

Horry Electric Cooperative, Inc.

horryelectric.com

MAIN OFFICE
 P.O. Box 119
 Conway, SC 29528-0119
 (843) 369-2211



TO REPORT
 POWER OUTAGES ONLY
 (843) 369-2212

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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



Your October statement

New look, more transparent than ever

NEXT MONTH, members will receive their first statement on the restructured rate.

I'm excited to share your

monthly statement has been revamped with total transparency, making it easier for you to calculate your bill amount.

New statements will list each billing component, wholesale power cost adjustment factor and detail of all miscellaneous items. On the previous statement, members only saw the electric charge under the service column, the number of days billed and the meter readings. A lot of charges were bundled into the electric line item, which made it difficult for members to manually calculate and understand.

Our team has redesigned the statement to make it easier for members to read and calculate for themselves.

On the new statement, residential post pay members will see the following:

- ▶ **Account Charge**—\$0.95 per day.
This is the cost to make service available to the meter.
- ▶ **Energy Charge**—\$0.069 per kWh.
This is the total energy used during the billing period.
- ▶ **Peak Charge**—\$12 per kW. This new component is the highest single one (1) hour of energy used during peak hours in your billing period.
- ▶ **Wholesale Power Cost Adjustment**—\$0.01 credit per kWh.
This adjusts for changes in purchased power costs and is applied to all kilowatt-hours (kWh).

If you have an outdoor light at your service address or participate in Operation Round Up, you will see those listed as line items on your statement as well.

Peak Charge Information

The Peak Charge line item on your statement will have your highest single one (1) hour of energy use listed. As shown on page 5, members will be able to see the

Kilowatt-hour vs. Kilowatt

What's the difference?

Kilowatt-hour (kWh)—How much power you used over a period of time.

Kilowatt (kW)—The rate at which you are using electricity.

date and hour they peaked, along with their kilowatt (kW) use during that hour. On the example, the member peaked on Sept. 10 between 4–5 p.m. using 5.6 kW, which equals a \$67.20 Peak Charge.

Remember, the Peak Charge is only for your highest one hour of use during peak hours in your billing period.

Horry Electric will look at your use during those three daily peak hours. Think about it like this, you have 90 peak hours during a 30-day month (three peak hours per day x 30 day billing period = 90 peak hours). You are only going to be billed the \$12 per kW Peak Charge for your highest one hour. The remaining 719 hours of the 30-day month will be billed at \$0.069 per kWh, half of what it cost on the old rate.

Other updates

The "Compare Your Use" section of your bill will include a graph of your use for the current year, the previous year and your peak. The average daily temperature and kilowatt-hour (kWh) energy use is also listed.

If you receive your bill and you have any questions about your use, give us a call at (843) 369-2211 Option 3. We are happy to answer your questions and offer tips on ways to save on the restructured rate.

DANIEL B. SHELLEY, III
 Executive Vice President and CEO


Understanding Your Bill

- 1** Your account number, service address, meter number and phone number.
- 2** Days billed, current and previous meter reading, kWh and kW, peak day and time for billing period.
- 3** Monthly and annual use graph for the past 13 months, including peak kW.
- 4** Comparison of current month to previous year with average daily temperature and daily energy use.
- 5** Tear off perforated bill stub and return with your payment in the envelope provided.
- 6** Costs for services, such as Account Charge and Peak Charge, outdoor lights and Operation Round Up.
- 7** Total amount due.
- 8** Payment due date.

Horry Electric Cooperative, Inc.

A Touchstone Energy® Cooperative The power of human connections®

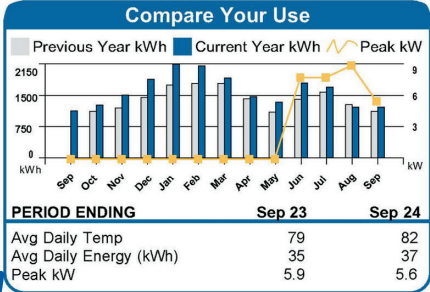
See Reverse Side For Important Information



Account Number	1234567-001
Member Name	WIREDHAND WILLIE
Service Address	2774 CULTRA ROAD
Service Dates	09/01/24 - 09/30/24
Meter Number	1234567
Location	1234
Rate	900
Phone Number	(843) 369-2211

