

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

BOARD OF TRUSTEES

Johnny M. Shelley
President
James P. "Pat" Howle
Executive Vice President and CEO
Eugene Harriott, Jr.
Vice President
Ashley Anderson
Secretary/Treasurer
Elaine D. Gore
Bobby E. Jordan
Franklin C. Blanton
Ronald H. Floyd
Henry W. Boyd
Frederick 'Freddy' Thompkins

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

It's all about relationships



NO OTHER DAY of the year inspires quite the sense of patriotism as Independence Day. From the annual F-16 and vintage military aircraft Salute from the Shore along the Grand Strand to the local parades, the family picnics and neighborhood

gatherings, all the way through to the grand finale of the fireworks displays, you can't help but feel a swell of pride. Even when the fireworks fade, the spark of patriotism lingers in our hearts and minds.

I hope you feel that same kind of pride about your cooperative. After all, you are a member and that makes all the difference.

Many businesses use the word "member" to describe their customers. Businesses like Sam's Club or Costco or even American Express use the word to give customers a sense of belonging. You pay a fee to buy their goods or services, but that is really all you get out of the "membership." You have no right to vote for representatives on the Board of Trustees or the chance to participate in the business in a meaningful way.

We are connected

Co-ops of all types are founded on seven cooperative principles that give us guidance and strategic direction. If we do it right, a strong relationship is established between the co-op and its members.

We want to get it right. Our relationship with you is as important to us as the quality of electric service we provide. It is fundamental to our core business.

We are connected to our members in a variety of ways. There is a business relationship that serves you (the member) and the co-op. Since we are solely owned by people in the community, we have a mutual interest to

ensure that members, the co-op and our community do well and prosper.

Our professional relationship makes research, education and training critical functions for the employees, trustees and management team at Horry Electric. We are accountable to our members. Falling short in any of these three areas is unacceptable.

Communication is key

In our personal relationship with our members, communication is key. As an owner of the co-op, you have a right to know how it operates and how decisions are made that directly impact you. One of the best ways to keep up with what is going on is doing exactly what you're doing now—reading *South Carolina Living* magazine. We also have a web site members can access, plus a few social media channels to share news and information.

Being open and transparent in our communications and conducting business with integrity and fairness builds trust. We know we have to earn that trust every single day.

Powerful human connection

Most of you know our history. We've been rooted in this community for more than 75 years. Our business model is solid, and our success can be attributed to the human factor. It takes all of us: the employees, the management team, the board of trustees, the members and our community to make sure the principles and values we share do not fade over time. You get electric service from us, but we get our power from you—our members.

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

At Conway IGA, a legacy of compassion lives on through Operation Round Up

KNOWN AS A LOVING, compassionate man by his many long-time customers at the Conway IGA, the late Laurens



"Laurie" Thomas in the IGA's early days.

Dubose "Laurie" Thomas passed away at age 85 in January 2014. Yet even today, his legacy lives on at the store, 1800 Main St. Employees there have assisted dozens of Operation Round Up aid recipients over the years.

Laurie's IGA, as it was previously known, was among the first of several local businesses to allow people who receive Operation Round Up aid from Horry Electric to shop with vouchers issued by the program's trust board.

"It's a good program," says Jody Browder, Thomas's daughter, who grew up helping at the store. "There are a lot of people out there in need. Operation Round Up fills in some gaps for them," Browder says.

Things happen that are beyond people's control, Browder knows, such as house fires. She recalls one elderly lady who came in last fall from Socastee. "She was recently widowed. None of the children lived around her," Browder says. "She was on her own."

Browder is one of about two dozen employees at the store, which is now owned by W. Lee Flowers & Co. of Lake



WALTER ALLREAD

At the IGA in Conway, employees (from left) Donnie Browder, Jody Browder, Loretta Cochran, David Rabon and Kelly Watts carry on the legacy of Jody's late father, "Laurie" Thomas.

City, a food distributor and owner of several IGA stores in the region. "Daddy was their oldest customer. He had known those guys for a long time," she says. It was his wish that she sell to the Flowers, Browder says.

