

Horry Electric Cooperative, Inc.

www.horryelectric.com

Main Office

P.O. Box 119
Conway, SC 29528-0119

Conway Office: 369-2211

Socastee Office: 650-7530



(to report power outages only)

369-2212

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Co-op Connection Editor

Penelope D. Hinson
penelope.hinson@horryelectric.com

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

The cooperative difference

We're all in this together, locally and nationally

CREATED FOR MEMBERS, BY MEMBERS—

Horry Electric's priorities and focus are clear and uncomplicated. We are



a not-for-profit, member-owned organization providing information and energy-related services on a fair and equitable basis.

Being a member of an electric cooperative has four benefits. Because we operate on a not-for-profit basis, receiving service at the cost it takes to provide it is one of them. Directly related to that is earning capital credits, because, in a cooperative, net margins are shared among the members.

Local control and participation are two other advantages. The individuals on the board of trustees are elected directly from the membership. Members participate in the business process by attending and voting at the Annual Meeting.

The bigger picture

The best interest of our members and communities has been and always will be at the heart of all decisions made at your Cooperative.

We're all in this together. What impacts the members and communities of Horry Electric also impacts its trustees, management team and employees. But the cooperative difference, as we like to call it, goes way beyond our service area and even beyond the collective service areas of the 20 electric cooperatives in South Carolina.

In 1998, Horry Electric and several other cooperatives became a part of Touchstone Energy, which is a national brand within America's

energy industry that champions the value of the cooperative difference.

The Touchstone Energy network is made up of close to 750 local, member-owned electric cooperatives in 46 states. We collectively serve more than 30 million members every day.

In addition to the seven principles followed by businesses that operate as cooperatives, Touchstone Energy Cooperatives are dedicated to serving members with innovation, integrity, accountability and commitment to community. Together, Touchstone Energy Cooperatives champion the cause for lowest cost, democratically governed energy.

We're still local, but we're proud to also be a part of a national group of electric cooperatives.

We'll see you in January

This edition of *South Carolina Living* is the last for 2014. We'll return in January. Until then, stay connected and keep up with us through any and all of our social media outlets, including Facebook, Twitter and Pinterest.

From all of us to all of you, Happy Thanksgiving, Merry Christmas and Happy New Year! Our offices will be closed in observance of these holidays. The dates are included in our Christmas message to you on page 20A.

See you in 2015!

James P. "Pat" Howle
Executive Vice President and CEO

New program taps savings in existing water heaters

CO-OP MEMBERS who agree to allow Horry Electric to install a load management device on qualifying electric water heaters get a one-time \$50 electric bill credit under a new program.

Members who participate in H₂O Load Management will rarely notice the switch has operated, according to co-op energy management specialists Eddy Blackburn, Garrett Gasque and Ricky Lowder. With a minimum 50-gallon water heater, the reserve in the tank should supply plenty of hot water during the time a water heater is cycled off.

H₂O Load Management uses a small control switch which interrupts power to



WALTER ALLREAD

You may not have a 130-gallon water heater like this one, but if yours is at least 50 gallons, it may qualify, says HEC Marketing Analyst Eddy Blackburn.

members will respond. "Word of mouth will carry the program," he says. Gasque adds that H₂O Load Management will appeal to members who are new

to the area or those who have existing water heaters.

As word spreads about the \$50 rebate, the energy management representatives say, more and more HEC members will take part.

And the more, the merrier, they

say: The more members participate, the more *all* HEC members benefit.

How? By reducing the amount of kilowatt-hours purchased by Horry Electric during peak times, H₂O Load Management

participants will help HEC keep rates down. Power purchased during peak hours is expensive.

"They're helping everybody," Blackburn confirms.

Time-tested methods

Since the 1980s, co-ops like HEC have used load management programs to hold down the cost of power. Load

management currently reduces HEC's power costs by \$550,284 a year.

