

Horry Electric Cooperative, Inc.

www.horryelectric.com

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(to report power outages only)

369-2212

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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.



Your Touchstone Energy® Partner

It's over

Annual Meeting 2014 planning begins

PLANNING FOR THE 2013 Annual Meeting of Members was a top priority for all of us at Horry Electric for well over a year. It does not usually take us that long to prepare for Annual Meeting, but we were moving the meeting to a completely new location after having hosted it in the same place for 40 years.



As May 14 approached, we were excited and anxious. We were confident we had a solid plan in place, but the true test was going to be Annual Meeting Day.

Members arrived early

A lot of finishing touches are done the morning of Annual Meeting. Employees usually start reporting for duty as early as 7 a.m. so everything is ready for members when the doors open at noon.

Members began gathering at the entrance to the HTC Center as early as 10 a.m. A line quickly formed and continued to grow. When the doors opened—on schedule—at noon, the line for Registration was already stretched out along University Boulevard. We knew we were going to have issues.

Unprecedented response

Typically, the line for Registration at our Annual Meetings begins forming an hour prior to the designated start time. We would have fairly heavy traffic from noon until 2 and then things would be quiet until people began getting off work at 5. The initial rush when Registration opened was approximately 100 members.

This year, it seemed the entire membership decided to arrive early so

they could be the first in line.

In just a little more than three hours, we had 100 percent of the 2,758 registered members required to be able to declare a quorum present.

When registration closed at 7 p.m., a total of 7,571 members had registered. We broke our previous attendance record of 6,022, which was set in 2008.

Change provided relief

Because we did not have opposition in the election, we were able to reconfigure Registration. Members who had their Official Notice and their driver's license were registered in line.

It took time, but the pressures of traffic, parking and the long line of members registering were relieved.

We sincerely apologize to everyone for what appeared to be chaos and disorganization. It was an overwhelming experience for everyone, and we appreciate the patience of the more than 7,500 who braved the crowd, stood in line for as long as 2½ hours (or more) and completed the registration process to receive the registration gift.

Rest assured, we are already working on the 2014 event, which is scheduled for May 13. Our first experience taught us a lot about the logistics of our new venue. As we did leading up to the event this year, we will keep you updated on plans as they are put into place.

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

A meeting to remember



Annual Meeting guests included (clockwise from left): Betty Stevens, with daughter Ashley Baxter, and her \$50 gift card; TV winner Golder A. Rice with grandson Alex Guice, 13; Molly, left, and Vivien Sookram with an HEC rain gauge; \$100 winner Kay Payne; CCU Facilities Manager Roland Howard, a member for 20 years, attends first meeting while on the job; Bryan Pittman as Elvis and Chloe, no hound dog, came with owner Ashley Beardmore; Charlie and Barbara Murphy left with George Foreman—or his grill anyway!



