

## Horry Electric Cooperative, Inc.

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**TO REPORT  
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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

## October is for awareness



**WHEN YOU THINK** of October, you probably think of pumpkins, Halloween, the changing of the leaves and football games. At Horry Electric, we're thinking about all of those things, but we're also thinking Cybersecurity Awareness, Breast Cancer Awareness and

National Co-op Month. It's important to also note that Hurricane Season isn't over for us until November 30.

In my September column, I shared our plans to help raise awareness of cybersecurity in October and I hope you'll work with us in our efforts. By raising awareness and increasing the understanding of basic practices, we can all work together to combat cyberthreats. Information and education are the keys to success.

### Breast Cancer Awareness

Raising awareness about breast cancer is important to us. It hits close to home.

In the past four years, we've lost three employees to cancer, two from breast cancer.

Cancer is a horrible disease and we all pray a cure will soon be found.

### Last, but not least

We celebrate the cooperative difference every single day, but this month, cooperatives across the country are celebrating National Co-op Month. It's all about who we are and what it is we do in the communities we serve.

Cooperatives are different from other types of businesses. We exist to provide safe, reliable and affordable energy to

you, the members of the co-op. We have another mission to be a part of and make a difference in our community.

As a co-op, we are able to meet the needs of the community because we are a big part of it. Our leadership team and employees are all from this area. Our trustees, who help set long-term priorities for the co-op, live locally on co-op lines. They were elected by their fellow members.

Membership matters. We value your perspective. That's why we seek your input by collecting information on an annual basis through The Cooperative Difference research. It's a valuable tool that helps us see where we stand with our members and gives us some insight into the best direction to take on programs and services.

Being local gives us an advantage because we have a chance to get to know our members. We understand local priorities. This helps us make informed decisions on long-term investments like community solar programs, equipment and technology upgrades and even electric vehicle programs.

As we celebrate co-ops this month, we hope you will join with us and celebrate what makes us different. One of the biggest is that the people we serve—you and your neighbors—are more than just customers or consumers. You're members and you're very much a part of our co-op!

*Daniel B. Shelley, III*

**DANIEL B. SHELLEY, III**  
Executive Vice President and CEO

# Beat the Peak could lead to extra holiday cash

**FALL IS HERE**, putting those triple digit temperatures in the rearview mirror. Now as temperatures start to fall, Horry Electric needs your help to Beat the Peak throughout the coming winter months.

Cold winter mornings are considered a peak time, just like the hot summer afternoons we've been through this year. Peaks occur during times when members are all using power at once.

Beat the Peak is a voluntary program for members, but joining means you can help prevent a heavy load on our system. When an abundance of members use power during these peak times, there's a heavy demand on our system; therefore, Horry Electric is paying more money to provide power. With your help, we can work to bring down those costs.

Signing up is easy! You will find "Beat the Peak!" under our Quick Links on [horryelectric.com](http://horryelectric.com). From there, all you have to do is enter your information and select if you'd like to receive peak alerts

via phone call, text, or email.

There are several ways you can Beat the Peak, but one of the most important things to remember is: adjust the time you use large appliances, such as your dishwasher, washer and dryer. These are some of the things that use the most power.

As an added bonus, any member enrolled in the Beat the Peak program by 11:59 p.m. on December 15, 2019 will be entered into a drawing to win a \$1,000 Visa gift card! Participation is limited to one entry per account. The contest is open to other electric cooperatives across the state. The winner will be selected at random by December 20.

You can find a link to the contest rules on our blog, under "HEC News" on our website.

Our Trusted Energy Advisors (see picture on right) have also put together some tips for you. Just search for Horry Electric Cooperative, Inc. on YouTube and Vimeo for their advice.

Sign up for Beat the Peak now and help hold down power costs and you might just find some extra cash in your pocket this holiday season!

## Winter tips to remember

Our Trusted Energy Advisors say you can Beat the Peak this winter, if you follow these tips:

- ▶ Lower your thermostat three degrees.
- ▶ Wash clothes in cold water, if you have to do laundry during a peak time.
- ▶ Try not to use a space heater, as these use a lot of electricity.
- ▶ Turn OFF any unused lights.