An earlier program, H₂O Select, is still available. As HEC's water heater replacement program, H₂O Select includes a financing option, Gasque notes.

Blackburn believes members who participate in H₂O Load Management will also be more likely to apply for H₂O Select if their water heater needs to be replaced.

A 'huge, huge benefit'

Blackburn sees great potential in H₂O Load Management. "The impact that it could have on the entire system, it could be a huge, huge benefit," he says.

Adds Gasque, "If a large number of people would participate, it would greatly help keep electric bills as low as possible. That's something that Horry Electric members can control."

Turn to page 12 to read about the effect of new efficiency standards for water heaters.



WALTER ALLREAD

Teller Brittany Ozment, an HEC member herself, will be happy to assist fellow members at CNB's Murrells Inlet branch.

More bank branches take HEC payments

YOU CAN NOW pay your Horry Electric Cooperative bill at four additional branches of Conway National Bank in the southern part of the Grand Strand:

- ▶ 425 Hwy. 17 & 5th Ave. North, Surfside Beach
- ▶ Hwy. 17 Bypass S., 3591 Northgate Drive, Myrtle Beach (Socastee)
- ▶ 4345 Hwy. 17 Bypass, Murrells Inlet
- ▶ 10608 Ocean Hwy., Pawleys Island

These locations join seven other CNB branches that were already co-op pay stations. In addition to CNB, six branches of Horry County State Bank and seven branches of Anderson Brothers Bank serve as HEC pay stations.

Turn to page 20D for a complete list of pay stations or go to HorryElectric.com/BillPaymentOptions, which also lists other convenient payment methods, including Bank Draft and My Energy Online.

H₂O Load Management Program

Receive a one-time \$50 electric bill credit from Horry Electric for each load-management switch installed on any qualifying water heaters in your home.

To qualify, water heaters must be:

- ▶ minimum 50-gallon capacity
- ▶ electric
- ▶ 5 years old or less
- ▶ meet ASHRAE Standard 90 or NAES

Switches must be installed by an Horry-Electric-approved contractor. Visit HorryElectric.com for details or call (843) 369-2211.