WALTER ALLREAD



More memories

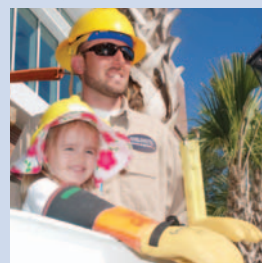
A hero among us

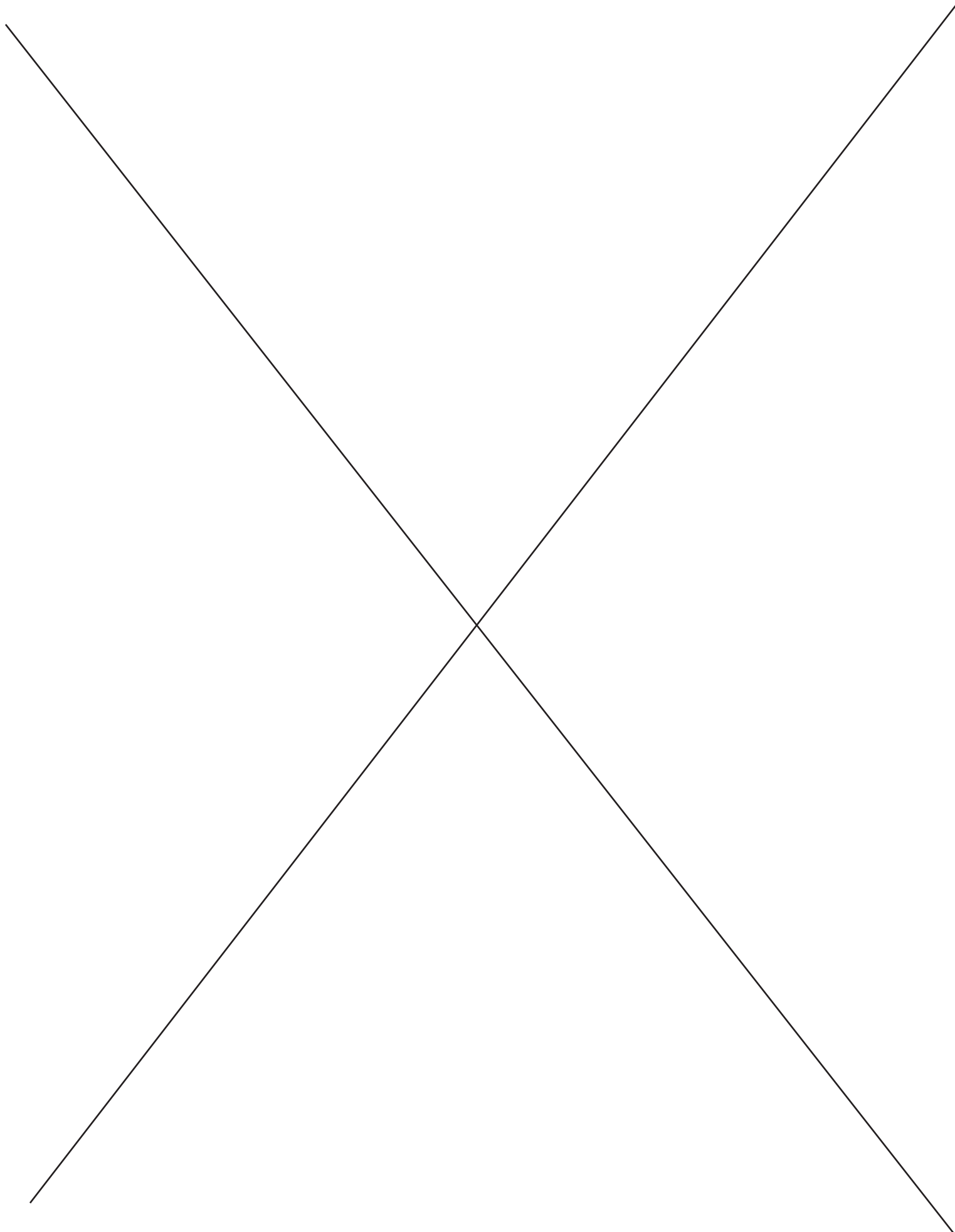
When WWII veterans were asked to stand to be recognized at the Annual Meeting, only Robert German rose—and HEC members promptly followed suit, giving him a standing ovation. We'll tell his story in July's *South Carolina Living*.



A day when everybody's a lineman

Natalie Chichester set a new style for lineworkers as she posed with HEC's Phillip McClellan at the Meet Your Linemen area during the Annual Meeting. See more linemen-for-a-day photos at HEC's Facebook page and in next month's magazine.





Small change changes lives



IMAGINE THE OPPORTUNITY to help the less fortunate in our community with what amounts to little more than spare change. That's exactly what members of Horry Electric Cooperative do when they choose to participate in the Operation Round Up® program.

What is Operation Round Up?

Members of Horry Electric Cooperative have the opportunity to participate in an innovative program that provides funding for all kinds of worthy projects here in Horry County. It's called Operation Round Up, and it is administered by the Horry Electric Trust, a board of community leaders from Horry County who serve on a voluntary basis.

The bills of participating co-op consumers are rounded to the next-highest dollar each month. The extra cents we collect from each consumer go into the Round Up fund. The average consumer will contribute about six dollars a year. If all Horry Electric consumers join in, we will round up nearly \$300,000 annually!

