

Horry Electric Cooperative, Inc.

www.horryelectric.com

MAIN OFFICE
P.O. Box 119
Conway, SC 29528-0119
369-2211



**TO REPORT
POWER OUTAGES ONLY**
369-2212

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CO-OP CONNECTION EDITOR

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Horry Electric Cooperative, Inc., is an equal opportunity provider and employer.

Horry Electric Cooperative, Inc. is a non-profit, member-owned organization providing information and energy-related services on a fair and equitable basis.



A Touchstone Energy® Cooperative

Flo was a slow, very wet mess

Recovery took all hands on deck, including yours



HURRICANE PREPARATIONS

WENT into effect before the winds of Hurricane Florence were felt anywhere on the South Carolina coast.

Hurricane Florence began hitting us on Thursday, September 13. In anticipation of

possible impact on our system, our storm plan went into effect as soon as it began to look like Florence might possibly head our way. Equipment was checked, supplies were secured, manpower was lined up and we finalized arrangements with our statewide association, The Electric Cooperatives of South Carolina.

We put our communications plan for major weather events into play and began communicating with members. We advised members who needed electricity for medical equipment to evacuate, and we warned that outages could last multiple days.

Flo went into slo-mo

The first confirmed outage was at 4:20 p.m. on Thursday. Crews worked that evening until wind speeds forced them back inside to wait out the storm. Wind speeds above 35 mph prevent crews from doing any bucket work.

More than 32,000 members were in the dark as high winds and heavy rains knocked out power. That's nearly half of our members.

We caught a real break when the storm's eye passed through our area. The winds actually died down and the storm slowed down. Repair crews, who were waiting for conditions to be deemed safe enough to work, took advantage of the opportunity. Relief crews were activated.

The storm still raged, but not to the degree crews couldn't work. The storm was still dumping heavy rain, but the wind speeds hovered just under the limits that prevent crews from working. There were tornado warnings, but that

didn't slow crews down for even a minute.

The day started with 32,000 members out of power, but we ended it with all but 7,000 restored. By the end of the second day, the number was down to 250.

At 5:23 p.m. on Monday, September 17, everyone who was able to receive service had power restored.

Team effort

As of the writing of this column, we're waiting on the full impact of Florence Part II. She has dumped a lot of rain in her path. We've released all of the crews from sister cooperatives, and the contract crews that aren't part of our everyday work load have returned to their locations.

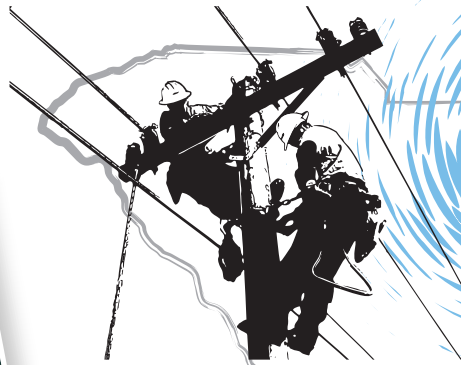
We had as many hard hats, bucket trucks and service trucks out in the field as we could safely manage. All they needed to keep them going were prayer, patience and understanding.

That's where you, our members, made a difference. In all of my years of working storms, this has to have been the most interesting. Power was restored in record time, and the outpouring of support from our members through our three social media channels was overwhelming. We had three channels running and you ran right along with us. The crews also tell me that members were waving, honking and shouting "THANK YOU" while they were working the lines. You kept them going. You were an inspiration.

On behalf of all of us at Horry Electric-THANK YOU. When we said "all hands on deck," you added your hands and your hearts. We felt it, and working cooperatively, we put our co-op back together. What a team!

JAMES P. "PAT" HOWLE
Executive Vice President/CEO

The Cooperative Spirit Remains Unbroken



HURRICANE FLORENCE

September 2018



Special thanks to our members for their patience; to the community for its support; to emergency management officials, law enforcement and the S.C. National Guard for their coordinated efforts; to sister cooperatives and contractors for their tireless efforts to help turn on the lights and to all the local vendors who kept us going.