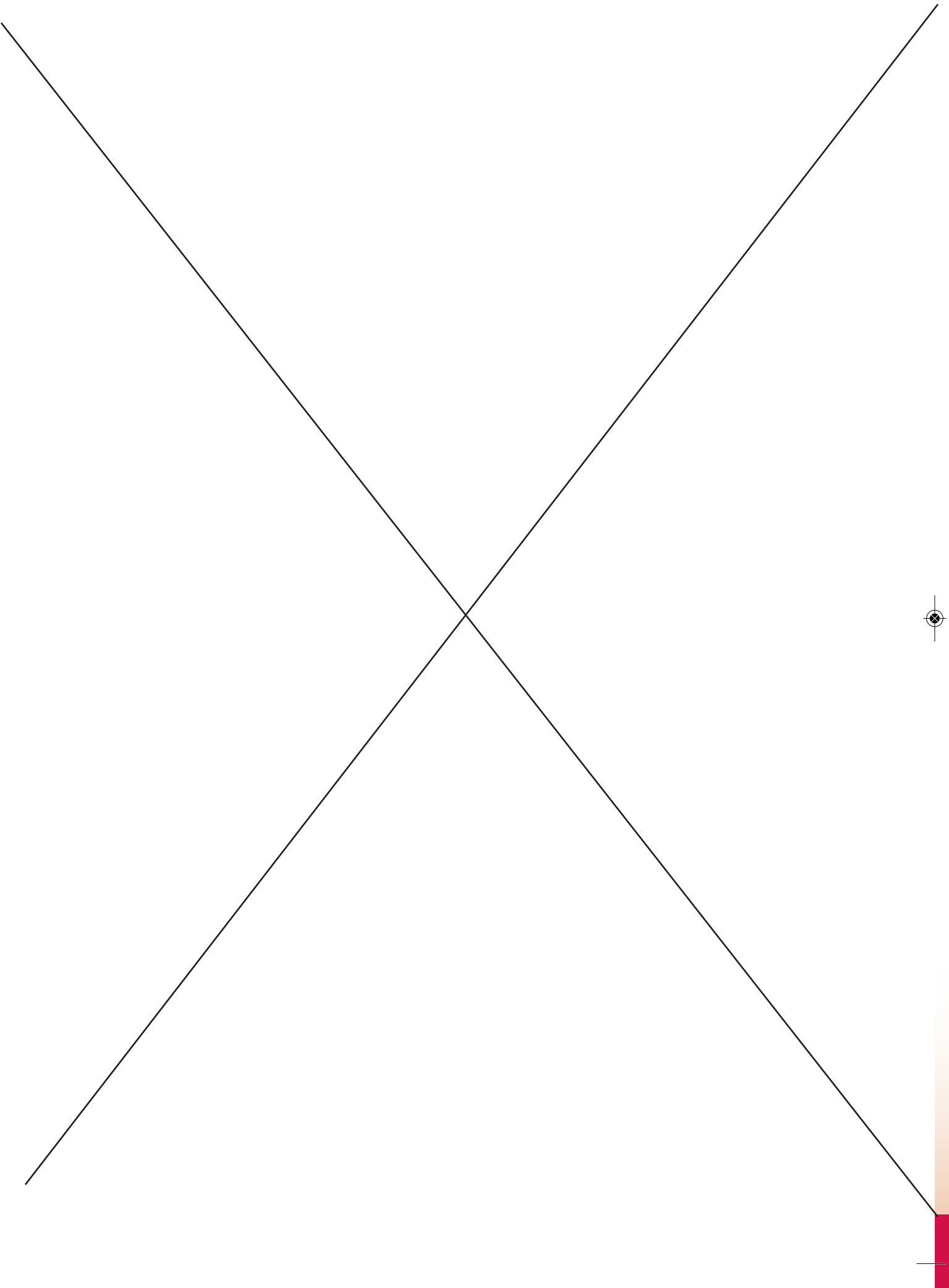
the water heater for short periods of time during peak hours of energy use on the HEC system. Thanks to technological advances, control times are shorter than ever, the men say.

Lowder is confident

Horry Extra

Mutual benefits

In this month's Horry Extra, we tell how members help their co-op with street lights while the co-op helps members with—get this—MOPS! Turn to 20B.



All is calm...all is bright.



At this most special time of year, all of us at Horry Electric Cooperative are grateful to play a part in providing you and your family with the comfort, warmth and bright expectations of this joyous season.

From energy-saving tips to community outreach programs, we are committed to our community and happy to be home with you for the holidays.

Merry Christmas!

**Horry Electric
Cooperative, Inc.**

A Touchstone Energy® Cooperative 



Conway: 843-369-2211

Myrtle Beach: 843-650-7530

www.horryelectric.com

HORRY ELECTRIC WILL BE CLOSED NOVEMBER 27-28, DECEMBER 24 AT 1P.M., 25-26 AND JANUARY 1 FOR THE HOLIDAYS.

Members help HEC by reporting street-light outages

HORRY ELECTRIC does its best to keep its 18,829 street and security lights working. With so many, it's a big help when members give HEC a heads up when they look up and see problems.

Penelope Hinson, manager of public relations, marketing and energy management, says, "We have many members who are proactive about reporting security light issues. What they do is a benefit to their community and to their co-op."

One is Cheryl Parsons, property manager for LITUS To Let in Myrtle Beach. For several years, Parsons has been using the Storm Central page at HorryElectric.com to report street or security light problems at the company's rentals in HEC territory. While the bulk of the properties are served by other utilities, Horry Electric serves three rental properties—one in Little River, one in Myrtle Beach, one in Murrells Inlet, she says.