Service	Days Billed	Meter Reading Previous	Meter Reading Current	Meter Multiplier	Use	Amount
Account Charge	30	10000	11100	1	1100	\$28.50
Energy Charge			5.6			\$75.90
Peak Charge						\$67.20
9/10 @ 4:00 - 5:00 PM						
Wholesale Power Cost Adjustment						-\$11.00
1 Standard LED Light						\$8.50
Operation Round Up						\$0.90
Total Current Charges						\$170.00

Previous Amount Due	Payments & Adjustments	Past Due Balance	Current Charges	NET AMOUNT DUE
\$185.00	-\$185.00	\$0.00	170.00	\$170.00



Help us better serve you! Update your contact information and sign up for alerts at bit.ly/hecc-contact-info to stay connected! Thank you!

Any past due balance is subject to immediate disconnection. View and pay your bill online at www.horryelectric.com. To pay by phone call (843) 369-2211.

PLEASE RETURN BILL STUB WITH YOUR PAYMENT

HORRY ELECTRIC COOPERATIVE INC
PO BOX 119
CONWAY SC 29528-0119

Account Number	Amount Due
1234567-001	\$170.00
Due Date	Amount After Due Date
10/24/24	\$178.50
Payment Amount Enclosed	

HORRY ELECTRIC COOPERATIVE INC
PO BOX 119
CONWAY SC 29528-0119

Horry Electric Cooperative, Inc.
Post Office Box 119
Conway, South Carolina 29528-0119
Member Phone: (843) 369-2211
Power Outages: (843) 369-2212
www.horryelectric.com

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

Payment Options

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 bottom of this bill.

Online Through My Energy Online
Call or visit us online at www.horryelectric.com to make a payment using a credit card, debit card, checking or savings account.

By Phone
Call (843) 369-2211 and we'll bill the payment by phone option.

Conveniently Located Pay Stations
Visit www.horryelectric.com for the most current list of pay stations located throughout Horry County.

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

In Person
Cash, personal check, money order or cashier's check accepted at any HECC Office. Outside deposits is available after hours. Do not deposit cash in the night drop box. Conway Office: 2774 Cultra Road, Conway, SC 29508 • Scaitance Office: 5989 Highway 707, Myrtle Beach, SC 29586

Payment Policies

All bills are due when mailed. All payments received are processed after the due date will be charged a penalty of 5%. If an account is delinquent for non-payment, the balance due, plus \$4.00 recovery fee must be paid before the account can be reconnected. For disconnection or reconnection, the cooperative reserves the right to require deposits (cash or refunded). The reconnection fee applies to the disconnection fee within the last 12 months and will be automatically debited to your account. Your account will become delinquent if the highest bill in the last 12 months is not paid by trial date. Your service will be discontinued. Payments returned for any reason will be charged a returned payment fee in accordance with cooperative policy and subject to immediate disconnection.

Bank Draft Authorization

I hereby authorize and direct you to debit further written notice to Horry Electric Cooperative, Inc. (HECC) my bank account for the amount of my bill and charge to my bank account (VOID IF OTHER THAN C) checking and charge to my bank account (VOID IF OTHER THAN C) debit card. I understand that HECC will not be liable for returning any drafts. If the amount of the electricity bill exceeds the amount on file with HECC, I understand that HECC will not be liable for any short payment. I understand that the draft will be transmitted on my next available wiring, and I am responsible for any transmission or my next available wiring, and I am responsible for any charges incurred by Horry Electric Cooperative, Inc. for bank drafts.

Member Signature
Please enclose a voided check with your payment.

Update Contact Information

Name: _____
Mailing Address: _____
Telephone: _____
Email: _____

On the back of your bill, you will find important contact information, member responsibilities, summary of payment options, payment policies and a convenient Bank Draft authorization form.

Saving is a family affair for HEC employees

BY JOSH P. CROTZER

SOME HORRY ELECTRIC Cooperative employees have taken the lead on adjusting their home energy use during peak hours, testing the co-op's newly restructured rate and making it fit their lifestyle since August 2023. How's that been going for them? Here are some of their experiences:

'Are you supposed to be cooking?'