If you have any questions, you can call our Trusted Energy Advisors at (843) 369-2211.



HEC's Trusted Energy Advisors (from left) Ricky Lowder, Garrett Gasque and Eddy Blackburn.



**You could WIN a**  
**\$1,000**  
**VISA GIFT CARD**  
(and help HOLD DOWN power costs by shifting the times you use electricity.)

**BEAT THE PEAK**  
Energy Smart Solutions for a Bright Future

**Sign up today at**  
**BeatThePeak.com**

## Effective October 1, 2019

**THE FACILITIES CHARGE** for single-phase service will increase from the current rate of \$22 to \$23 per month. The charge for three-phase service will increase from \$32 to \$33. The facilities charge is a monthly fixed amount charged to each meter at each service location, regardless of the amount of electricity used. It is for the expenses related to providing service to the meter, which includes utility plant investment; operation and maintenance costs; administration and general costs; depreciation; administrative costs such as billing and property taxes.

This is an additional \$12 per year on electric bills. Our board of trustees will be reducing rates, which should result in an average savings of \$26 per member for a net savings of \$14 for the average member.

## HORRY EXTRA

### A lucky break

One of the Local People, Serving You, HEC Accounts Receivable Clerk Pat Johnson picks up a hobby she originally started in the early 1990s and wins a trip to Las Vegas. The story on how this amateur pool player got a lucky break and ended up playing in the World Pool Championship is on Page 20B.



COURTESY PAT JOHNSON



# COOPERATIVE **STRONG**



## **HURRICANE DORIAN**

September 2019

Special thanks to our members for their patience and prayers; to the communities we serve for their support; to the emergency management and law enforcement officials for their coordinated efforts and to sister cooperatives, as well as contractors for their tireless efforts to help turn the lights back on in Horry County.

We also thank the local vendors who helped keep us going.

Hurricane Dorian brought a few tornadoes and heavy downpours of rain when it hit Horry County. In spite of everything, the cooperative spirit remained strong and unbreakable. Our members and 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 BBQ | Bojangles of Conway | C.A. Times | Conway Commercial Cleaning | Eggs Up Grill (Conway) | Food Lion (Conway, Hwy 701) | Horry County Emergency Management | Horry County Police | Horry County Sheriff's Office | Horry County Fire and Rescue | Sam's Club of Florence | Three Guys Subs & Pies | US Foods

**Construction and Tree Cutting Crews:** Craighead Electric Co-op Corporation | Davis Construction and Utilities LLC | Lee Electrical Construction, Inc. | Lewis Tree Service, Inc. | Little River Electric Co-op, Inc. | Power Line Clearing Company | Washington EMC | Williams Electric Company | York Electric Co-op, Inc.

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## A lucky break: 'Anyone can play'

**LINE UP YOUR SHOT.** Ready? Break. Stripes or solids? The game of pool: a pastime game that's been a hobby of Horry Electric's Patricia Johnson for over 25 years.

Originally from High Point, North Carolina, Patricia—often referred to as Pat by her friends and coworkers—moved to Horry County while in elementary school. Fast forward to the early 1990s; Pat tried her hand at pool and found she wasn't half bad. But, as we all know, life happens. She got married, had children and started working at Horry Electric in 2001 as a cashier and has since moved into the Billing Department.

You've heard the saying history sometimes repeats itself. That proves to be true for Pat. She's part of the American Poolplayers Association (APA), the world's largest amateur pool league. Pat plays on three different teams with the Coastal Carolina APA branch: A Ladies League, and an 8-ball and 9-ball team. "On my ladies team, three of us shot together 25 years ago and we won a trip to Vegas. We all went home, had children, and then decided when our kids were grown, we would pick it back up. This year we won another trip to Vegas," Johnson says.

### An amateur's status

The beauty of the amateur league is anyone can play. The more you play, the better you get, which is reflected in your skill level. Pat has recently been upgraded to a 5. A team is made up

**Pat with her ladies team at the 2019 APA World Pool Championships.**

of different skill levels, but each has a cap for the total skill level allowed per match. Pat says, "The cap is 13 for Ladies League. I'm a 5 and I play with other people that are 3's and 4's."

