

## Horry Electric Cooperative, Inc.

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

## The countdown is on

IT'S HARD TO BELIEVE THAT OCTOBER is nearly here and things are quickly falling into place for the October 1 conversion.



### Closed September 30

As I shared with you in August, our offices will be closed on Monday, September 30, as we make final preparations to go live

with our new system on October 1. We are doing this to help insure a smooth transition.

### Details and more details

We want this transition to be successful for everyone. There are a lot of details to cover and, on the following page of this edition of *South Carolina Living* magazine, you'll find some information you need to help prepare yourself for the changes that will take effect on October 1.

One of the biggest changes is new account numbers for all members. Don't worry, you will be able to use your current account number until the end of the day on Monday, September 30.

On October 1, however, the conversion will be complete and new account numbers will go into effect. Thanks to our conversion planning team, you won't have to wait for your first bill to get your new account number. They've created a special search engine that will definitely be made available online and hopefully by phone on October 1. Using your current account number, you'll be able to easily search for and obtain your new account number.

This is an important detail because your account number is your key to

the new MyEnergy Online member service portal.

On page 20A, you'll find a snapshot of what your October billing statement will look like. Again, I tip my hat to the planning team for their efforts to put together a statement that is very clean and professional looking. Using sample bills from a variety of other co-ops and getting input from a variety of employees and members, they have created a final product I'm confident members will find informative and easy to read.

### Stay tuned

Look for more conversion details in the October and November editions of *South Carolina Living* magazine, as well as on [horryelectric.com](http://horryelectric.com) and through our social media outlets.

### Sad news

Raymond Cole, the gentleman from the Spring Branch community featured in the August edition of *South Carolina Living* magazine, died July 25 after a brief illness. Our story about him, headlined "He helped wire first homes to get rural electricity," had already gone to press when we learned of his passing. We extend our sympathies to his family and friends and consider ourselves very fortunate to have been able to share his story with readers. He is very much a part of the history of Horry Electric Cooperative, our members and our community.

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

## Getting ready for October 1

### What you need to know

**AS WE GET READY** for the conversion on October 1, there are a few things members need to keep in mind.

#### **All account numbers will change**

Members will be able to use their current account number until the end of the day on Monday, September 30.

On October 1, the conversion will be complete and new account numbers will go into effect. All new account numbers will appear on October billing statements, but you don't have to wait for your bill to get your new account number and get started with the new member service portal, *MyEnergy Online*.

To make things easy for members, our IT folks have built a search engine that will be linked from horryelectric.com and from the main page of *MyEnergy Online*. They are also working to hopefully make it available through our automated phone response system. You will need your current account number to access and generate your new account number using either of these options.

Members who don't have access to the Internet or who aren't comfortable with the automated phone response system may also call and speak to a service representative to obtain their new account number on or after October 1, during regular business hours only.

The search engine to obtain new account numbers using old account

numbers will be available to members through the end of the year.

#### **MyEnergy Online requires new account number**

The new online member service portal will be open for business on October 1. To log in the first time, members will need their new account number and password.

**By default, all passwords have been programmed to be the last four digits of the Social Security number of the member on the account.** This is true for members new to accessing their account information online and for members who have been using the existing My Account system.

#### **Energy use monitoring part of MyEnergy Online**

Instead of using a third-party vendor to make daily energy use tracking and monitoring available to members, it is now part of our online member service portal. Members who have been using MyUsage.com will still be able to access the service on September 30, but they'll need to access *MyEnergy Online* on October 1. It's all part of the package, so no additional passwords are needed. This service, as always, is FREE.

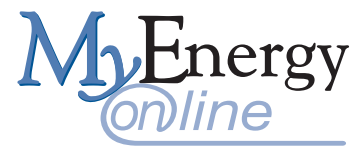
#### **Online transaction fees will change**

We will still be using a third party vendor for this service, but the fees

charged are different. Rather than a flat fee of \$3.25 per transaction for credit cards, a tiered rate will be in effect. For members whose bills are between the minimum bill and \$200, the transaction fee will be \$2.95. The transaction fee increases by \$2.95 for every additional \$200 above the first \$200.

The fee charged for each e-check transaction is only 50 cents.