It wasn't difficult for Danyelle Ledford to get comfortable in a routine with Horry Electric's new restructured rate. By the time the single mother got home on weekdays, it was after 6 p.m., so she avoided the 3–6 p.m. summer peak hours when she began cooking dinner.

But spring break for the kids threw Ledford out of her routine.

"One day that week, I got home early and went straight into the kitchen," says Ledford, a software developer at Horry Electric. "My daughter stopped me and said, 'Are you supposed to be cooking right now?'"

The Ledfords only had to wait an extra 15 minutes for supper, and mom was pleased to see that her household had embraced their new energy-saving lifestyle.

"They've been really good about it," she says. "We've got magnets on the refrigerator that remind us when the peak hours are."

Since August, they've used more total electricity, but have actually spent less on their power bill. By reducing their use during peak hours, they have saved approximately \$40 per bill. Cooking a little later isn't their only tactic. Ledford programs her smart thermostat to precool the house before 3 p.m. so that the air conditioning runs less during summer peak hours.

Ledford admits her toughest struggle



By shifting energy use, including cooking dinner, to after 6 p.m., Danyelle Ledford is saving on her family's power bill.

"It really helps you save on your electricity bill, but it's up to you."
– Victor Long

has been on weekend laundry days, but at least she can depend on her daughter and dryer magnet to remind her.

Spreading the good word

Victor Long is happy to evangelize about Horry Electric's restructured rate. He's just not sure about speaking at the pulpit.

"I carried magnets, postcards and flyers to church to let them know about the restructured rate," says Long, a 44-year employee of Horry Electric. "I'll be happy to explain things to the ushers and trustees, but I'm afraid the preacher is going to want me to get up in front of the whole church."

Long has only positives to preach about his experience with the restructured rate. He says he's saved as much as \$125 in a single month on his power bill. Long and his family of four have all been careful about when they shower, wash and dry clothes and adjust the thermostat.

"We've got the water heater timer that cuts it off during peak hours," explains Long.



The timer (upper right) connected to his water heater has helped Victor Long save on his power bill under the restructured rate.

There have been a few instances when someone in his house has done laundry during peak hours, Long says, but there is no need in asking for forgiveness.

"I just go in there and turn it off," he says.

Long may be hesitant to address a congregation about the restructured rate, but he welcomes the chance to spread the word on an individual basis.

"Anybody that doesn't believe in it, they can come ask me," he says. "It really helps you save on your electricity bill, but it's up to you."

Please visit an Horry Electric office to pick up dryer and seasonal magnets to remind you about the peak times.

Local students make their voices heard

Cooperative Youth Summit encourages civic engagement

BY JOSH P. CROTZER

AS A CHILD, McCallie Brown would go to political conventions with her grandfather, Robert Rabon, former chair of the Horry County Republican Party. This summer, the Aynor High School junior joined four other local students for an experience in civic engagement catered just for them.

At Cooperative Youth Summit—an education initiative sponsored by Horry Electric and South Carolina’s other electric cooperatives—Brown, Shelby Christia of Myrtle Beach, Kensley Harrelson of Conway, Madelyn Jarczyński of Myrtle Beach and Tyler Johnson of Conway learned how to make their voices heard during a four-day exploration of their state capital, advocacy and the cooperative business model. Four Horry Electric employees helped chaperone: Kent Donald, Annette Harris, Kelli McDowell and Beth Rabon.

Horry Electric’s student delegates were among 45 high school students from across South Carolina who visited Gov. Henry McMaster’s office and later heard from South Carolina legislators Rep. Micah Caskey and Sen. Mike Fanning about their role and responsibilities as future voters and leaders.

“Going to the Statehouse was an amazing opportunity,” says Brown. “Rep. Caskey and Sen. Fanning gave us a lot of good advice about how to put our dreams of being leaders into action.”

A visit to Newberry Electric gave the students an on-the-ground glimpse of how an electric cooperative operates. Many of them were also lifted above the co-op in a bucket truck.