A Navy veteran who served in World War II aboard the aircraft carrier Shangri-La, the Georgetown native married Marilyn Timmons after the war. They moved to Conway where he began running a small grocery store in

Homewood. He opened Laurie's IGA in 1959 and worked there until 2011, when he was diagnosed with leukemia. Even during his treatments, Thomas frequently assisted at the IGA, visiting with friends.

Thomas would certainly be proud—Hometown Proud, as the IGA slogan puts it—of his daughter and other long-time employees like cashier Kathy Cox, who also has personally assisted Operation Round Up recipients.

Cox says elderly aid recipients are especially grateful. "Some of them are tickled to death over it," she says.

Through May, trust approves 126 applications to help local people



The Horry Electric Trust, a volunteer board that administers the co-op's charitable Operation Round Up program, has approved 126 aid applications as of the end of May, assisting local people in need with food, clothing and medicine.

Currently, almost 19 percent of the cooperative's membership supports Operation Round Up. Participation is simple and convenient: Co-op members' bills are rounded to the next highest dollar each month. The average member contributes just \$6 a year. Contributions are tax-deductible. All new members are automatically included in Operation Round Up when they sign up for service. So far in 2018, with steady growth around the co-op's system, Horry Electric has added 639 accounts to the program: 100 in January, 131 in February, 141 in March, 150 in April and 117 in May. If a member does not wish to participate, they can simply contact the co-op to opt out—but if all HEC members joined in, the trust board would have nearly \$472,000 annually to use to assist local people in need!

So, if you previously opted out and now wish to contribute, please contact Horry Electric at (843) 369-2211.

HORRY EXTRA

Surge protection from the ground up

Quality surge protection is really a three-stage process—and Horry Electric can help you with two of those stages. Find out how in this month's Horry Extra section. Turn to page 20B.

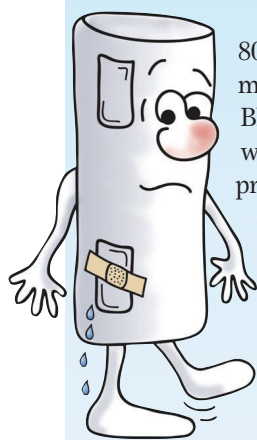


WALTER ALLREAD

WE WILL PAY YOU TO STAY IN HOT WATER!

THE AVERAGE LIFE of a water heater is between 6 and 10 years. If your water heater has been around that long, it might be time to start thinking about replacing it.

"Before you do anything, you need to call us to learn more about our H₂O Select program," says Eddy Blackburn, marketing analyst for the cooperative.



"We offer rebates of \$250 for a minimum 80-gallon electric water heater or \$125 for a minimum 50-gallon electric water heater," says Blackburn. "All you have to do is make sure the water heater meets the specifications of our program, sign the participation agreement and allow us to install a load management device on the unit."

To make sure the process goes smoothly, members will need to make sure a 4-by-4-inch metal junction box is wired to the tank and verify that the upper and lower elements are not more than 4,500 watts.

"If your water heater has already kicked the bucket and you've replaced it with a new one, it still may not be too late to qualify for the program," says Blackburn. Members who have installed a replacement water heater that meets the requirements of the program in the past 12 months, might still be able to qualify for the program!

Horry Electric Cooperative is always glad to help members explore ways to use energy more efficiently and get the most out of their energy dollars. "We created the water heater program to give participants a way to get plenty of hot water—efficiently and conveniently," says Blackburn. "Offering and qualifying members for this program helps Horry Electric save money, and we're happy to pass those savings on to participating members!"

To find out more, visit horryelectric.com and look for the H₂O Select program under the myHome tab or call us at (843) 369-2211.



We'll pay you to stay in hot water!

Rebates of \$125 and \$250 for qualifying installations with a load control device.

H₂O Select

It's like a shower of money!

Receive up to a **\$250** rebate when you install a new electric water heater*.

It's easy!

Members of Horry Electric Cooperative who replace or install a new **50-gallon (minimum) electric water heater will receive a \$125 rebate.**

Replace or install a new **80-gallon (minimum) electric water heater to receive a \$250 rebate.**

For details, visit www.horryelectric.com or call **843-369-2211**

*Water heater must meet minimum efficiency standards.

H₂O Load Management Program

Receive a one-time \$50 electric bill credit for helping us take a load off!