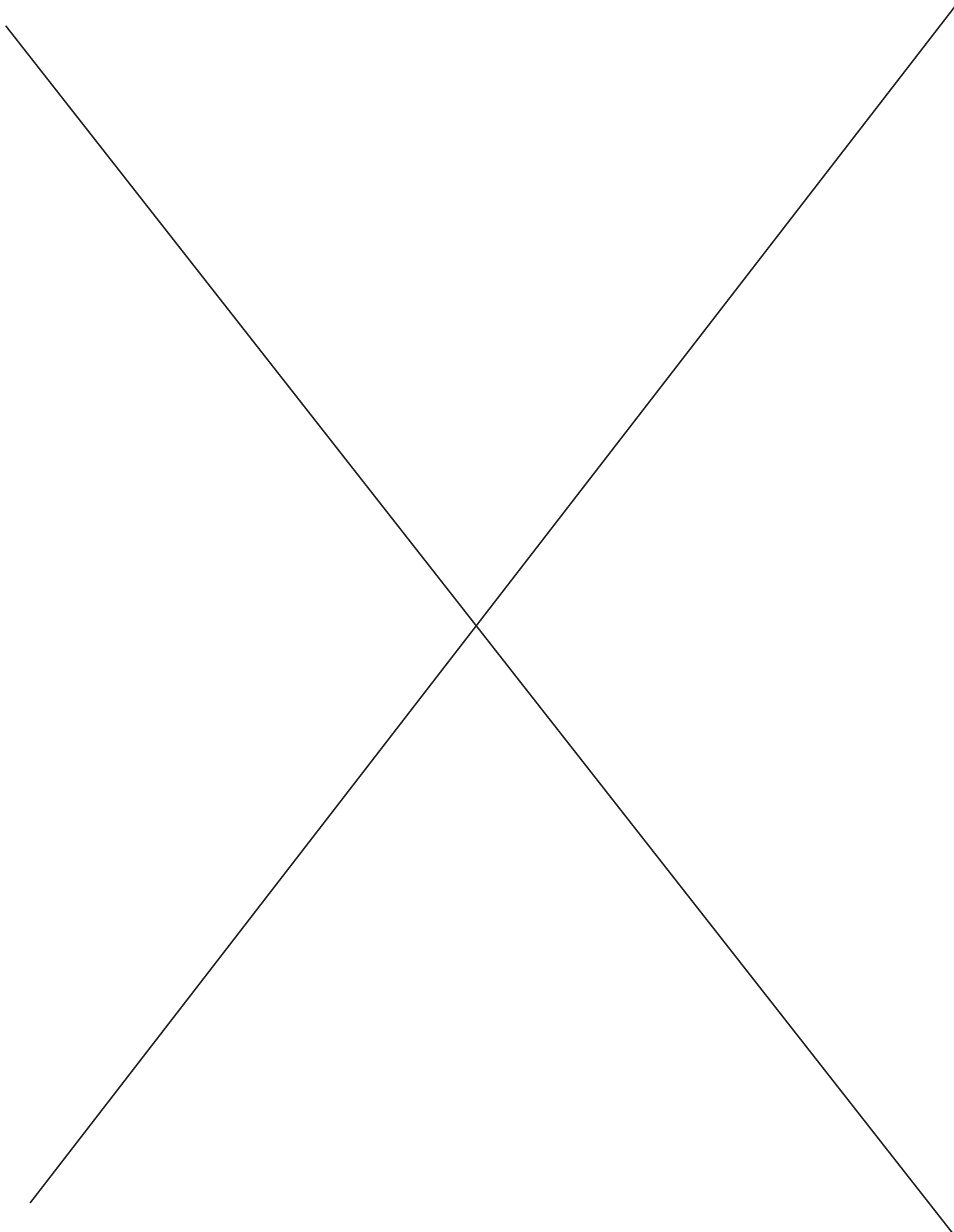
These fees apply to transactions made by phone, as well as online through *MyEnergy Online*.



#### **Effective October 1, 2013**

The facilities charge for single-phase service will increase from the current rate of \$16 to \$17 per month. The charge for three-phase service will increase from \$26 to \$27.

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.





# Redesigned with you in mind!

Horry Electric Cooperative has redesigned its billing statement to better serve you. The new design is easier to read and understand.

You'll notice the updated look beginning with your October statement. Please take a moment to familiarize yourself with the new format.