Hurricane Florence dumped trillions of gallons of water in North and South Carolina. In spite of all the wind and water damage, the cooperative spirit prevailed. Our members and our communities were an inspiration to all of us.

We are proud to be the local people, serving you at Horry Electric Cooperative.

Special Thanks To: Big D's | Eggs Up Grill (Conway) | C.A. Timbes | Conway Commercial Cleaning | Horry Carpet Cleaning and Restoration | Horry County Emergency Management | Horry County Police | Horry County Sheriff's Office | Horry Fire and Rescue | S.C. National Guard | Sam's of Myrtle Beach | US Foods

Construction Crews: Beauregard Electric Co-op | Central Georgia EMC | Dixie Electric Membership Corporation (LA) | Infratech Corporation | Jeff Davis Electric Co-op, Inc. | Lee Electrical Construction, Inc. | Power Line Clearing Contractors | South Louisiana Electric Cooperative Association

Tree Cutting Crews: Davey Tree Expert Company | Lewis Tree Service, Inc.

Horry Electric Cooperative, Inc.

843-369-2211
www.horryelectric.com

A Touchstone Energy® Cooperative 



It's working!

Members help reduce power demand, saving everyone money

THANKS TO approximately 12,335 consumer-members around South Carolina, electric cooperatives see promising results in their efforts to Beat the Peak and reduce power costs for everyone.

Now, the co-ops are looking for about 8,000 more members to sign up for the Beat the Peak program. Beat the Peak is a free and voluntary effort to help control energy costs for all co-op members. Horry Electric Cooperative currently has nearly 5,000 participating members. Having 20,000 participants will give co-ops a good sample group, cooperative officials say, to study electricity demand patterns and determine the most effective ways to encourage even more members to Beat the Peak.

Through Beat the Peak, co-op members receive alerts asking them to reduce their energy use during critical periods when wholesale electricity prices spike, known in the utility industry as "peak demand." While the rates members pay for co-op power are fixed, their co-op may face higher costs for electricity purchased during peak-use times—costs ultimately shared by all members. Beat the Peak can lower peak power costs and delay the need for new power plants, co-op officials say.

Penelope Hinson, manager of public relations, marketing and energy management for Horry Electric Cooperative, serves on the Member Engagement and Energy Efficiency Team at Central Electric Power Cooperative, a Columbia-based power supply aggregator that is jointly owned by South Carolina's 20 independent electric distribution co-ops. Her team is one of several groups of co-op employees studying ways to help co-op members. "South Carolina's electric co-ops are committed to the smart use of energy while encouraging the same

commitment in our members," Hinson notes.

"We launched Beat The Peak in 2016. The program sends texts, emails and voice notifications at peak times and gives suggestions for lower electricity use during these times—and it's working," Hinson says. "Preliminary data shows that we're moving the needle. We've had a great response from members."

Adding an additional 8,000 participants would give Central better data for a demand-impact analysis now underway, she says. So, the 18 participating Beat the Peak co-ops have sweetened the deal for members: Central is sponsoring a gift-card giveaway to promote the program. Members who sign up to Beat the Peak by November 30 will have a chance to win one of two \$250 Visa gift cards.

Saving through cooperation

During a peak-demand period, which typically lasts a few hours, participating Beat the Peak members receive notifications encouraging them to reduce power-intensive activities. For instance, here are a few simple actions members can take:

- ▶ Reduce electricity use during the peak notification period (6 to 9 a.m. in winter or 3 to 7 p.m. in summer).
- ▶ Adjust HVAC thermostat settings by three degrees. (Recommended settings are 68 degrees in heating season and 78 in cooling season.)
- ▶ Turn off unused lights.
- ▶ Delay use of major appliances and hot showers during peak-use times.

Beat the Peak shows the power of cooperation. Learn more at BeatThePeak.com or EnergySmartSC.org.

