cold

### STAY COZY INDOORS THIS FALL AND

winter without sending your energy bills soaring. Here's how:

- ▶ Tape heavy-duty, clear plastic sheets to the insides of the frames of drafty windows. Or purchase drapes or shades that fit snugly into the window frame.

- ▶ Lower the thermostat by 10-15 degrees for eight hours a day to save up to 10 percent on heating and cooling bills. Try it overnight or while you're at work all day. Or install a programmable thermostat that will set itself back automatically at the times you want.

- ▶ Lower the dial on the water heater to 120 degrees. Heating water accounts for 18 percent of the energy your home uses, according to the U.S. Department of Energy.

- ▶ Scour the house for gaps around plumbing pipes, and cables for TVs, routers and landlines, where cold air can get into the house and heated air can escape. Caulk or weatherstrip those gaps and around doors and windows.

- ▶ Close the damper to your wood-burning fireplace when you're not burning wood in it. Better yet, avoid using it. Those old fireplaces suck the warm air right out of a room and send it outdoors.





# Looking for the Next Generation of Leaders

**WHAT DO 3,800 TEXAS YOUTHS, OUR NATION'S CAPITAL AND ELECTRIC COOPERATIVES** have in common? The Government-in-Action Youth Tour!

Youth Tour was established with one thought in mind: to inspire our next generation of leaders. Since 1964, more than 50,000 young Americans have taken advantage of this special opportunity offered by their electric cooperatives. Heart of Texas Electric Cooperative has sent more than 20 students since 1997.

The trip takes place in June, when hundreds of electric co-ops across the country send participants to Washington, D.C., for a full week of sightseeing and a chance to learn about the cooperative business model.

While in D.C., participants have the opportunity to meet with their elected officials and discuss the issues that are important back home. Youth Tour has grown into an invaluable program that gives young Americans an experience that will stay with them for the rest of their lives.

Youth Tour is so much more than a sightseeing trip. For decades, participants have reported that this experience helped them grow into successful professionals. It also has benefited our local communities. Youth Tour participants return home with a deeper understanding of what it takes to be leaders, and many put their newly acquired skills to use right here in our community.

The upcoming Youth Tour dates are June 6–15, 2018. The group meets June 6 in Austin before traveling to Washington, D.C., then returns to Austin on June 15 to close out the tour.

Help us find the next generation of leaders by sharing the Youth Tour opportunity with a promising student. The application deadline is 5 p.m., February 15, 2018.

For more information about HOTECC's Youth Tour program, call 1-800-840-2957 or visit [hotec.coop](http://hotec.coop).

## Scholarship Opportunity

**DOES YOUR HIGH SCHOOL GRADUATE** need college money?

Heart of Texas Electric Cooperative takes tremendous pride in our local schools and is excited to take part in furthering students' education by awarding \$1,000 scholarships to five local high school graduates. Applications are now being accepted from interested students.

To qualify for a Heart of Texas EC scholarship, a student must have graduated high school within two years of the application deadline and reside in the household of a HOTECC member. The recipient must be enrolled full or part time in an accredited college or technical school. The scholarship will be divided between the fall and spring semester, \$500 respectively. The funds must be used within one year of issuance.

Applications must be received in the Rosebud or McGregor office no later than March 1, 2018, to be considered for the scholarship. For an application and a complete list of qualifications, visit us online at [hotec.coop](http://hotec.coop). Click on Programs, then Youth Tour & Scholarships.