- 1 Your account number, meter number, service location and phone number.
- 2 Days of service, current and previous meter reading and kWh used.
- 3 Monthly and Annual comparisons.
- 4 Graphic view of energy use history for the last 13 months.
- 5 Tear off perforated bill stub and return with your payment in the envelope provided.
- 6 Costs for services such as electric, security lights, Operation Round Up® and Green Power.
- 7 The total amount due.
- 8 Payment due date.

Account Number	1234567-001
Member Name	SAMPLE JOHN Q
Service Address	2774 CULTRA ROAD
Service Dates	07/01/13 - 07/31/13
Meter Number	1234567
Location	1234
Rate	1
Phone Number	(843) 369-2211

## Horry Electric Cooperative, Inc.

A Touchstone Energy® Cooperative

The power of human connections®

See Reverse Side For Important Information

Service	Days Billed	Meter Reading Previous	Meter Reading Current	Meter Multiplier	Use	Amount
Electric Summer	30	2000	3300	1	1,300	\$173.60
Standard 100 HPS Light						\$8.50
Green Power						\$3.00
Operation Round Up						\$0.90
<b>Total Current Charges</b>						<b>\$186.00</b>

Compare Your Use				Wholesale Power Cost Per kWh: \$0.009				
Period	Days	kWh Used	Daily Avg kWh	Previous Bill Amount	Payments & Adjustments	Past Due Balance	Current Charges	NET AMOUNT DUE
Current	30	1,300	43	\$173.00	-\$173.00	\$0.00	\$186.00	\$186.00
Last Month	30	1,200	40					
Last Year	30	1,400	47					

**Your Energy Use History**

Billingsights uses account history and billing data to evaluate your energy use and provides tips to save money! Visit [www.horryelectric.com](http://www.horryelectric.com) to analyze YOUR bill today!

**Any past due balance is subject to immediate disconnection.** Your online password is the last four digits of your SSN/Tax ID. View and pay your bill online at [www.horryelectric.com](http://www.horryelectric.com). To pay by phone call (843) 369-2211

**HORRY ELECTRIC COOPERATIVE INC**  
 PO BOX 119  
 CONWAY SC 29528-0119  
 Address Service Requested

Account Number	Amount Due
1234567-001	\$186.00
Due Date	Amount After Due Date
08/25/13	\$195.30
<b>Payment Amount Enclosed</b>	

**Horry Electric Cooperative, Inc.**  
 Post Office Box 119  
 Conway, South Carolina 29528-0119  
 Business Phone: (843) 369-2211  
 Power Outage: (843) 369-2212  
[www.horryelectric.com](http://www.horryelectric.com)

**Notice**  
 For accurate posting of your payment, please write the account number on your check and enclose your payment stub with your payment.  
 Service is subject to disconnection without further notice if payment is not received in the cooperative office prior to the due date.  
 Horry Electric Cooperative, Inc. (HEC) is not responsible for postal delivery delays.

**Payment Options**  
 • Service is subject to disconnection without further notice if payment is not received in the cooperative office prior to the due date.  
 • Horry Electric Cooperative, Inc. (HEC) is not responsible for postal delivery delays.

**Bank Draft**  
 Call or visit us online for more information about automatic bank draft. You may also fill out the Bank Draft Authorization form at the end of this bill.

**Online Through My Energy Online**  
 Call or visit us online for more information about automatic bank draft. You may also fill out the Bank Draft Authorization form at the end of this bill.

**By Phone**  
 Call (843) 369-2211 and submit the payment by phone option.

**Conveniently Located Pay Stations**  
 Call (843) 369-2211 for the most current list of pay stations located throughout Horry County.

**By Mail**  
 Mail your check to money order (include your payment stub) to Horry Electric Cooperative, Inc., PO Box 119, Conway, SC 29528-0119.

**By Person**  
 Cash, check, money order, or cashier's check accepted at any HEC Office. Outside deposits are available at the Conway Office, 2774 Cultra Road, Conway, SC 29528. • Solicitor Office: 5889 Highway 707, Myrtle Beach, SC 29576.

**Payment Policies**  
 All bills are due when mailed. All payments received and processed after the due date will be charged a penalty of 10%. If a payment is received on or after the due date, the balance due will be \$40.00. The cooperative reserves the right to suspend service (without refund) if the member is delinquent in payment. The cooperative reserves the right to suspend service (without refund) if the member is delinquent in payment. The cooperative reserves the right to suspend service (without refund) if the member is delinquent in payment. The cooperative reserves the right to suspend service (without refund) if the member is delinquent in payment.