Operation Round Up funds stay right here in Horry County. The guidelines we use for awarding Operation Round Up funds address needs for food, shelter, clothing, education, health care and other vital community services. Because we're a Touchstone Energy® Partner, we believe it's only right that we should work for positive change within the communities we serve. We consider it both a duty and a privilege to join with our members in leveraging the real power—the power of human connections—for the good of all.

Contributions to Operation Round Up are tax deductible.



Yes, **I want to sign up for Operation Round Up.**

NAME (ON ACCOUNT): _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE NUMBER: _____

ACCOUNT NUMBER: _____

EMAIL ADDRESS: _____

SIGNATURE: _____

DATE: _____

Return by mail to HEC, P.O. Box 119, Conway, SC 29528-0119 or drop off at Horry Electric Cooperative's Conway office (2774 Cultra Road).

***For more information about Operation Round Up,
call your local Horry Electric Cooperative Office:***

Conway: (843) 369-2211
Socastee: (843) 650-7530
www.horryelectric.com

The Touchstone Energy® symbol is your assurance that we're a community-minded cooperative providing high standards of service to customers large and small.

Mr. Hospitality

HEC member honored for outstanding service



After his award, the restaurant congratulated Bessant in a big, glittering way.

BY WALTER ALLREAD

WHETHER YOU KNOW it or not—and chances are, you do—Ronald Bessant is your friend.

Bessant, a 59-year-old Horry Electric Cooperative member from Longs, was recently named the

South Carolina Hospitality Industry Employee of the Year for his warmth and generosity of spirit at Original Benjamin's Calabash Seafood restaurant in Myrtle Beach, where he greets every customer with his signature, "Hello, my friend!"

A beacon to children and a delight to their parents, Bessant has been charming patrons at Benjamin's since 2009 after 19 years in a similar role at Kingston Plantation and 18 years on the Horry County School Board.

"I enjoy people," says Bessant, a native of Horry County who graduated from Conway High School and attended Coastal Carolina University. "Once you get used to being around people they're a part of you, and you feel like you can do anything."

One aspect of his job Bessant particularly enjoys is the diversity of customers with whom he gets to interact, from Canada to the Midwest and Northeast, who come to Myrtle Beach for different reasons and seasons.

"I love people from all gamuts of life," Bessant says. "The people who come to the beach here, it's a well-rounded package—snowbirds, golfers, people attending shows, Christmas



Ronald Bessant with (from left) Donna Rebello, marketing director for The Original Benjamin's Calabash Seafood restaurant, Wanda Howard, owner of the restaurant, S.C. Governor Nikki Haley, and his wife, Katie Bessant.

S.C. DEPARTMENT OF PARKS, RECREATION AND TOURISM



Bessant likes to keep kids happy, often presenting stuffed animals or children's books to young diners like Sidney Kellerhouse, 7. Happy kids=happy grown-ups, he says.

traffic, we get people from all over. "And what I also love is that this restaurant here is a family of people—from the customers and the employees to the owners who treat us like we're part of their family. It's so nice to be part of that. I thank God for the opportunity to serve people from all walks of life."

Bessant, a deacon at Mt. Calvary Missionary Baptist Church in Little River who has been married to his wife, Katie, for 40 years and has three children and nine grandchildren, says he's grateful for the recognition.

"I've had numerous awards in my career with the school board and elsewhere, but this means so much because I get to share it with so many people here," he says. "It's not just for me, it's for everybody here. It's for my family." ☺



Bessant outside his home with HEC's Ricky Lowder, who helped him identify improvements that brought his power bill down—from \$600 to \$200 a month.

Energy expertise yields spectacular savings

Without knowing it, Ronald Bessant was being bled dry, and the culprit was close to home—in fact, it was his home itself.

Tired of never being able to keep his home at a comfortable temperature and high utility bills, Bessant sought the help of Horry Electric Cooperative, which sent energy expert Ricky Lowder to his home for an inspection.

"We looked at everything, from how much air was escaping through the fireplace to the quality of the major systems, and we found so many areas we could replace and improve efficiencies," Lowder said.

The improvements made included everything from major ones such as a new duct system and heat pumps to more simple solutions such as weather stripping, air sealing and adding barriers to drafty areas.