Help control the future cost of power by reducing the demand for electricity in your home during peak hours. Members will receive a one-time \$50 electric bill credit from Horry Electric for each load management switch installed on qualifying water heaters* in your home.

Visit our website for complete details, www.horryelectric.com or call 843-369-2211.

* Water heaters must be a minimum 50 gallon capacity; electric; 5 years old (or less) and meet the ASHRAE Standard 90 or NAES.

Switches must be installed by an Horry Electric-approved contractor.



Implementing quality surge protection

BY TOM TATE

THERE IS LITTLE, if anything, you can buy today that does not have some electronic component. You can even make a keyboard from bananas! (Visit MakeyMakey.com if you want to go bananas.)

Seriously, it's time to ensure your electronics last as long as possible. I'm not talking about replacement plans or extended warranties. I'm talking about protecting your stuff from electrical surges.

First, let's define a surge. Also known as a line surge, a surge is an unexpected increase in voltage in an electrical current that damages electrical equipment. For example, the standard United States voltage is 120V. If a current above this rating comes through an outlet for more than three nanoseconds, it's considered a surge. Anything less is a spike. A surge is usually created by lightning and can damage unprotected computers and sometimes even protected computers.

Many people think a blink from Horry Electric Cooperative's system is

a surge, but these are generally caused by something like a tree touching a line. Then the system's protective devices work, interrupting power to protect wires and other components. These aren't surges; they're more like turning a light on and off.

True surges can enter a home through any number of avenues aside from power lines—telephone lines, cable/satellite connections, water lines and any other metallic system that connects to your home. To protect against surges, you need to take a three-pronged approach.

The most important thing to do is to be sure all the grounds in your home are good and that they are bonded together. Over the years, grounds can deteriorate, new services can be added with inadequate grounding and so forth. A faulty ground will allow surges into the home rather than bleeding them off into the earth. Get a qualified electrician to test and correct your grounding system.

Next, protect your electrical service entrance with a surge device. Horry Electric offers Surge Guard (see below).

Two-step program helps protect electronic devices

To reduce problems associated with indirect lightning and power surges, Horry Electric offers affordable, flexible protection through its Surge Guard program. Surge Guard helps protect against unexpected voltage surges that can harm or even ruin electronic devices, such as major appliances and TVs, DVD players or personal computers.

Surge Guard is really a two-step program. The first step takes place outside at the meter base. The second step occurs indoors where individual surge suppressors are installed to provide your television, telephone, stereo and other electronic equipment with reliable, state-of-the-art surge protection.

Horry Electric can help you find the right protection for your specific needs. "A good ground system is essential for surge equipment to work properly," says Ricky Lowder, senior marketing and energy management representative. "Before installation, we'll check to make sure the required external safety ground exists at the service entrance." Installation may be delayed if problems are found. "The same is true if the electrical wiring inside the home is inadequate," Lowder says.

To avoid such delays, HEC suggests securing the services of a licensed, bonded electrician to verify there are no grounding or electric wiring issues prior to scheduling an appointment for Surge Guard to be installed.

Details about Surge Guard are included in a brochure available at HEC offices. Be sure to complete the "I am interested in Surge Guard" form in the brochure and return it to the cooperative.



WALTER ALLREAD

Paul Grainger, owner of Grainger Electric Heat & Cool, secures a grounding system outside a new home in Myrtle Beach. His company is one of HEC's approved contractors.

Some are mounted behind the meter, others at the main electric panel. When a surge travels down the electric lines, these devices will act to "clamp" the surge and reduce its power. These are sacrificial devices that allow themselves to be destroyed rather than allowing the surge to pass through. Noble devices indeed!

The third prong is to protect expensive devices at their point of use. Computers and entertainment equipment are prime examples. Computers and entertainment equipment are frequently connected to cable and phone lines. Those devices need to have protection at the point of use that covers all possible avenues. These are generally in the form of a power strip or wall device most of us are familiar with. Use a quality product, like Surge Guard units, with a joule rating of at least 1,000, a connected equipment warranty and compatibility with digital signals from cable and satellite. While you are at it, look for a "smart" strip that turns off all but one connected device when not in use.

Tom Tate writes for the National Rural Electric Cooperative Association, the Arlington, Va.-based service arm of the nation's 900-plus not-for-profit electric cooperatives.