**Bank Draft Authorization**  
 I hereby authorize and direct your bank to debit my account for the amount of my bill. I understand that my bill is subject to change and that I am responsible for any errors. I understand that my bill is subject to change and that I am responsible for any errors. I understand that my bill is subject to change and that I am responsible for any errors.

**Member Contact Information**  
 Name: \_\_\_\_\_  
 Mailing Address: \_\_\_\_\_  
 Telephone: \_\_\_\_\_  
 Email: \_\_\_\_\_

Please enclose a voided check with your payment.

On the back of your bill you'll find important contact information, member responsibilities for accurate posting to account, summary of payment options, payment policies, and a convenient bank draft authorization form.

Looking out for you ...

**Horry Electric Cooperative, Inc.**

A Touchstone Energy® Cooperative   
[www.horryelectric.com](http://www.horryelectric.com)



## Tin lizzies, ice boxes and wood stoves

Century-old HEC member remembers pre-electricity South



BY WALTER ALLREAD

**DOVIE HAYES** is a firecracker.

One hundred years old and counting and still an active embroiderer with a sharp memory, the plain-spoken Hayes is matter-of-fact about her life and the reality of such remarkable longevity.

"Most of them my age are gone," says Hayes, an Horry Electric Cooperative member who was born Feb. 23, 1913. "I don't have the friends I had years ago, and now I'm too old for these young people!"

Hayes, whose husband, Shelton, passed in 1981, still resides in the Green Sea community where she grew up. Her memories of growing up in

Dovie Hayes, 100 years young, with her daughter Martha Jo Garrell, who recalls when her parents' then-new home got power from Horry Electric Cooperative in 1950. "I can remember when you had to pull a string [for the lights to come on]. That was a joy!" Although the family's earlier home had electricity for many years, her mother remembers a different time: "It was a long time before we had current!" she says.

the pre-electrification South remain vivid.

"We played outside; a lot of hopscotch, some basketball and some baseball, though that was mostly the boys," Hayes says. "I loved playing basketball."

Hayes—originally a Graham—was the youngest of three sisters, Ruth Delight

**Dovie's parents, Joe and Martha Graham, feed their chickens and horses.**



Dovie and her sister Gussie on the running board of their father's Tin Lizzy, or Model T Ford. Her father can be seen, in the shadows, in the driver's seat.

Graham and Gussie Viola Graham, and two brothers, Walter and Dolphus. She grew up on a tobacco farm and did her part to help with the work.

"My older brother, Walter, would sweet talk me to get me to help him with suckering his row of tobacco," says Hayes. "We worked hard from the time we were able to get out and help."

"We cooked on a wood stove, and it was just as natural for us to do that as it is people to cook on electric stoves now. It's just a lot easier now. If you wanted to cook good biscuits, you'd







put more wood on before you put the biscuits in and let it get good and hot.

"Our water came out of our well. We used wood for cooking, and we had coal for our furnace that our daddy would buy, and the ice, too, we'd buy from the ice man. We had a big old box in the hall we'd use to put the ice in. It's a lot different than now when everything uses the same electricity."

Hayes can remember when the family's horse and buggy were replaced by their first Tin Lizzy, the nickname for Model T automobiles produced by the Ford Motor Company from October 1, 1908 to May 27, 1927.

"My daddy believed in riding, and he rode in style," Hayes says. "We had a nice car, a Model T Ford. The

**Dovie and her late husband, Shelton, in an undated photo.**



BLACK-AND-WHITE PHOTOS COURTESY DOVIE HAYES

**Dovie and Martha Jo display some of Dovie's fine needlework.**



WALTER ALFREDA

roads back then, weren't none of them paved. It was sure bumpy, and those red clay hills were downright scary going up and down, especially after a rain."

Nowadays, Hayes enjoys spending time with three of her four children—one son is deceased—as well as nine grandchildren and nine great-grandchildren. She also enjoys quilting, a hobby she began with her mother as a child. Hayes remembers after graduating from high school, she

helped make six quilts for the family in a single winter.

"I still have a lot of those quilts my momma and I did," she says. "You needed them quilts to keep the bed warm when you had no heat in the house. I had four quilts on my bed, and I needed all of them! I didn't want to get out of that bed for anything!"

