

## Horry Electric Cooperative, Inc.

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

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**TO REPORT  
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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

# New, exciting changes

Horry Electric launches new programs and payment method



**CHANGE IS OF THE ESSENCE** and we at Horry Electric are excited to announce the launch of two new programs and a new payment method for members.

Innovation and commitment to community are two of the four core values that

Touchstone Energy Cooperatives live by. We are proud to have a team that keeps innovation at the forefront to better serve our members.

### MyOutage

MyOutage is a new outage text alert program that provides a convenient way to stay informed during a power outage.

All Horry Electric members are being opted in to this service, as long as a cell phone number is listed on the account.

With this new service, members can text 1 (844) 369-2767 to report a power outage or request status updates. Plus, we'll notify members when power has been restored at their service location.

If you'd like to sign up for MyOutage, call one of our member service representatives to add a cell phone number to your account.

You can also find a list of Frequently Asked Questions on our website at [horryelectric.com/myoutage](http://horryelectric.com/myoutage).

### Smart thermostat program

Horry Electric now has a smart thermostat program that allows members to purchase an ecobee smart thermostat at a discounted rate.

By participating, members agree to allow the cooperative to control their thermostat during peak periods. Peak periods are typically during hot summer afternoons or cold winter mornings.

Members can purchase an ecobee3 lite or an ecobee4. With the purchase

of a smart thermostat, members will qualify for free installation by one of our approved installers.

This is a great program that can save on your heating and cooling costs, while also helping the cooperative hold down power costs.

Members who stay opted in to 60% or more of the control events for the 12 months following their thermostat coming online, will receive a \$50 electric bill credit. This is an ongoing opportunity as long as the program continues.

We have more information at [horryelectric.com/smart-thermostats](http://horryelectric.com/smart-thermostats).

Call and speak to one of our Trusted Energy Advisors in our Energy Management Department to sign up.

### Payment kiosks

Payment kiosks have been added to both the Conway and Socastee office drive-thru lanes. These kiosks allow members to make a payment 24/7.

Each kiosk accepts cash, check and credit card payments. However, the kiosk does not accept coins, or return change.

There is no transaction fee for cash payments, but check and credit card payments will be charged transaction fees consistent with the current fees for online and mobile app payments.

We believe the kiosks will be a great payment method for members who need to drop off a payment quickly or can't make it to our office during business hours.

Payment kiosks are another way Horry Electric is working to serve our members!

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

## Board member retires after 23 years

**BOBBY E. JORDAN**, trustee for District 2, is retiring after 23 years of service. Jordan was nominated and elected to the board of trustees in 1997. Following the May 11 Annual Member Meeting, Jordan will begin his retirement journey.

Horry County is Jordan's home and he's a long-time member of the cooperative. He opened an account in 1968 when he got out of the service.

### A military veteran

As a man who has always been dedicated to his community, Jordan enlisted in the Marine Corps and went to boot camp at Parris Island in March 1966. From there, he was transferred to Camp Garner in North Carolina, then to Camp Lejeune.

Jordan joined the K Company, 3rd Battalion, 2nd Marine Regiment, known as K-32. He was sent several places for training, including the Caribbean for amphibious training, Panama for jungle training and the Sierra Nevada Mountains for cold weather training.

"They (the Marine Corps) grabbed my company up and told us we were being sent to California to learn how to be ski troopers," says Jordan. "Then they sent us to Norway, and we joined a Norwegian



Bobby E. Jordan

Ski Trooper battalion, which was part of a NATO organization."

Jordan's company returned to Camp Lejeune for a brief time after that assignment, before being sent to Vietnam.

"When we got to Vietnam, I had orders to go to the 1st Marine Division, so I didn't think I'd go to the DMZ (demilitarized zone). Then a sergeant major told us he needed volunteers to go to the DMZ and started pointing at us," says Jordan. "I was one of those so-called volunteers."

The Marine company at the DMZ was nicknamed the 'Walking Dead' because of the number of casualties. "I lasted four months and seven days before I got hit."

Jordan also served in the Army National Guard and is a recipient of the Purple Heart.

### A veteran to line work

Following his military days, Jordan worked on a line crew with Santee Cooper. He spent eight years working on the distribution side, then transferred to transmission for 20 years.

"We will miss Mr. Bobby's great personality, friendly disposition, smiling face and prior knowledge of transmission and distribution from working at Santee Cooper," says Executive Vice President and CEO Danny Shelley. "It's hard on an organization to lose a board member with this much knowledge and experience."

