

## Horry Electric Cooperative, Inc.

[www.horryelectric.com](http://www.horryelectric.com)

**MAIN OFFICE**  
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369-2211



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

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*Vice President*  
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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

## In case you missed it

Quorum met, another successful event



**ANNUAL MEETING 2019** was a huge success. Our bylaws require a quorum—equal to 5 percent of the membership—in order to conduct an official business meeting. The number of members required for quorum at the 2019 Annual

Meeting of Members was 3,215. Registration opened at noon, and shortly after 2 p.m., we hit our quorum requirement. When registration closed at 7 p.m., a total of 5,855 members had passed through the registration lines and received their \$20 electric bill credit.

In 2018, our total membership registration was 6,529. Attendance was lower this year, but we once again exceeded our quorum requirement.

### Trustees re-elected

The meeting agenda included the election of three trustee candidates, who are also members of the cooperative, to serve on the board of trustees for a three-year term. Elaine Gore (District 1), Ronald Floyd (District 5) and Ashley Anderson (District 7) all ran unopposed. They were re-elected by acclamation during the business meeting.

The board of trustees held a brief meeting following adjournment of the Annual Meeting of Members to elect officers. Johnny M. Shelley remains as president with Eugene Harriott Jr. as vice president and Ashley Anderson as secretary/treasurer.

### Thank you

I officially announced my retirement at the Annual Meeting. I thank our members for electing a board of trustees that has allowed me to be your CEO for the past 24 years. My last day will be July 5 after more than 46 years of service to the electric cooperatives of SC. I leave you in great hands with



Jessica Terrazas is now the proud owner of the 2019 Annual Meeting of Members Grand Prize, a 2019 Polaris 450 Sportsman ATV. John Martin delivered and handed the keys over to her.

There are more pictures from the Annual Meeting on Facebook and Instagram! To keep up with everything at Horry Electric, like us on Facebook, follow us on Twitter and check us out on Pinterest. We're also on Instagram, Vimeo and YouTube!

Danny Shelley, who will be the next CEO and with an outstanding group of employees that are second to none. It has been a pleasure serving you. I will continue to be a proud member-owner of Horry Electric Cooperative.

The crew I'm leaving behind has already gotten word on the date for the 2020 Annual Meeting and the plans are in progress. Please mark your calendars now for Tuesday, May 12, 2020. As always, your co-op will keep you updated on plans as they are finalized. We hope to see you next year!

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

# Horry Electric Cooperative sponsoring students on educational trips this summer



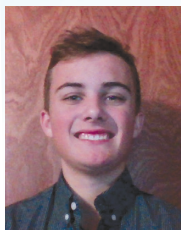
Brianna Joyner



JaNiya Livingston



Mary Katherine Grey Todd



Dylan Curtis Young

**FOUR RISING** high school seniors are set to take an all-expense-paid tour of the nation's capital this month, courtesy of Horry Electric Cooperative, while four others will visit the South Carolina capital in July with students from across the Palmetto State.

Taking part in the Washington Youth Tour June 15-20, along with students sponsored by other South Carolina electric co-ops, are: Brianna Cailyn Joyner from North Myrtle Beach High School, daughter of Ruth and Lisa Joyner; JaNiya Lashay Livingston from Green Sea Floyds High School, daughter of Jermaine and Lisa Livingston; Mary Katherine Grey Todd from Aynor High School, daughter of Dale and Leslie Todd; and Dylan Curtis Young from North Myrtle Beach High School, son of Curtis and Jane Young. In D.C., they join more than 1,400 young people from across the country in the annual co-op tradition, originally started by President Lyndon B. Johnson.

The nation's electric cooperatives sponsor the one-week event each June. During their stay in Washington, students visit Capitol Hill and meet their congressional representatives and senators. They also tour historic sites, including the Lincoln, Washington and Franklin Delano Roosevelt memorials; the World War II, Korean and Vietnam Veterans memorials, as well as the Newseum, the Pentagon and the Smithsonian Institute.