"It's amazing how much has changed, and for the better, I can tell you!" ☺

## Remembering 'the day the lights came on'

Electric cooperatives across the country are celebrating their 75th anniversary. Aiken Electric Cooperative, formed in 1938, this year became the first of South Carolina's 20 distribution co-ops to reach that milestone.

Horry Electric Cooperative was organized April 24, 1940, and our system was energized January 7, 1941. We will mark our 75th anniversary in 2016. Leading up to the celebration, we're interviewing co-op members and former employees who recall "when the lights came on."

Please let us know if you, or someone you know, might have bright memories of those days. And tell us if you have vintage appliances, electrical items, memorabilia or photographs from the early days of rural electrification. Contact Gayle Addy at (803) 739-3032 (email [gayle.addy@ecsc.org](mailto:gayle.addy@ecsc.org)) or Campbell Shuford at (803) 739-5072 (email [campbell.shuford@ecsc.org](mailto:campbell.shuford@ecsc.org)). They are employed by The Electric Cooperatives of S.C., Inc., the state association of co-ops, including Horry Electric Cooperative. ☺



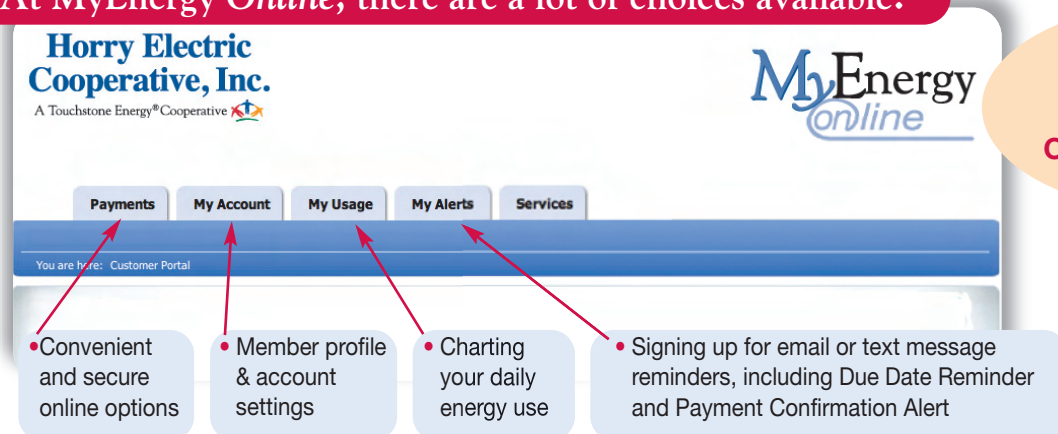
**MARKING 75 YEARS OF SERVICE  
IN A 21ST CENTURY WAY**

# MyEnergy online

is a new service

**coming in October** from Horry Electric Cooperative that significantly expands your account-management options. Simply go to [www.horryelectric.com](http://www.horryelectric.com), click the MyEnergy Online icon, and you'll have access to an informative, user-friendly site designed with you in mind.

**At MyEnergy Online, there are a lot of choices available:**



The screenshot shows the Horry Electric Cooperative, Inc. logo at the top left, with the tagline "A Touchstone Energy® Cooperative". To the right is the "MyEnergy online" logo. Below these are navigation tabs: "Payments", "My Account", "My Usage", "My Alerts", and "Services". A blue bar below the tabs says "You are here: Customer Portal". Four red arrows point from callout boxes to the "Payments", "My Account", "My Usage", and "My Alerts" tabs respectively.

- Convenient and secure online options
- Member profile & account settings
- Charting your daily energy use
- Signing up for email or text message reminders, including Due Date Reminder and Payment Confirmation Alert

**Your NEW  
Account Number  
Will Be On Your  
October Statement!**

**• All Current Account Numbers Will Change October 1.**

You will need your new account number to log in to the system the first time. By default, the password for each member will be the last four digits of your social security number. You can change your password after the first time you access the system.

*All new account numbers will show up on statements mailed in October. If you want to know your new account number before you get your statement, a search engine will be available October 1 at [www.horryelectric.com](http://www.horryelectric.com).*

Look for the Account Lookup icon on [horryelectric.com](http://horryelectric.com) or on the landing page for MyEnergy Online!

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