Outdoor lighting illuminates palmettos (and a nearby parking lot) at a business served by HEC.



Cheryl Parsons, property manager for LITUS To Let in Myrtle Beach, uses the Storm Central page (below, left) at HorryElectric.com to report street or security light problems at the company's rentals in HEC territory. Little River resident Dick Schwarz (below) goes "old school" to report light issues in his River Hills community—he just calls the co-op at (843) 369-2211. Either way is fine with HEC!

supervisor. (Actually, any CSR can take a light report.)

A good neighbor, Schwarz is carrying on a River Hills tradition. It was started, he says, by the late Dave Horner, who had a column in the HOA newsletter called—fittingly—The Lamplighter.

Schwarz doesn't write a column, but he has kept Horner's other "lamplighter" traditions alive: He calls in street light outages, noting the location. He even flags the pole to make it easier for crews to locate.

Adds Hinson, "Whatever method works for the members is fine with the co-op. We appreciate your help keeping the lights on!" ☺



Clicks 'n' fixes

As a multitasker extraordinaire, Parsons loves Storm Central's convenience. "I try to do everything electronically as opposed to picking up the phone," she says. "You know, you're on the phone with someone all the time, all day long. Sometimes it's nice to be able to report something without having to talk! It makes life a little easier to be able to multi-task and do whatever you need to get done."

Old school, also cool

Members don't have to be computer-savvy multitaskers to help, however. Over in the River Hills community of Little River, Dick Schwarz is strictly "old school" about reporting street light issues: He just calls the co-op at (843) 369-2211 and asks for Gail Morton, the co-op's consumer service

Brinkley, office mascot at LITUS To Let, recommends the handy Storm Central page at HorryElectric.com to report problems with street lights or poles. That frees up more of your time to throw your dog his tennis ball, you see.



WALTER ALBRECHT

Storm Central
Storm Warning
Report An Outage
During An Outage
Safety Tips
Frequently Asked Questions
Tornado Safety
Weather Information and Tracking Links

Report Street/Security Light Problems

Thank you for helping us find street lights and security lights that are out or are malfunctioning. We ask for your name and phone number in case we need more information to help fix the problem. Just complete the form then click on the submit button. Our crews will see that the light(s) are repaired as quickly as possible.

If you would like to report a power outage, [click here](#)

Tell us who is reporting the problem:

Your Name:
 Street Address:
 City: State: Zip:
 Telephone & area code: E-mail:

What type of problem are you reporting?

☐ Single light out ☐ Broken glass
☐ Multiple lights out ☐ Open, broken, or missing light fixture
☐ Light cycling on and off ☐ Damaged pole
☐ Light flickering ☐ Exposed wires
☐ Light on during daylight hours ☐ Other

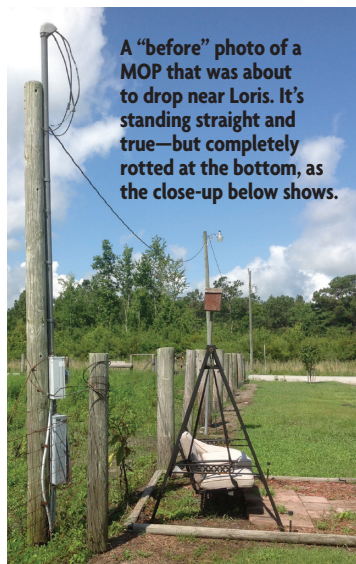
(Describe the problem you are reporting in more detail):

What is the address or closest address of the problem you are reporting?

Address Number:
 Street Name:
 City:
 The problem light is located to the of the address.

If no address is available, please tell us the name of the street and which side of the street the light is on - North, South, East, or West. (For example: NW 1st Avenue, south side of street). Also, tell us the number of streetlights from the closest cross street, e.g., 3rd streetlight east of 1st street).

