

Horry Electric Cooperative, Inc.

www.horryelectric.com

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**TO REPORT
POWER OUTAGES ONLY**
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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



Educational Opportunities

Invite Horry Electric to participate in your next event

THE POWER OF HUMAN

connections is the motto of Touchstone Energy Cooperatives. Over the

past 83 years, Horry Electric has built relationships with members, first responders, community leaders, local charities, businesses, churches, teachers, students and the list goes on. These relationships represent the power of human connections in our community. Commitment to community is one of the four core values of Touchstone Energy Cooperatives and is an important part of the cooperative foundation.

Horry Electric is passionate about educating the community on electrical safety, energy efficiency, storm preparedness and a variety of topics that enrich the lives of our neighbors. We love the opportunity to participate in events where we can connect with you.

Speaking events

If you're hosting an event, or are in search of a speaker, consider inviting one of Horry Electric's trusted energy advisors to speak at your church, school, business luncheon, civic group or homeowners association meeting.

A member of our team is ready to educate your group on topics ranging from cooperative programs to energy efficiency.

Live demonstrations

Horry Electric offers two types of live demonstrations that are great for summer camp activities or career day events.

Trouble in Tiny Town is an exhibit that demonstrates the dangers of electricity and power lines. Students will see up close what can happen when something comes in contact with a live power line.

We also offer lineman demonstrations. One or two linemen will explain the responsibilities of their daily job, what a



Brandon Chandley, operations trainer, high fives a student during a career day event.

typical day looks like and showcase the different types of gear and equipment they use. Our employees are excited to bring a bucket truck for demonstration purposes, if there is space available outside.

Put us on your calendar

If you're interested in having a trusted energy advisor speak at your event, contact Public Relations and Marketing Coordinator Jennifer Cummings at jennifer.cummings@horryelectric.com.

We are especially committed to the students throughout Horry County, as they are the leaders of tomorrow. If you're interested in Trouble in Tiny Town or lineman demonstrations, please fill out the online request form at horryec.info/demonstration-request.

We look forward to connecting with you.

Daniel B. Shelley, III

DANIEL B. SHELLEY, III
Executive Vice President and CEO



Jennifer Cummings and Willie Wiredhand thank members for showing their love as they leave the cooperative.

Snapshots from the 2023 Annual Member Meeting

Cars can be seen driving through the lanes in this aerial shot from Horry Electric's Annual Member Meeting.



Alison Jordan registers Albertha Best of Galivants Ferry.



Francisca Argueta makes registration easy for Iris Sessions of Conway.



REID WILLIAMS



JENNIFER CUMMINGS

Ellie (left) and Rori Hershey smile for the camera after riding through the Drive-Thru Registration & Voting event with their mom, Tabitha.



JESSIE ROBINSON

The 2023 Annual Member Meeting grand prize winner, Paul Hucks.



JENNIFER CUMINGS

Horry Electric's Metering Supervisor Blake Strong shows the inside of a home generator panel. The panel connects the member's generator to the home circuitry.

Generating your own power? Let HEC know

A TOP PRIORITY for Horry Electric Cooperative is to safely provide reliable power to members.

Safety is our first concern, but it should also be a priority for members who are generating their own power and sending it over Horry Electric lines. Brian Chestnut, the cooperative's safety coordinator, says the risks lineworkers face during storm restoration are compounded by the energy being back fed onto lines by home or portable generators.

Both types of generators are a high concern during any storm, but especially during hurricane season, which runs from June 1 to Nov. 30.

While Horry Electric's linemen are trained to take necessary precautions before working on any kind of downed power lines, a generator is a different story.

Linemen do wear their personal protective equipment, but it's the members that can provide the most important protection to the line crews. Members should inform the cooperative that a generator is operating at their home.

"If you have a generator, never connect it directly to your home's circuits, unless it is wired for generator use and it has been done by a licensed electrician," says Burroughs Nobles, manager of operations. "Always plug appliances directly into properly grounded

generators, but never overload it."

Risks exist when home generators are self-installed without the expertise of a licensed electrician and without notifying the cooperative. This is when it is the most dangerous to the linemen working in the field.

