

## Horry Electric Cooperative, Inc.

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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

# Tough times for all

Looking out for you



**DURING THIS** public health crisis, we've learned a lot about our members and our community. These are tough times for all of us. When trouble came knocking on our door in March, we immediately put our crisis plan into effect.

One of the very first things we did was notify members that disconnection of service for non-payment would be suspended until further notice. Then we got busy implementing social distancing and other recommended health practices, which included closing our lobbies to members.

All actions were part of trying to look out for the best interest of our members and our employees.

### Double-edged sword

Suspending disconnects was an effort to address the needs of our members during this crisis. It was very much the right thing to do and we have no regrets. Shortly after we made our announcement, Gov. Henry McMaster mandated all utilities to suspend disconnects for the duration of the state of emergency.

Unfortunately, given the circumstances of this particular situation and the duration of the crisis, this helpful action also presents potentially unfavorable consequences.

### Avoiding trouble

We've been very careful to warn members that disconnects are being held, but meters are still running and bills will eventually be due. We have advised keeping track of daily energy use and keeping up with payments as much as possible so the amount due doesn't get to a point that it is unmanageable. We also encourage

members to call us if they are having problems so we can work with them on an individual basis.

In preparing my column for this month, I looked at the numbers for energy use and energy debt since March 13. Both have increased.

In spite of the mild temperatures, energy use was up because more people spent more time at home.

Energy debt also grew. Payments are lagging behind. It's completely understandable because people are struggling. These are tough times for all.

### A helping hand

Disconnects are suspended as long as the state of emergency is in effect. To further help members, the board of trustees unanimously voted to eliminate penalties and late fees, as well as reducing the wholesale power cost adjustment to zero during the month of April.

At the April board meeting, they once again voted unanimously to extend both of those actions for the month of May.

If you or someone you know is having trouble making ends meet, please visit [SC211.org](http://SC211.org) or [horryelectric.com](http://horryelectric.com) for a list of service agencies that might be able to help. You can also call us at (843) 369-2211 during regular business hours.

Our member service representatives will work with you on unpaid balances, but they need to hear from you before the problem gets to be unmanageable. We're in this together and, together, we'll get through it. Tough times don't last. Tough people do.

**DANIEL B. SHELLEY, III**  
 Executive Vice President and CEO

## Reflect and Honor

### May is Military Appreciation Month

**MAY IS A MONTH** that we should all stop and reflect on the sacrifices of our country's veterans and their families.

In addition to Memorial Day this month, May is also Military Appreciation Month. In the words of John F. Kennedy, "As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them."

At Horry Electric Cooperative, we are grateful to have veterans within our ranks, and we are proud to serve veterans and their families within our local community. In addition to providing safe, reliable, and affordable energy, we care for our veteran community.

We are proud to have a number of



JENNIFER HARMON

veterans working for Horry Electric in various departments. The employees pictured above served in the Army, Army National Guard, Air Force and the Navy.

Horry Electric is proud to be a part of an electric cooperative network that honors and supports veterans of all ages, ranks, and branches of the military.

**Horry Electric's (from L to R) Mark Ford, Jason Benton, Jake Jensen, Dale Johnson, Chase Cox (above), Ricky Curry, Don Anderson, and Kent Donald have all served in the military and now serve our communities.**

Please join us in taking a moment to show your appreciation to a veteran-not just this month, but every month.

**You could WIN a**

**\$500 VISA GIFT CARD**

(and help HOLD DOWN power costs by shifting the times you use electricity.)

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## Thank you members!

**HORRY ELECTRIC COOPERATIVE** understands we've all been in a period of uncertainty due to the COVID-19 pandemic, but one thing remains certain: We love our members!

We would like to thank our members for their continued patience and prayers over the past two months.

We closed our lobbies in March and it has been a difficult time for us too.

We love seeing your faces and interacting with you, but we know we'll get through this together.

Remember, we are ALWAYS here for you! You can always reach us at (843) 396-2211 or contact us via social media!

Thank you!



REID WILLIAMS