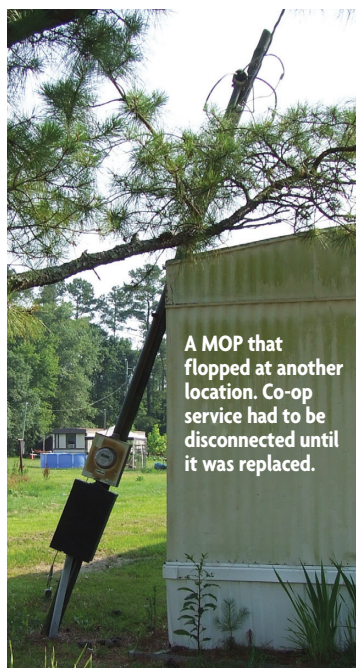
HEC helps members avoid hazards with MOPs (and more)



A “before” photo of a MOP that was about to drop near Loris. It’s standing straight and true—but completely rotted at the bottom, as the close-up below shows.



BRIAN CHESTNUT



A MOP that flopped at another location. Co-op service had to be disconnected until it was replaced.

IT’S CALLED A MOP. No, not the cleaning tool. In this case, MOP is an electric co-op acronym for a “member-owned pole.”

MOPs are often used at mobile homes to support HEC’s service connections. While the meter and wires running to a MOP are co-op property, and HEC is responsible for maintaining these items, a MOP is the member-owner’s responsibility.

HEC routinely inspects its own poles but not MOPs—unless the MOP is found not to be sound enough to safely support the service. In that case, the co-op notifies the property owner that repairs must be completed in order for service to be maintained.

GIS Technician Bucky Jordan found a MOP that could have dropped at a Loris home last spring. Safety Coordinator Brian Chestnut, who later took Jordan’s report, says Jordan went to the service location to get the meter information. (GIS stands for geographic information systems, which HEC uses to map the equipment that makes up its electric distribution system.)

“When he put his hand on the pole, it moved,” Chestnut says. It turned out the conduit and HEC service was supporting the MOP, not vice versa. Not good!

“The pole physically was as straight as any pole you’d ever want,” Chestnut notes. But Jordan saw that the MOP had rotted completely through at the base, apparently from standing in a wet area a long time. “You could have actually taken a screwdriver or a knife and passed it under it, because there was literally no pole left to sustain the weight,” Chestnut says.

HEC notified the property owner, who had the MOP replaced. That included having a licensed electrician reinstall the breaker panel and service connections for the meter base. Once it all passed inspection, co-op service could be safely restored. ☺

If you’re unsure if your MOP is sound enough to support your service connections, call HEC at (843) 369-2211. We’ll check it and let you know if you need to have it replaced or upgraded. And let us know if you think you see other system hazards that may need to be addressed, such as signs on poles or foreign objects on power lines. We’re looking out for you. Thank you for looking out for us, too!



HEC’s Bucky Jordan with the property owner’s new MOP, which is supporting the service—not vice versa. Across the fence with the old pole, this donkey approves, too.



WALTER ALLREAD

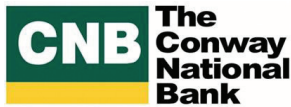
HEC local pay stations

The following bank locations in Horry County can accept HEC bill payments:



ANDERSON BROTHERS BANK

- ▶ 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



- ▶ 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., Conway (West Conway)
- ▶ 9726 Hwy. 17 N., Myrtle Beach (Northside)
- ▶ 1353 21st Avenue N., Myrtle Beach
- ▶ 425 Hwy. 17 & 5th Ave. North, Surfside Beach
- ▶ Hwy. 17 Bypass S., 3591 Northgate Dr., Myrtle Beach (Socastee)
- ▶ 4345 Hwy. 17 Bypass, Murrells Inlet
- ▶ 10608 Ocean Hwy., Pawleys Island
- ▶ 5009 Broad St., Loris



- ▶ 5264 Hwy. 9, Green Sea
- ▶ 187 Hwy. 9 East, Little River
- ▶ 4600 Hwy. 17 Bypass South, Myrtle Beach
- ▶ 273 Carolina Forest Blvd., Myrtle Beach
- ▶ 1300 Second Ave., Conway



Your Touchstone Energy® Partner

How to become a trustee of Horry Electric Cooperative, Inc.