Eight chaperones from co-ops and affiliated organizations around the

HEC employee Melissa Gore and teacher Brianne Heinz (third and fourth from left) stand with sponsored students (from left) Sydney Stegall, John Edward Cahill III, Mattie Hodge, and Emily McNair on the 2018 Youth Tour trip.

state accompany the students to Washington. Among them on this Youth Tour will be Van O'Cain, Director of Public and Member Relations at The Electric Cooperatives of South Carolina; Chase Toler, also from The Electric Cooperatives of South Carolina, Patty Martin, a Horry Electric Member Services Representative; and Jennifer Harmon, Communications Coordinator for Horry Electric.

Based on the Youth Tour's success, South Carolina's electric co-ops began a similar state-level program in 2017, the Cooperative Youth Summit. Youth Summit students engage in activities designed to teach them about electric cooperatives and the not-for-profit cooperative business model, as well as how state government works.

Going on the 2019 Cooperative Youth Summit, set for July 9-12, will be: Elizabeth Marie Chiarovano from Aynor High School; Kelly R. Collins from HCS Early College High School; Mandy Marie Hooks from the Academy of Technology and Academics; and Laura Abigail McNair from Conway High School.



Elizabeth Chiarovano



Kelly R. Collins

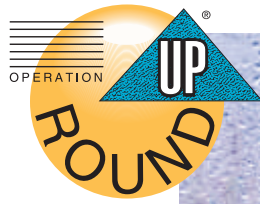


Mandy Marie Hooks



Laura Abigail McNair





## 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 who serve on a voluntary basis.

The bills of participating co-op members are rounded to the next highest dollar each month. The extra cents we collect from each member go into the Round Up fund. The average member will contribute about six dollars a year. If all Horry Electric members join in, we will round up nearly \$472,000 annually!

### Local needs

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 Cooperative, 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  
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.

# 'It's the nucleus that holds the co-op together'

Power Control Technicians talk about wearing many different hats

**SIX PEOPLE WORKING** around the clock—weekends, nights and holidays—they're always here making sure your lights are on. These six people are our Horry Electric Power Control Technicians, making up our System Control department.

Some describe it as "the hub" of the co-op. "System Control is the information center. We are the ones who keep up with outage management, operations crews—routine service work," said Power Control Technician Donald Hildenbrand.

A typical day in System Control starts with laying out the service work for all the crews in the field. The control techs are also responsible for keeping tabs on every crew throughout the day. They're able to do this through GPS and radio. Each crew signs in and out of a job site by radioing System Control. However, a typical day doesn't stay very typical in the world of electricity. Power can go out in a split second and that's when System Control puts on their conductor's hat. Most of the department has worked together for years and one of their priorities is making sure their friends and coworkers in the field are safe and accounted for.

Hurricane season has officially started and System Control is ready for any type of disaster. But it doesn't have to be a disaster, all it has to be is one member without power. If a member calls to report an outage, the first thing a Power Control Technician does is ping the meter. Once they find out if the meter is off, a control tech dispatches either



System Control Supervisor David Fullwood talks with crews in the field.

JENNIFER HARMON

a serviceman or a line crew to restore power. "We're the go-between. It's mostly keeping up with your crews and where your guys are and sending them to the different places they need to be when they need to be there," Hildenbrand said.

After Horry Electric's doors close at 5 p.m., System Control is responsible for it all. These men and women are the people you talk to 24/7. "We do member services—deal with outages, handle all the service work. We do a little bit of it all," said Bernard Beaty, a 12-year co-op veteran.

A Power Control Technician's daily job revolves solely around communication. Whether it's communicating a power outage and directing a crew to the area, communicating to a serviceman that a member needs their power connected or disconnected, or directing a line crew through a major storm, it's all about communication.