Jordan has completed training through the National Rural Electric Cooperative Association to earn the

status of Credentialed Cooperative Director. He also earned his Board Leadership Certificate and Director Gold Certificate through NRECA.

"We'd like Mr. Jordan to know how much we're going to miss him," says Board of Trustees President Johnny Shelley. "We're also going to miss his input on all of the difficult decisions we've had to make, and we'll be calling on him in the future."

### What's next for Jordan?

Jordan says he plans to visit Waffle House for some daily excitement and socializing. He also plans to spend time with his 7-year-old granddaughter and 14-year-old grandson.

In addition to their two grandchildren, Jordan and his wife, Linda, have three children and three step-grandchildren.

Jordan still plans to be active in the community. He's a Sunday School teacher at Cool Springs Southern Methodist Church. In his spare time, he studies his Sunday School lessons. He also has another interesting hobby—flint knapping. Jordan flakes out arrowheads and spear points with a deer antler.

"Mr. Bobby, the board, employees and I will miss you greatly. We wish you and Mrs. Linda many years of great health and happiness together," says Danny Shelley. "It's time to take some time for yourselves."

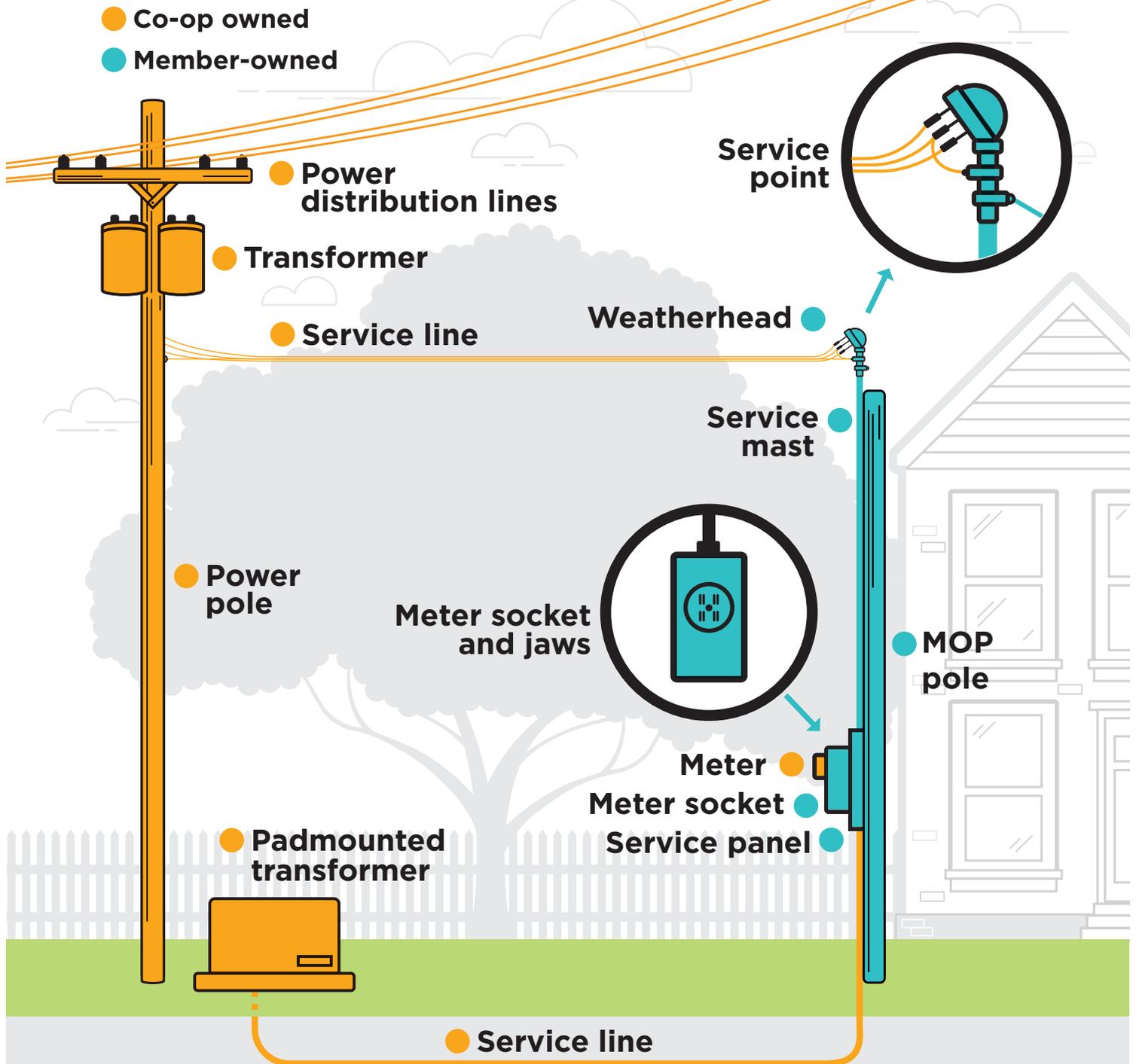
"One thing we'd like our members to know, is Mr. Jordan has served Horry Electric with all his heart and soul," says Johnny Shelley. "The members have always been his number one priority."