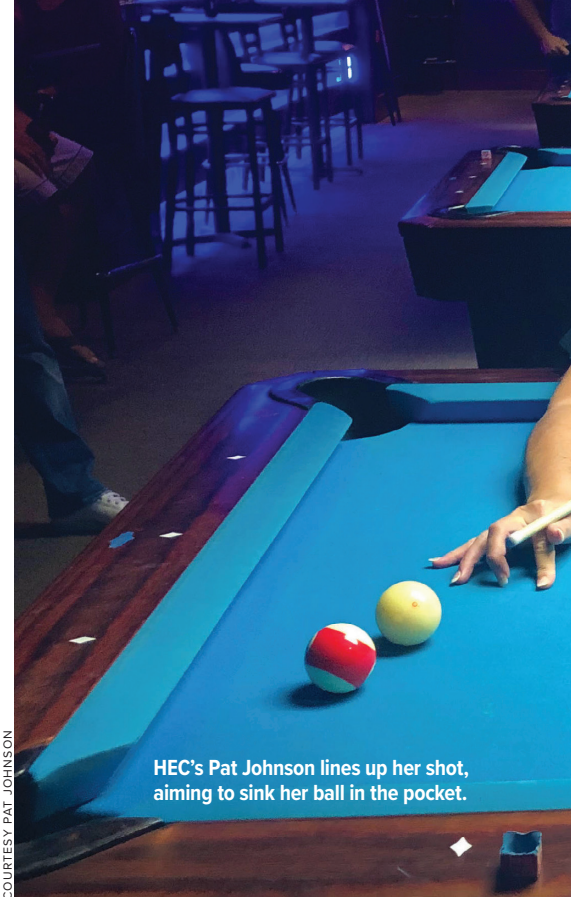
The point of the handicap is to level the playing field. "The better the player, the higher the handicap," she says. According to Coastal Carolina's APA League Operator, their unique handicap system is what sets the league apart and allows anyone to play.

### Making it to Vegas

The amateurs play all year long in a league. The goal: making it to Las Vegas to play in the APA World Pool Championships. Teams have three chances to make it to a Cities tournament to compete for a chance to go to Vegas. With nearly 250 teams in the Carolinas, just over 30 teams make it to Vegas. That's where Pat found herself back in August.

The tournament, held annually at the Westgate Hotel, is made up of hundreds of teams from all 50 states, China and Japan. Rooms filled with pool tables set the stage for amateurs around the world. Pat explains how massive these rooms are: "When I say pool tables, I mean it's like Table 1 to 119. Table 119 to 238. Table 238 to 320. Huge, huge rooms with nothing but tables."

The competition is completely random. "It's a blind draw. I played someone from Missouri, California, Chicago and Tennessee, I believe," Pat explains. Her teams didn't win the \$15,000 grand prize this year,



HEC's Pat Johnson lines up her shot, aiming to sink her ball in the pocket.

but "my 9-ball team ended up placing 257 out of 520," she says.

### What's better than winning?

Pat will tell you she's never been overly great in sports, but she found she was pretty decent at pool. "It's a really cool sport and it does make it feasible for anyone to play and for anyone to win." In addition to the 8-ball and 9-ball teams, the Coastal Carolina APA has a Junior's League, plus there's an event for those in wheelchairs. "Everyone can't play ball or tennis, but most people can shoot pool, especially in an amateur league," she says.

The excitement of making new friends and spending time with her regular friends drives her to keep playing. Her coworkers have even come up with a nickname for her: Pool Shark. At the end of the day, pool is her hobby. As far as a competitive side, "Yes. I'd like to think nobody would want to play anything and lose, but am I disappointed if I do? I am if I've let my team down," Pat explains.

### Being part of a team

The best part of playing in the league is getting to play with a team, according to Pat. She loves the feel of supporting her team, traveling as a team, winning as a team. A concept she also finds at Horry







Electric. Her coworkers support her hobby, a few even tuning in to watch her play in the World Championships.