"There's a lot involved sometimes, and sometimes not. But there are lots of changes and we have to remember all those changes. If we don't relay information to the next person down the line, we could mess up everyone else's job," Beaty said.

## It's hurricane season: Do you have special needs?

Hurricane season runs from June 1 through Nov. 30. We will be on alert for any severe weather and encourage members to do the same.

Members who have health problems requiring the use of special, electric-powered medical equipment should contact us as soon as possible to obtain a Special Needs Account Member Certification form.

The signature of a licensed health care provider is required. Certification is valid for 91 days from the date of the signature of the licensed health care provider.

It is the responsibility of the member to renew certification.

As always, if you have questions, please call us at (843) 369-2211.



PIKABAY

## Include us in your plans

**THE ELECTRIC SERVICE** provided to your location is capable of handling the load requirement for which it was originally designed. If you are in the process or are planning on making any changes or additions that may alter the load requirements of your service, please be aware that an upgrade in service may be necessary. Please call us during the planning stages of your project so we can advise you on any necessary upgrade costs before you begin construction.

Power Control Technician Ricky Curry monitors crews in the field while working on a Switching Order, a process involved in routine maintenance work.



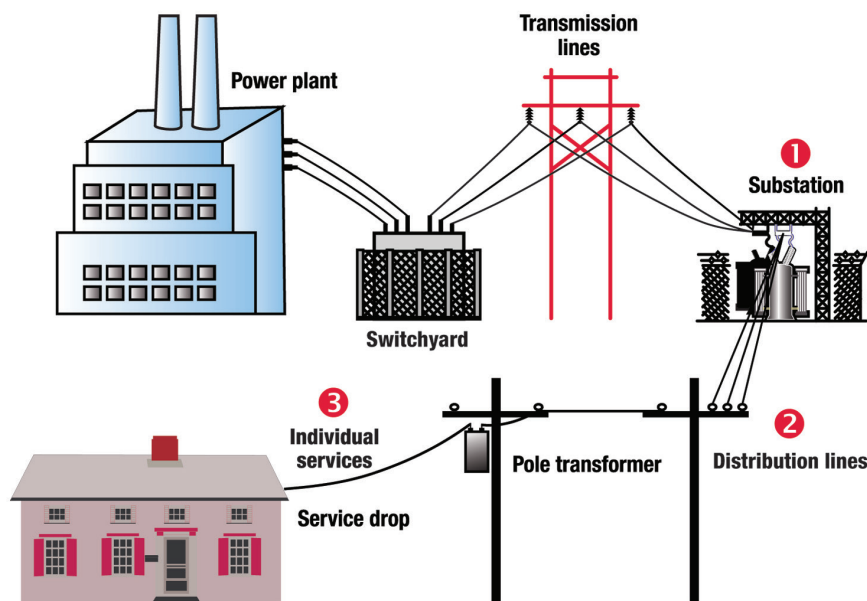
# Restoring service after the storm

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.

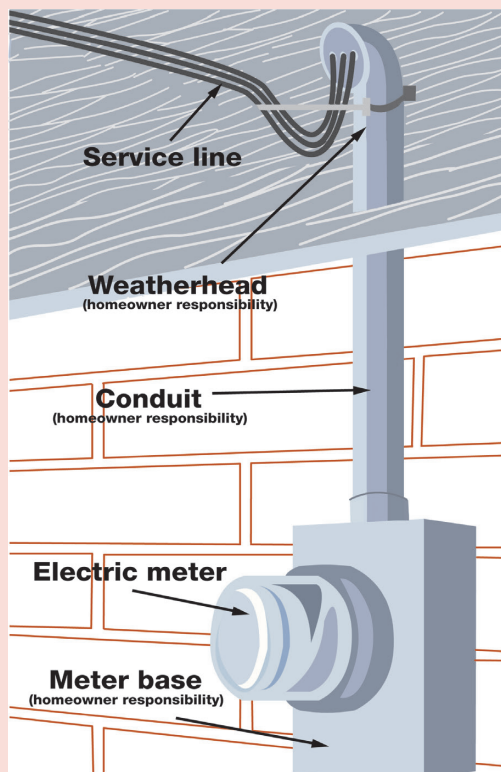
**2—Distribution lines are repaired.** Main distribution supply lines are checked next, if the problem cannot be isolated at the substation. These supply lines carry electricity away from the substation to a group of customers, such as a subdivision. When power is restored at this stage, all consumers 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 as 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.