# Who Owns What?

## Electric Co-op Owned Equipment vs. Member-Owned Equipment

This graphic depicts equipment owned by the co-op (in gold) and the member (in blue). If a storm damages any equipment owned by the co-op, we are responsible for repairs. If a storm damages any member-owned equipment, the member is responsible for repairs. Members should hire a licensed electrician when making any repairs to member-owned equipment.



*Note: This graphic depicts overhead and underground service. Please be aware of which type of service you receive at your home or business.*

# Safety hazard, violation inspections

Crews working to inspect every meter on HEC system

**KEEPING AN EYE** on electric equipment is a must. Horry Electric routinely inspects all co-op equipment for safety hazards or any issues that need to be corrected. Issues can be on the co-op's side or the member's side.

All electric equipment needs space to do its job. Equipment also has to be properly maintained. To ensure the safety of line crews, field service representatives and members, Horry Electric has two inspection programs that work hand-in-hand.

The Operations Department, including all line crews, conducts what is called a 35% inspection.

"This is where our guys go in once every three years to inspect every pole and transformer, and all equipment," says Kevin Jordan, supervisory engineer.

HEC's Field Services Department is doing a meter inspection, where the field

service representatives go to every meter on the system. They check the seals and look for any hazards on the member's side.

Why does Horry Electric conduct inspections? "It helps us identify any kind of hazard that may cause outages or prolong an outage," says Jordan.

## Hazards and violations

It's important to know what equipment belongs to the co-op, and what equipment is the member's responsibility. You can view a diagram on Page 16A of this edition of the magazine.

Some of the more common violations are leaning MOPs, known as "member-owned poles."

"We found a lot of these issues during the last hurricane. Our guys got out to the service locations and didn't feel safe putting a ladder up to hook a service back up for fear it would fall over," Jordan says.

◀ The meter base to the left is broken from the mast, which means this hazard can cause internal issues for the member.



PHOTOS BY HORRY ELECTRIC

Leaning MOPs, like the one pictured above, are a safety hazard. Crews are not able to put up a ladder because the pole may fall. A leaning MOP also causes low-hanging service wire.

The goal of doing routine inspections is to find these problems ahead of a major storm, so members can get the issue fixed.

Meters and meter bases also are a major concern. Horry Electric must be able to access equipment at all times. This includes the meter installed at your service location.

The access area should be at least three feet from the meter. The meter cannot be in an enclosed area that prohibits crews from doing maintenance or equipment work. It must be on an exterior wall or in an approved meter room.

"The biggest thing causing problems right now is meter bases that are pulled away from the house, or meter bases that we can't get to," says Jordan. "We've found cases where members have built additions on to the house and blocked in the meter base."



▲ Meter bases should be placed on an exterior wall. If the meter base is in an enclosed space, it prohibits access for our employees and doesn't meet HEC's safety requirements.



The requirement for padmount transformers is nothing should be placed within 10 feet of the front or four feet from the sides. Here you can see shrubs and a fence in front of the transformer.

PHOTOS BY HORRY ELECTRIC

When a meter base is installed, the service wire is tight and secure. “Our crews have found several meter bases that are turned and physically broken from the mast,” says Brian Chestnut, safety coordinator. “Until it is corrected, this could cause internal power issues for the member. That means damaged appliances, unexplained power blinks and equipment not working. The cost of damage can add up when appliances are being affected.”

### Access area

Horry Electric’s Bylaws and Service Rules and Regulations state members have to grant the cooperative right-of-way access. This is so crews can access equipment at any time for maintenance work, or to restore power following an outage.

Another common problem our crews come across is not being able to get inside a padmount transformer. “We’ve found playsets, fences and other obstructions in front of transformers that are keeping the crews from being able to open the lid,” explains Jordan.

The rules for access on a padmount transformer is 10 feet in the front, and four feet on the left, right and back sides.

“For example, issues like a playset over a transformer is an access issue. One, we can’t get in to do maintenance, but if that transformer fails, crews would have a hard time being able to replace it,” Jordan says.