Carla Major has worked alongside Pat as a cashier and now in the Billing Department for the past 18 years. "I actually set an alarm to watch Pat play in Vegas. She was playing at 9:30 p.m. Pacific Time, which is 12:30 in the morning our time, but I wanted to make sure I saw her play," Major says.

Even though her teams didn't win the jackpot, Pat is right at home, playing another round. "The odd thing about me is, I'm a right-handed person, but I shoot pool left-handed." Pat also enjoys playing alongside her husband Joey. When she's not playing, she enjoys spending time with her daughter, Summer J. Rabon, and son-in-law, Brandon. "Summer works at HTC and Brandon is an Horry County K9 Officer. They are by far my greatest pastimes and blessings," Pat says.

Playing pool has created a whole new family for Pat. She's always finds herself in good company with her friends, her teams, and even a pool champion.

### 'The Striking Viking'

Ewa Mataya Laurance is a superstar in the world of pool. Her talents earned her the nickname 'The Striking Viking' after she moved to the U.S. from Sweden at 17.

She moved to Conway in 1999 for her husband Mitch's work. He's a former actor and works in golf media. Laurance says, "I have a pool table at home, so I can live anywhere, but where else would I go but Conway Heaven?"

As an Horry Electric member, Laurance knows the importance of community. She owns and runs the APA franchise in Horry, Brunswick and Hanover counties, alongside her daughter and son-in-law. Laurance met Pat shortly after Pat picked pool back up in 2013. "We have become good friends. We have so many great people who are anywhere from complete beginners to really good amateur players ... and Pat is one who has been improving steadily since we first met," Laurance says.

Laurance holds a number of titles and achievements in her pool career. She's currently the International and World Cup Trick Shot Champion, but she also



Pat with pool champion Ewa Mataya Laurance in Vegas back in August.

holds multiple World and U.S. Open 9-ball titles. She commentated at the World Championship in Vegas in August. One of Pat's favorite things is watching Ewa play, even back in the early '90s. She doesn't play as much now, but Laurance says, "I love everything about it. It's similar to chess, where you plan your strategy but it challenges you every time."

She says the best part about the APA is anyone can play, and anyone can win with their handicap system. As the former number one billiards player in the world says, "the APA league is mostly about a fun night out with your friends ... Our motto is Have Fun. Meet People. Play Pool!"

## Billing Department

Ensure Accurate and Timely  
Billing of Member Accounts

Assist members with high use

Balance daily receivables

Reconcile Advance Pay  
Accounts Monthly

Pam Boyd (1986)

Carla Major (2001)

Patricia Johnson (2001)

Gordon Lay (2004)

Sherry Belville (2005)

Amanda Holt (2006)

Collective Co-op  
Experience 111 years

*We are committed to being team players  
with a common goal in mind: to provide  
our members with excellent service and  
to assist our fellow employees.*



  
**The Cooperative  
Advantage**  
LOCAL PEOPLE. SERVING YOU.  
Integrity • Accountability • Innovation • Commitment to Community

**Horry Electric  
Cooperative, Inc.**

A Touchstone Energy® Cooperative   
The power of human connections®

## The never-ending battle of cybersecurity

### OCTOBER IS NATIONAL CYBERSECURITY

Awareness Month and if you're a person that doesn't worry about your information getting out in the cyberworld, you should. Cybersecurity isn't a single thing; it's not just keeping hackers out or avoiding a phishing attempt. It's a combination of attacks that can come from anywhere and you have to be aware to pinpoint something isn't right.