## Home Energy Advisor helps pinpoint ways to save

**IF YOU'RE LOOKING** for ways to save energy and money in your home, check out the new Home Energy Advisor tools available on Horry Electric Cooperative's website. These interactive tools help you zero in on where you can save the most—and fast!

You can find the Home Energy Advisor under the “My Energy” tab. Click “Home Energy Suite” and you will find these options and more:

- ▶ **The Home Energy Advisor**—This quick calculator provides an estimated breakdown of your energy use and costs by heating, cooling, water heating, refrigeration, lighting and appliances. Learn how much you can save in each area.
- ▶ **Bill Analysis**—Here the Home Energy Advisor goes one step further and incorporates your actual Horry Electric bills in its calculations. Just log into your Account, click on the “My Use” tab and then click on “Analyze My Bill” to access your personal bill analysis.
- ▶ **Energy Forecast**—See the current weather's direct impact on your home's energy use and costs. Based on your area's weather, you can adjust a “virtual thermostat” for heating and cooling and see the daily dollar impact. Complete the home profile to pinpoint more savings opportunities.
- ▶ **Lighting Calculator**—This tool quickly calculates and compares the operating costs of standard incandescent, halogen, compact fluorescent, and LED lamps.

In addition, you'll find a complete Home Energy Library and a Quick Energy Home packed with more information and helpful tips.

Plus, check out the different calculators that help you estimate the cost of operating, including: an appliance calculator, pool and spa, and more.

Members who have any questions can also call Horry Electric's Trusted Energy Advisors at (843) 369-2211.



**TELL US ABOUT YOUR HOME**

1) WHAT IS THE LOCATION OF YOUR HOME?

Your Home's Location  
Enter City or Zip

2) HOW BIG IS YOUR HOME?

Advanced House Details | Small House (500-1600 Sqft.) | Medium House (1600-3500 Sqft.) | Large House (3500-8000 Sqft.)

3) HOW MANY PEOPLE LIVE IN YOUR HOME?

Use the slider below to select the number of people in your home.

4) HOW MUCH INSULATION DO YOU HAVE?

Advanced Insulation Details | Don't Know | Thick Insulation | Some Insulation | No Insulation

5) WHAT TYPE OF HEATING AND COOLING SYSTEM IS IN YOUR HOME?

Advanced HVAC Details | Heat Pump | High Eff. Heat Pump | Electric Heat w/ Central Air | Electric Heat w/ Radiant | Heat Pump w/ Gas | Nat. Gas w/ Central Air

6) WHAT ARE YOUR AVERAGE THERMOSTAT SETTINGS?

Is your thermostat programmable?

7) WHAT TYPE OF WATER HEATER IS IN YOUR HOME?

Advanced Water Heater Details | Electric Heat Pump Water Heater | Electric Water Heater | Electric Tankless | Gas Water Heater | Gas Tankless

8) WHAT APPLIANCES ARE IN YOUR HOME?

Refrigerators | Freezers | Add More Appliances

9) WHAT TYPE OF LIGHTING DO YOU HAVE?

Few CFL/LEDs | Mix of CFL/LEDs and conventional | Mostly CFL/LEDs

10) DO YOU HAVE A POOL OR HOT TUB?

Do you have a pool? Yes No | Do you have a hot tub? Yes No | Advanced Pool/Hot Tub Details

RESET PROFILE | SHOW ANALYSIS