You could **WIN** one of two
\$250 VISA Gift Cards

Help **REDUCE** power costs for all members and delay the need for new power plants by shifting the time you use electricity through Beat The Peak!

Here's how:

- SIGN UP at **BeatThePeak.com**.
- Receive alerts.
- Voluntarily shift your energy use during peak periods.

Sign up by **Nov. 30** to be entered to win! Winners will be selected by Dec. 10 and notified by email.



SIGN UP today and learn more at BeatThePeak.com.

* For contest rules visit EnergySmartSC.org/250contest.

OCTOBER IS NATIONAL CYBERSECURITY AWARENESS MONTH

We all share responsibility for our organization's online safety and security, and YOU are our first line of defense.

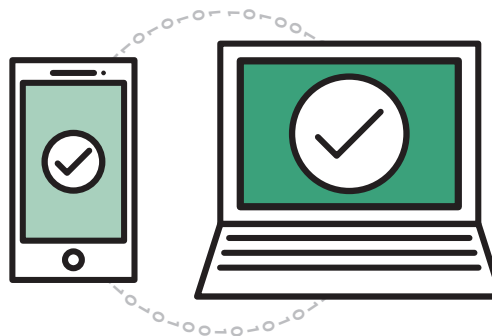
Think Before You Click

- Always hover over a link first to be sure it is safe.
- Report suspicious emails or emails from an unknown sender to your spam filter and delete them from your inbox.



Lockdown Your Log-in

- Create long and unique passwords. Use familiar phrases or song lyrics you'll remember.
- When possible, use 2-factor authentication as a second layer of defense.
- Change passwords regularly and do not share them.

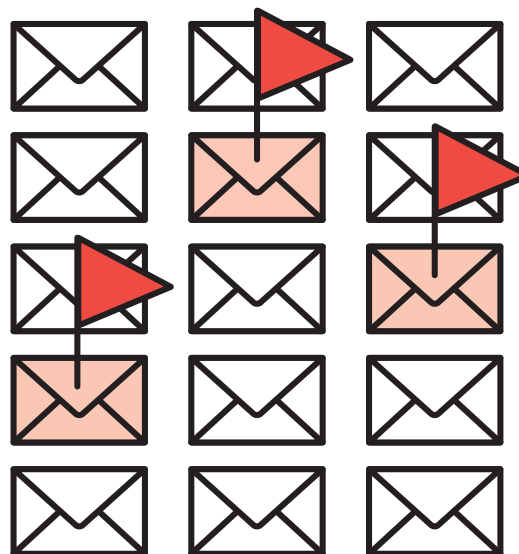


Watch for Red Flags to Identify Potential Phish Attacks

- Phishing attempts seek to steal or compromise data and will often mimic a known sender.

Look for red flags:

1. the email is unexpected;
2. there is a sense of urgency conveyed;
3. there is an offer that seems too good to be true; and/or
4. there are typos and misspellings.



Want more tips to improve your cyber hygiene?
Visit www.staysafeonline.org

Paying your bills has never been easier.

HEC Convenient Payment Options:

By Phone

Dial (843) 369-2211 and listen carefully to the menu options for access to your account or to pay by credit card. All transactions are processed through Southeastern Data Cooperative. Transaction fees will apply.

By Mail

Please mail your check or money order (include your payment stub) to:
Horry Electric Cooperative, Inc.
 PO Box 119
 Conway, SC 29528-0119

MyEnergy Online

You'll need your account number and password to log into the system to view your account and make a payment online. All MyEnergy Online transactions are processed through Southeastern Data Cooperative (SEDC). Transaction fees will apply. Payments made online through financial institutions are also accepted; however, please be aware these payments do not post immediately.

In Person

You can pay with cash, a personal check, money order or cashier's check at our two co-op offices:

- 2774 Cultra Road, Conway
- 5889 Hwy. 707, Myrtle Beach (Socastee)

You can also pay at pay stations located at ABB, CNB and UCB.

(Find a local pay station in the green box.)