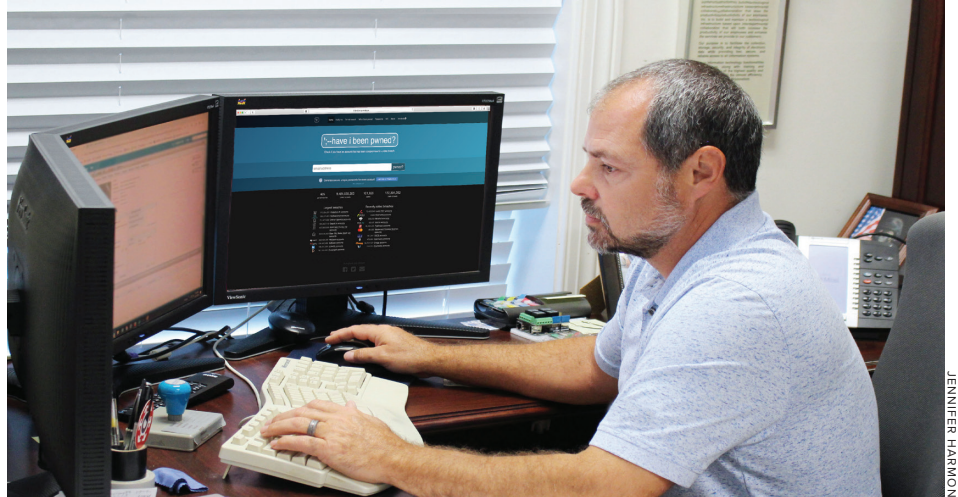
Dale Johnson is Horry Electric's information technology manager and one of the people on the front lines of the co-op's cybersecurity. He also serves on a statewide cooperative Cybersecurity Task Force; a group responsible for sharing information across co-ops and communicating any attacks that might be happening.

The group formed after a devastating 2017 cyberattack in Ukraine. "Before the Ukraine incident, as long as we had a firewall and we were keeping hackers out, everything was hunky-dory, everyone thought everything was great. That attack opened a lot of eyes to what could happen with email phishing," says Johnson. "The exploit came from the inside."

Email phishing is simply that. A hacker is dropping the bait in your email and hoping you'll bite. Johnson says common sense is key: "If it sounds too good to be true, it's too good to be true. The Arabian Prince isn't going to share his millions of dollars with you." A lot of emails we get today are phishing attempts, so if you're not sure, look for these red flags:

- ▶ Receiving an email from someone you weren't expecting
- ▶ The email is poorly written/includes bad grammar
- ▶ There's an attachment that requires a password

Part of Johnson's job is to make sure Horry Electric's information, along



JENNIFER HARMON

with member information, is safe. This means making sure the firewall and servers are up-to-date and protected, employees are updating their passwords, and maintaining awareness for cybersecurity. The other part is keeping up with the latest trends and what's happening around the world. There are tons of cyberattacks happening across the globe every minute, a scary reality that has caused Johnson to lose sleep at night.

Johnson says one of the most important things he's learned through the task force is: "Social engineering. It's people like you that sit and get emails during the day. People have to start being trained on how to look for risks and

**Dale Johnson monitors cybersecurity trends to protect HEC.**

how to identify something doesn't look right. That's why we periodically send out test emails to our users, to help keep cybersecurity fresh on their minds."

"I can do everything on my side of the world, as far as devices and firewalls and security, but if an email gets through and you open it and it (the network) gets infected from the inside, there was nothing I could do. That's where the awareness comes in."

**All of our information is out in the world somewhere. Johnson offers some tips to protect your information in Dale's Dynamic Defenses below.**

### Dale's Dynamic Defenses

#### 1. Hover over links

When you hover, the full link will pop up and show you where it's going. Do you see any weird characters or content not related to the email? If yes, it's probably a phishing attempt.

#### 2. Manually go to sites, don't click links

For example, you get a password reset email from your bank. Manually open a browser to go to your bank's website and it will prompt you. If not, you know the email was fake. Be aware of cloned sites via email links. Hackers are good at getting you to enter your info and redirecting you back to the real site before you can realize it was a clone site.

#### 3. Use pass-phrases

Experts recommend 16 digits and longer now. Use phrases that are memorable for you. Something like EyeHe@rtH3C#1!

#### 4. Never use the same password

If a site gets hacked, hackers will take your info and try to get into any accounts you have with that same password. Change the first or last parts of the password across online sites so nothing matches.

#### 5. LastPass to remember passwords

A great resource app to store all your passwords. Remember to periodically change/update them.

#### 6. Who has your information?

Want to know if your information is out there? Visit <https://haveibeenpwned.com/>. This will show if a hacker has your info. If the date is recent, change your password for the breached site. This is where using different passwords for different sites is important.