### Violation notice

Once an issue is found in the field, it is reported through Horry Electric’s hazard reporting system.

Chestnut is responsible for following



PHOTOS BY HORRY ELECTRIC



Fences are a common obstruction crews find around padmount transformers. Nothing should be within 10 feet of the front of the transformer.

up on reported violations.

“Once I make the determination it’s an Horry Electric issue, we can send a crew out to fix it. If it’s a member issue, I’ll contact the member and explain what we have found,” Chestnut explains.

Members are given an allotted number of days to correct the issue. If the issue isn’t corrected during that time frame, crews will have to disconnect power until repairs are made.

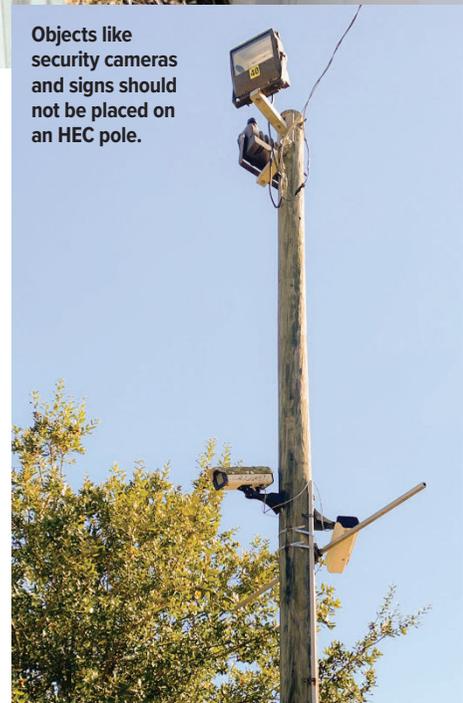
“The biggest thing to keep in mind is we’re here to help. We understand finding these problems create costs that members aren’t planning for,” says Chestnut. “In the end, we’re here to protect the members and anyone around. We have to protect the public from electrical hazards.”

### Keep in mind

It’s important to remember the access rules when it comes to electric equipment.

HEC has a tree planting guide to reference for overhead lines. We publish this each year in the March edition

◀ **The playset is placed directly in front of the padmount transformer. While crews may be able to open the lid, their work space is limited, causing a safety issue to perform their work.**



Objects like security cameras and signs should not be placed on an HEC pole.

PHOTOS BY HORRY ELECTRIC

of *South Carolina Living*. Padmount transformers have the 10-4x4x4 foot rule.

A meter base needs to be at least three feet away from any sort of obstruction. Always remember, it needs to be on an exterior wall.

Horry Electric has these rules and regulations in place to keep everyone safe. These inspections allow us to continue providing safe, reliable electricity to our members.

## Reflect and honor

**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 community. In addition to providing safe, reliable and affordable electricity, we care for our veteran community.

We are proud to have a number of veterans working for Horry Electric in various departments, as well as serving on our board of trustees.

The employees pictured served in the Army, Army National Guard, Air Force and Navy.

Horry Electric is proud to be a part



JENNIFER HARMON

**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.**

of an electric cooperative network that honors and supports veterans of all ages, ranks and branches of the military. Please join us in taking a moment to show your appreciation to a veteran—not just this month, but every month.

**Horry Electric's (from top left to bottom right) Chase Strickland, Brandon Chandley, Chase Cox, Wyman Boatwright, Jacob Riddei and Dawson Mishoe display the American Flag to honor our military.**



JENNIFER HARMON

### 4 tips for electric safety

Being safe around electricity should be a year-round practice. Since May is National Electric Safety Month, it's a great time to review those practices around your home and make necessary changes to protect your family and property. Here are four common risks every homeowner should look for.

#### Extension cords

Extension cords are meant to be a temporary solution for your electric needs. If you use them throughout your home, it may be time to install additional electrical outlets. You also should never plug an extension cord into another cord.

#### Circuits

All responsible people in your home should

know where the breaker boxes are. Take a few minutes to label your circuit breakers to designate the different circuits in your home. It's better to be prepared if you experience an electrical short circuit. If your home is over 40 years old or you've purchased a large appliance, contact a qualified electrician to make sure your wiring can meet new demands.

#### Electricity and children

Children are naturally curious. Teach them the importance of electrical safety.

#### Wrong wattage

Not all light fixtures are the same. Neither are the bulbs. Ensure the wattage of your bulbs is safe for the fixtures you are using them in. A bulb with wattage too high for a fixture could overheat the insulation around the wiring. Purchase energy efficient lighting to reduce your electrical load.