By Bank Draft

Bank Draft is the easiest, most convenient—and least expensive—way to pay your HEC bill. You'll still get monthly statements showing kilowatt-hour use and the amount due, but you won't have to write and mail a check or bring it to the office. Instead, we'll draft your checking or savings account for the amount due on the date indicated on your bill. Sign-up forms and additional details are available at HEC offices and online at HorryElectric.com/BankDraft.



Managing your account has never been easier...

...tap into your account anytime, anywhere with our member app!



- ◆ Make payments
- ◆ Review pay history
- ◆ Review current bills
- ◆ Display electric use
- ◆ Set up alerts and reminders

Download for FREE from your App Store or Android Market.

MyEnergy online

- Pay your bill online
- View your member profile and account settings
- Chart your daily kWh use
- Connect or disconnect service
- Manage mobile alerts
- Sign up for Bank Draft



Go to www.horryelectric.com and click the MyEnergy Online icon.

HEC Local Pay Stations:



- 2605 Hwy. 501 E., Aynor
- 1360 Hwy. 501, Conway (Red Hill)
- 2380 Hwy. 9 E., Longs (intersection of Hwy. 9 and 57/Little River)
- 110 Hwy. 17 N., North Myrtle Beach
- 2810 Church St., West Conway
- 1411 Fourth Ave., Conway
- 309 Main St., Conway
- 2601 Main St., North Conway
- 4100 River Oaks Dr., Myrtle Beach
- 1353 21st Ave. N., Myrtle Beach
- 9726 Hwy. 17 N., Myrtle Beach (Northside)
- 10608 Ocean Hwy., Pawleys Island
- 4345 Hwy. 17 Bypass, Murrells Inlet
- 425 Hwy. 17 & 5th Ave. N., Surfside Beach
- Hwy. 17 Bypass S./3591 Northgate Dr., Socastee



- 5264 Hwy. 9, Green Sea
- UCB banking hours are Monday–Friday 9 a.m.–5 p.m.



- 2651 Church St., Conway
 - 500 Main St., Conway
 - 71 Cloverleaf Drive, Longs
 - 302 Hwy. 701 North, Loris
 - 4230 E. Main St., Loris
 - 1799 Hwy. 17 N., North Myrtle Beach
 - 617 8th Ave., Aynor
 - 2711 Agnes Lane, Myrtle Beach
 - 4705 Oleander Drive, Myrtle Beach
- ABB banking hours are 8:30 a.m.–5 p.m. Monday–Thursday and 8:30 a.m.–5:30 p.m. Friday.

CNB banking hours are 8:30 a.m.–5 p.m. Monday–Thursday and 8:30 a.m.–6 p.m. Friday.



Use **PowerTouch** to get in touch...

PowerTouch from Horry Electric Cooperative is the best way to help us get your lights back on quicker.

This state-of-the-art outage management system lets you immediately report outages. When you call, your phone number will be matched to your name and address to ensure prompt service.

Important: We must have your up-to-date information for the phone number at your service address, plus any additional cellular phone number(s) (with area code) associated with your account in order for PowerTouch to work efficiently.

Please fill out the attached form, mail in with your bill payment or drop off at your nearest Horry Electric office.

You can also sign up online @www.horryelectric.com. Sign in on MyEnergy *Online* to update contact information and to automatically receive alerts and reminders.

MyEnergy
online

Horry Electric Cooperative, Inc.

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Power Out? Call
PowerTouch
843.369.2212

Submitting this form gives Horry Electric Cooperative your consent to send automated messages to any telephone number(s) provided. Please note that Horry Electric will never share your personal information with a third-party source.



My Up-To-Date Phone Number(s) Where I Receive Service from Horry Electric Cooperative.

Name on Account _____

Street Address _____
(Where You Receive Service – No P.O. Boxes Please)

City _____ State _____ Zip _____

Phone Number (_____) _____ Cell (_____) _____
(At This Address)

E-Mail Address _____

Horry Electric's Account Number _____ Date _____

Signature _____