The result has been spectacular. "When you see your bill drop from \$600 to \$200, you realize the improvements really do pay for themselves," Bessant says. "It's been a wonderful blessing."

Visit HorryElectric.com to access a wealth of money-saving, comfort-improving programs and services that can improve your home's energy efficiency.

Horry Electric Cooperative, Inc.

Statement of nondiscrimination

Horry Electric Cooperative, Inc. is the recipient of Federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture, which provide that no person in the United States on the basis of race, color, national origin, sex, religion, age, or disability shall be excluded from participation in, the admission or access to, denied benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities.

The person responsible for coordinating this organization's nondiscrimination compliance efforts is Abigail Lewis, human resources coordinator. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or write USDA, director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, DC 20250-9410; or call, toll free, (866) 632-9992 (voice). TDD users can contact USDA through local relay or the Federal relay at (800) 877-8399 (TDD) or (866) 377-8642 (relay voice users). USDA is an equal opportunity provider and employer. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.



Your Touchstone Energy® Partner

Restoring service after the storm

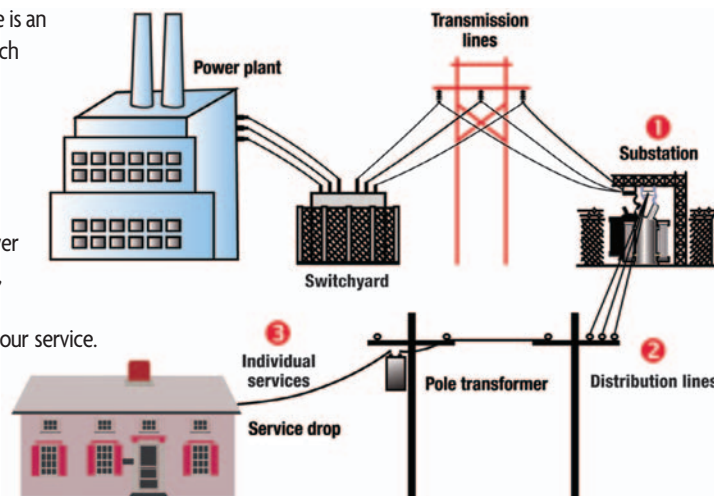
Goal is to get lights back on ASAP

RESTORING POWER after a major outage is an enormous undertaking that involves much more than simply throwing a switch or removing a tree from a line.

The main goal is to safely restore power to the greatest number of members in the shortest time possible. Keep in mind if there is damage to power plants, switchyards or transmission lines, those facilities must be repaired by our power supplier before we can restore your service. Transmission lines seldom fail, but they can be damaged by lightning, ice storms, tornadoes and hurricanes. Tens of thousands of people could be served by a single high-voltage transmission line.

When those facilities are working, problems in your co-op's electric distribution system can be corrected. Three primary areas of our system must be addressed.

1—Substations are repaired first. A co-op may have several local distribution substations, each serving thousands of consumers. When a major outage occurs, the local distribution substations are checked first. If the problem can be corrected at the substation level, power may be restored to a large number of people.



2—Distribution lines are repaired. Main distribution supply lines are checked next, if the problem cannot be isolated at the substation. These supply lines carry electricity away from the substation to a group of customers, such as a subdivision. When power is restored at this stage, all consumers served by this supply line could see the lights come on, as long as there is no problem farther down the line.

3—Individual services are restored. The final supply lines, called service lines, carry power from the transformer on utility poles or underground transformers outside houses or other buildings. Line crews fix the remaining outages based on restoring service to the greatest number of consumers.

Sometimes, damage will occur on the service line between your house and the transformer on the nearby pole. This may explain why you have no power when your neighbor does. Your co-op needs to know you have an outage, so a service crew can repair it.

To report a power outage, call PowerTouch, 369-2212. ☎

If your electric service is damaged

If there is damage to the equipment where the service drop enters your home, you may need to get an electrician to repair it before the co-op can safely restore your service. The weatherhead, where service lines enter the conduit leading to your home's electric meter, is the responsibility of the homeowner. So are the conduit and the meter base. The co-op can replace or repair damaged meters or service lines, but if you see damage to your home's weatherhead, conduit or meter base, contact an electrician immediately to get repairs started.