The students were also a part of Soda Pop Co-op, a student-run, mobile market selling snacks and drinks with a board of trustees and staff. Johnson served as



PHOTOS BY JOSH P. CROTZER

Local high school students (from left) Tyler Johnson, Kensley Harrelson, McCallie Brown, Shelby Christia and Madelyn Jarczyński represented Horry Electric at Cooperative Youth Summit.

assistant manager for Soda Pop Co-op.

Throughout the week, Cooperative Youth Summit students participated in a team competition in which they developed presentations related to current political and cultural issues such as banning TikTok and subsidizing electric vehicles. Brown’s team, which argued against EV subsidization, won the competition, and each winning student received a \$1,000 prize.



During their visit to Newberry Electric, Horry Electric’s students and chaperones helped stuff bags of essential items that will be given to temporarily homeless youth through a co-op affiliated program called Kid’s Closet.



▲ Shelby Christia took a turn at Gov. Henry McMaster’s desk.
◀ Brown speaks to her fellow Cooperative Youth Summit students about EV subsidies.

September is National Preparedness Month

What to do before, during and after the storm

SEVERE WEATHER can impact Horry County at any time, especially during the peak of hurricane season. Horry Electric is preparing and members are encouraged to do the same.

September is National Preparedness Month and Horry Electric wants to make sure you stay safe during any storm.

Before the storm

There is power in preparation. Preparing can help reduce stress, anxiety and lessen the impact of an emergency.

- ▶ **Assemble an emergency kit** Put together the essential items you need in the event of a prolonged power outage or natural disaster. Include items like nonperishable foods, water (one gallon per person, per day), batteries, flashlights, first-aid supplies, medicine and phone chargers.
- ▶ **Protect documents** Store important documents like birth certificates and property deeds in a safe place away from your home, such as a bank safe deposit box.
- ▶ **Keep pets safe** Create an emergency kit for your pets, too. Include shelf-safe food, bottled water and medication. Bring pets indoors at the first sign of a storm or other emergency. Pets can become disoriented and frightened during severe weather and they could wander off. Microchip your pet and ensure your contact information is up to date.
- ▶ **Have cash available** During a power outage, electronic card readers and ATMs may not work. It's a good idea to have cash on hand for emergencies. Also, make sure you have a full tank of gas in your vehicle.



Advanced Line Technician Carluss King snapped this picture of an HEC truck in a field after a storm.

During the storm

Once a storm moves into the area, stay tuned to local news stations for up-to-date information on the storm. In the event of a natural disaster, remember:

- ▶ Stay away from windows and doors.
- ▶ Get to higher ground or a second level of your home if flooding occurs.
- ▶ Do not use any electrical appliances, outlets, switches, etc. if flooding occurs.
- ▶ If possible, avoid driving. If you have to be on the roads, stay clear of flooded roadways.
- ▶ Stay away from downed power lines. All downed lines should be treated as if they were energized and potentially deadly.

After the storm

Once the storm has passed, report all outages and downed power lines immediately. There are five ways to report an outage:

- ▶ Text "OUT" to MyOutage at 1 (844) 369-2767.
- ▶ Call PowerTouch at (843) 369-2212.
- ▶ Download the HEC Mobile app.
- ▶ Visit MyEnergy Online.
- ▶ Text "OUTAGE" to 352-667.

If your power is out, leave on a single light to alert you when service is restored. If you're cleaning up debris, do not put it near any electric utility equipment (poles, transformers, junction boxes, etc.).

Food safety reminder

During an outage, avoid opening your refrigerator and freezer unless it's absolutely necessary. An unopened refrigerator will keep food cold for about four hours. A half-full freezer will keep food frozen for about 24 hours, and a full freezer for about 48 hours.

If it looks like the power outage will last longer than four hours, dry ice can be used to preserve food in the freezer or you can move important perishable items to an ice-filled cooler.

If refrigerated foods have been exposed to temperatures higher than 40 degrees for more than two hours, the American Red Cross recommends discarding those items. Remember, when in doubt, throw it out.

For more information on storm preparedness or generator safety, visit the Outage Center on horryelectric.com.

POWERING LIVES

Not everyone starts their day at the same time, or in the same way. But no matter when or how, your local Touchstone Energy cooperative is there to help you power every moment of it.

To learn more, visit TouchstoneEnergy.com

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