Horry Electric employees are not the only ones in danger when a generator is installed improperly. Homeowners themselves may be at risk of electrocution, fire injury, property damage, or carbon monoxide poisoning, if they do not follow the necessary safety rules.

We understand that members like having generators to use during extended outages, but we want to keep everyone safe. We want to make sure a licensed electrician is involved and that if a generator is installed, the member should notify Horry Electric.

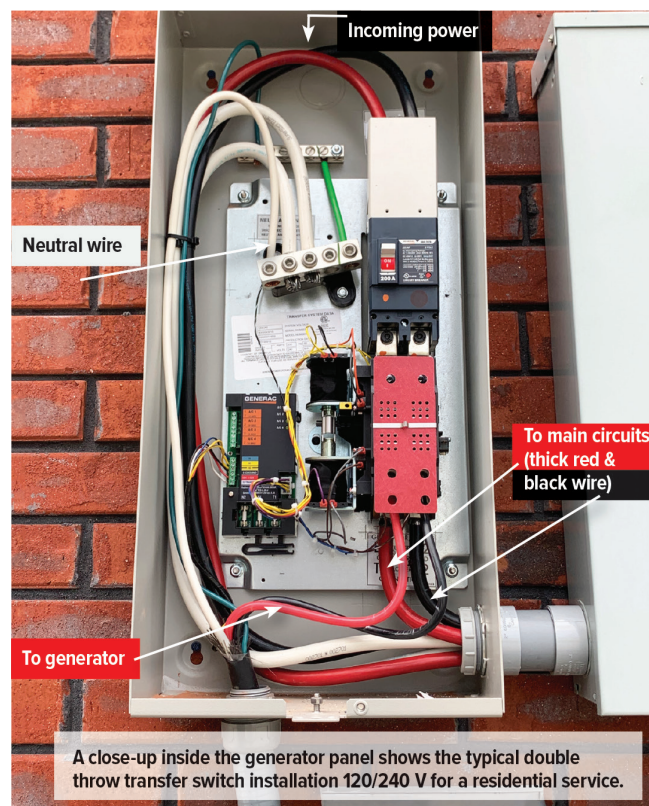
Thinking of installing a generator? Need some questions answered? Contact Horry Electric at (843) 369-2211 or visit horryelectric.com for more information.

Generator installation checklist

To ensure your safety and the safety of Horry Electric lineworkers, follow these guidelines when installing a generator at your home:

- ▶ Call Horry Electric first. We can answer your questions and provide guidance before you make your purchase.
- ▶ Involve a licensed electrician and/or a certified installer. We have a list of approved electrical contractors on our website under "Energy Programs."
- ▶ Make sure your home is properly wired for generator use.
- ▶ Ensure the installation has been permitted, inspected and approved by county building code officials.
- ▶ Inform Horry Electric when the installation is complete and someone will come to reconnect the power.

For more information on generator safety, visit horryelectric.com/services/generators.



A close-up inside the generator panel shows the typical double throw transfer switch installation 120/240 V for a residential service.



Horry Electric's energy management department is made up of (from left) Gordon Lay, Garrett Gasque, Eddy Blackburn, Jennifer Cummings, Toni Gore and Jamison Lewis.

Your trusted energy advisors

EVERY DAY, HORRY ELECTRIC'S energy management department works with members to help them better manage their home energy use. A team of six trusted energy advisors with more than 100 years of combined experience makes up the department. Their goal is to educate members on how to save energy—and money—through a variety of ways.

Tools available to members

Members can monitor their energy use through daily use text alerts, high use alerts, the MyEnergy Online portal or through the HEC Mobile app.

"The 'use history' accessibility on the MyEnergy Online portal and the daily use alerts are some of the best tools available to members to stay on top of their energy use," says Jamison Lewis, energy management and marketing representative.

There is also a variety of savings calculators for appliances, lighting and water heaters on horryelectric.com for members to find additional savings opportunities.

Looking out for you

New technology such as smart homes and smart devices make managing your energy use easier than ever before. Technology has also opened the door for our energy advisors to diagnose problems in a member's home. Each morning, your trusted energy advisors run a report, which compiles numerous use factors, identifying accounts with abnormally high energy use. After analyzing the report, an energy management representative may call a member to see if any changes have been made in the home.