I. QUALIFICATIONS:

Below are the qualifications that must be met before a person can be elected to the Cooperative's Board of Trustees:

A. Must be a member in good standing with the Cooperative and receive electrical service from the Cooperative at his or her primary abode.

B. Must reside in the Trustee District from which Trustee is to be elected.

C. Shall not be a close relative of an incumbent board member, or of an existing employee of the Cooperative, or is employed by the Cooperative, or was employed by the Cooperative at any time during the preceding five (5) years.

D. Must not be employed by or financially interested in a competing enterprise, or a business selling electric energy or supplies to the Cooperative, or a business primarily engaged in selling electrical or plumbing appliances, fixtures, supplies or wiring to, among others, the members of the Cooperative.

II. NOMINATIONS:

Below are the two methods that may be used to become nominated for the purpose of being elected as a member of the Cooperative's

Board of Trustees.

A. A member may be nominated by the appointed Nominating Committee of the Cooperative as a candidate for the Board of Trustees from the Trustee District in which the member lives and for that District's seat. The Nominating Committee will meet in January prior to the Annual Meeting held in May. For the exact date of the Nominating Committee meeting, call the office at 369-2211.

B. A member can also be nominated by petition as a candidate for the Board of Trustees from the Trustee

District in which the member lives and for that District's seat. Official forms must be obtained from the Cooperative and must be signed by any twenty-five or more active member/owners in order to be considered valid. The deadline for petition candidates is sixty days prior to the date of the Annual Meeting of Members.

III. ELECTION:

The following is how the election will take place at the Annual Meeting:

All members who have been nominated by the Nominating Committee or who

have been nominated by petition will have their names appear on the official ballot of the Cooperative. The members who are in attendance at the Annual Meeting will then select their representative to the Board of Trustees by secret ballot. If a member has been properly nominated and has no opposition, that member may be voted to the Board of Trustees by acclamation. ☺

For additional information on this procedure, please refer to the Cooperative's Bylaws, which are posted on horryelectric.com. For a printed copy of the Bylaws, just drop by our office.

Your Annual Meeting date is Tuesday, May 12, 2015 Coastal Carolina University Campus

Time Schedule

ITEM	BYLAW PROVISIONS	ACTION
Nominating Committee Appointed:	Not less than one hundred twenty (120) days (1/12/15) nor more than one hundred fifty (150) days (12/12/14) prior to meeting of members, consisting of five (5) members.	To be appointed at December 2014 Board Meeting. Nominating Committee to meet in January 2015.
Notice of Meeting of Nominating Committee in local newspaper:	RUS requirement (No Bylaw provision)	Published in a local newspaper January 2015.
Posting of Report of Nominating Committee:	Nominees: At least ninety (90) days before Annual Meeting.	Post before 2/9/15.
Deadline for Petition Candidates and posting of report:	Not less than sixty (60) days prior to meeting of members.	Deadline for Petition Candidates: 3/10/15 (Tues.) at Noon . Post in office by 3/13/15 (Fri.).
Credentials and Elections Committee Appointment:	At least ten (10) days—by (5/1/15) before any meeting of the members, and consisting of at least nine (9) members.	To be appointed at March 2015 Board Meeting.
Notice of Meeting: <small>With names and addresses of all nominees, distinguishing between those nominated by the Committee and those nominated by petition.</small>	Not less than ten (10) days (5/1/15) nor more than twenty-five (25) days (4/17/15) before the date of the meeting.	Direct mailers to all consumer/owners between 4/17/15 and 5/1/15.

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