HORRY ELECTRIC COOPERATIVE—APPROVED ELECTRICIANS, HVAC CONTRACTORS, PLUMBERS

As a service to our members, Horry Electric maintains lists of approved electricians, HVAC and plumbing contractors. In addition to required licenses and certifications for each trade, listed with each category here, HEC has on file proof of Worker's Compensation Insurance and Certificate of Insurance for each approved contractor.

ELECTRICIANS

All electrical contractors on this list have an S.C. Business License and copies of documents listed above on file at HEC.

Grainger Electric Heat & Cool

Owner: Paul Grainger
209 Amber Lane
Conway, SC 29526
Phone: (843) 241-0546
Email: GraingerElectric@aol.com
(Grainger is also an HEC-approved plumbing contractor.)

Robert Richardson Electrical

Owner: Robert Richardson
6295 Lundy Shortcut Road
Conway, SC 29527
Phone: (843) 450-5880

Summit Electric Co., Inc.

Owner: Brian Campbell & Ken Gause
2248 Emery Road
Loris, SC 29569
Phone: (843) 756-0423

HVAC CONTRACTORS

Contractors here have S.C. Mechanical Licenses and NATE (North American Technician Excellence) certifications in HVAC installations and service, plus documents listed above.

Conway AC & Metal Company

300 Smith St.
Conway, SC 29526
Phone: (843) 248-4111
Website: conwayac.com

East Coast Air

Owner: Michael Scirocco
475 E Sandy Lane
Surfside Beach, SC 29575
Phone: (843) 997-5579

Fax: (843) 997-5579 (shared line)
Email: eastcoastairllc@aol.com
Website: eastcoastairllc.com

Jake's Heating and Cooling

Owner: Tony King
4201 Sea Mountain Hwy.
Little River, SC 29566
Phone: (843) 249-6789
Email: tony.king@oceandriveair.com
Website: jakesac.com

J & J Air, LLC

2310 Hwy. 9
East Longs, SC 29568
Phone: (843) 281-9595
Fax: (843) 281-9596
Email: info@jandjair.net
Website: jandjair.net

King Mechanical Heating and Cooling

Owner: Danny King
259 Willie James Road
Conway, SC 29526
Phone: (843) 446-7843
Email: ucla@scccoast.net

North Strand Mechanical

220 Industrial Way
Myrtle Beach, S.C. 29579
Phone: (843) 272-4915
Website: nsmhvac.com

One Hour Heating & Air Conditioning

677 Robert Grissom Parkway
Myrtle Beach, SC 29577
Phone: (843) 448-6867
Website: onehourheatandair.com

Tech Services

Owner: Tracy Davis
6729 High Point Church Road
Conway, SC 29526
Phone: (843) 488-2121
After Hours: (843) 450-8686
Email: techserviceinc@yahoo.com
Website: techserviceofmyrtlebeach.com

Horry Electric member Lynne Clawson cools it with her pals Abby (left) and Haley. She and her husband, Rick, chose their Conway home partly because of the shade they enjoy on their patio in the afternoons, she notes.

PLUMBERS

All contractors here have a business license and other required documents on file with HEC.

Craig Causey Plumbing

Owner: Craig Causey
105 Kingston Oaks Drive
Conway, SC 29526
Phone: (843) 458-4715
Email: causey6017@hotmail.com

Rooter Express-LeGrandes Plumbing

Owner: LeGrande Todd
213 Earnhardt St.
Conway, SC 29526
Phone: (843) 349-1776

Article 'wonderful,' member says

As a former central Florida resident, Lynne Clawson appreciated the "wonderful, informative" article, "How to be energy efficient in humid climates" in April's *South Carolina Living*. Its advice to keep bathroom vent fans running awhile after showering (to remove moisture) would've been handy down in the super-muggy Sunshine State, the HEC member says. Clawson also spoke to one of our Energy Experts, Eddy Blackburn, who confirmed that it isn't necessary to keep a thermostat setting constant 24/7 in summer. "He did say don't make 10-degree swings. We're talking two to four degrees at the most," she says. Blackburn adds, "If you are gone for an extended time, it's OK to adjust the thermostat."



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.

A Touchstone Energy® Cooperative 

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 _____