"If we believe there may be an issue, we can make the member aware before it causes a high bill or another problem in their home," says Garrett Gasque, senior energy management and marketing representative.

Scott and Lisa Marsh are Horry Electric members who had a new heating and air system installed in the past couple of years. Expecting to save money with their new energy-efficient unit, the Marshes received a phone call from Eddy Blackburn, a trusted energy advisor for more than 35 years. "Eddy called me and said he noticed our energy use was up and I was like 'who does that?'" says Lisa Marsh.



Lisa and Scott Marsh smile as they share how the Energy Management department helped them discover they had a high energy use problem in their home.

Blackburn informed the Marshes that they could have an issue with their new HVAC unit. "We called the company who installed the unit and they found the problem Eddy said we had. We were sitting back waiting for a low bill and never saw what he saw," Lisa says. "We appreciate it very much," Scott Marsh adds.

"Giving members a heads up about abnormal use in their home has been a truly rewarding experience and I'm beyond thankful that we have the technology to provide members with this service," adds Eddy Blackburn, marketing analyst and key accounts representative.

If you ever have questions about your bill, ways to save energy or how to improve energy efficiency in your home, contact a trusted energy advisor at (843) 369-2211. This team is available to offer insight and guidance so members can feel at ease when it comes to using and managing energy use in their homes.

Nominate a local hero

CONCERN FOR COMMUNITY is one of the seven cooperative principles. Horry Electric is proud to serve the members who make up the communities throughout our service area.

Within these communities, there is an abundance of unsung heroes who are helping those in need and empowering their neighbors. These are the members who inspire our commitment to community and we want to celebrate them.

If you're inspired by someone making a difference in the community, the Who Powers You contest is your chance to tell their story. Anyone can nominate a neighbor. Nominees must either be a cooperative member, live in a residence served by an electric cooperative

or be making a positive impact in a community served by the cooperative.

Horry Electric will choose a local winner, who will win a \$500 prize. The winner will then have the chance to be named the 2023 South Carolina Who Powers You Hero and receive a \$2,500 grand prize. Janice Ash Sialiano was recognized as Horry Electric's Who Powers You winner in 2022 for her work in creating and organizing the annual Community Christmas Dinner.

Nominate a local hero by visiting ecsc.org/WhoPowersYou, where you'll be asked to share a photo of your nominee and answer three questions about how they're making a difference.

All entries must be submitted by July 31.



JENNIFER CUMMINGS

Janice Ash Sialiano smiles after being named Horry Electric's 2022 Who Powers You contest winner.

Visit the Smart Solutions Store

ARE YOU SEARCHING for more energy efficient products to add to your smart home? Check out the Smart Solutions Store on **BeatThePeak.com**. The store includes products such as LED light bulbs, electric vehicle chargers, smart home products, efficiency goods, tools and appliances.

With a simple click, shoppers are taken directly to the desired **Amazon.com** product page. To find the Smart Solutions Store, visit **BeatThePeak.com** and select the Smart Solutions Store tab under the "Home Solutions" option.

"There are a lot of energy efficient and smart home products available," says Garrett Gasque, senior marketing and energy management representative. "These recommendations have been carefully selected to offer products that have been manufactured by dependable brands and have a reasonable price tag."

If you have questions or concerns about any of the products, contact your trusted energy advisors by calling (843) 369-2211.

Shop smart solutions for a smarter house

Save energy AND money with Amazon products from our **Smart Solutions Store**.

You'll find a wide range of smart solutions that provide a more energy-efficient home.



Shop smart today! Visit BeatThePeak.com/Store.

As an Amazon Associate, your co-op earns a commission on qualifying purchases.

WHO POWERS YOU?

Inspired by someone making a difference in our community? Tell their story and they could win a prize.

We know our community is filled with unsung heroes who are making a difference. Let's celebrate them! This is your chance to honor the people who are making a real difference. Winners will be selected by a panel of judges based on the impact they have on our community. All entries must be submitted by July 31.

Together, let's
celebrate the
power of
human
connections.



Grand Prize \$2,500

Your Local Co-op Prize \$500

**Horry Electric
Cooperative, Inc.**

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Visit ecsc.org/WhoPowersYou for full contest rules



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