

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

The Cooperative Advantage

It's not just a slogan, it's real—just as genuine as our employees



LOCAL PEOPLE. SERVING YOU.
 If you attended our annual meeting May 8, you might have seen those words on the t-shirts most of our employees wore.

Long-time members know that most of our employees are indeed local people focused on serving you, the local member-owners of HEC. But for folks who are new to our cooperative and/or Horry County, the tag line to our new campaign is our way of underscoring how this co-op is different from other power companies—and better, we can say with confidence.

How's that, you ask? Why is this co-op better? OK, consider that Horry Electric Cooperative:

- ▶ Is locally based. We're headquartered right here in the heart of Horry County, Conway, plus we have a branch office in Socastee to serve that community and equally fast-growing Burgess.
- ▶ Is owned by those it serves—you, the member-consumers who receive electric service from HEC.
- ▶ Is a not-for-profit electric cooperative, laser-focused on service to its members, not on profits for investors who may or may not be local residents or local business owners/operators.

As local as we are, Horry Electric is also a proud member of the nationwide Touchstone Energy Cooperatives alliance. As such, we focus on four key values you also saw on employees' t-shirts—Integrity, Accountability, Innovation and, of course, Commitment to Community. It's what we call The Cooperative Advantage.

We wear those values on our sleeve—well, on the back of the t-shirts anyway—but seriously, we carry them in our

hearts and minds.

Horry Electric Cooperative has some of the finest employees anywhere. They are local, just like you. Most are natives of Horry County, and, yes, some are transplants—residents by choice, not just by chance.

So, right here in *South Carolina Living* and through our social media channels, we will be highlighting how Horry Electric Cooperative employees are, in fact, just like you. They're local people

who live and work in this area, contribute to civic life in the community and share common interests with you. Some even have special skills—that is, in addition to helping provide you

with the most reliable, affordable service possible!

We hope you'll enjoy getting to know them better, just as I have. Look for special features in this issue of *South Carolina Living* and on our social media sites in the coming months. This month, we're highlighting Charlie Tindal, one of our staking technicians, who plays guitar and sings at his church, New Hope Missionary Baptist Church. If you go to Facebook/Instagram, you can watch a video where Charlie sings us a song. We also have drummers, certified drone pilots, blacksmiths, ordained ministers, Little League coaches, Rotarians, and champion bass fishermen in our ranks.

Indeed, we have people from all walks of life working here at Horry Electric Cooperative. As unique as each employee is, they all have one thing in common: They are all Local People, Serving You.

JAMES P. "PAT" HOWLE
 Executive Vice President/CEO



Teacher: Youth Tour an investment in our future

BY BRIANNE HEINZ

AN EXPENSE-PAID TRIP of a lifetime to Washington, D.C. quickly turned into more than that for 69 students from across the state. Lifelong friendships were formed, unforgettable memories were created and doors of opportunity were opened for these rising seniors.

As a teacher and a member of Horry Electric Cooperative, I was doubly proud to serve as one of eight chaperones for the South Carolina Youth Tour delegation. This trip marked the 54th Washington Youth Tour sponsored by the electric cooperatives where 44 states, 300 chaperones and about 1,800 students came together for a week of learning about government, U.S. history, and how



DANNY PECK

HEC employee Melissa Gore and teacher Brianne Heinz (third and fourth from left) served as chaperones on the 2018 Youth Tour. Horry Electric sponsored students (from left) Sydny Stegall from Scholars Academy, John Edward Cahill III from Myrtle Beach High, Mattie Hodge from Green Sea-Floyds High and Emily McNair from Conway High on the trip.

electric co-ops work.

The first order of business on our trip was to create our own Soda Pop Co-op! Students were selected to a board to put together an assortment of drinks and snacks to be purchased throughout the

week. Each student paid a dollar to join the co-op, and any profit made at the end of the week was given back to the members to show them how a co-op works.

Each day of our tour had an itinerary that was packed with excitement. Some highlights were Mount Vernon, Arlington Cemetery, Pentagon Memorial, Smithsonian museums, Holocaust Museum, the World War II, Vietnam Veterans, Korean War, Lincoln and Iwo Jima memorials, plus the Newseum and the National Museum of the Marine Corps.

As a teacher, watching each student soak in this opportunity like a sponge was heartwarming. There was so much to learn, so much to see, and they couldn't wait to see what was around the next corner.

Dressed to impress, we made our way to Capitol Hill to visit our S.C. congressional offices. After taking turns sitting in congressmen's chairs and asking questions, we were given private guided tours of the Capitol by interns.

As with everything in life, all good things must come to an end. However, this was not goodbye, but more of a "see you later." Our tour ended with a dinner and dance with all students and chaperones coming together as one. This trip could not be possible without the support from Horry Electric and the 19 other electric co-ops in South Carolina. Investing in the future of our students is important. Thank you, HEC, for making this trip unforgettable!

Brianne Heinz teaches physical education and health education at North Myrtle Beach High School.

While Santee Cooper's fate is considered, co-ops still looking out for members

AS THE GENERAL ASSEMBLY determines if it will test the market to sell state-owned utility Santee Cooper in the wake of the failed expansion of a nuclear power plant in Fairfield County, South Carolina's member-owned electric cooperatives have only one objective, a co-op leader says.

"Our biggest incentive ... is looking out for the best interest of our members," Rob Hochstetler, president and CEO of Central Electric Power Cooperative, said at Horry Electric's Member Service Dinner in June. Hochstetler recapped how, facing massive cost overruns, co-owners South Carolina Electric & Gas Co. and Santee Cooper halted construction last summer on two new units at their jointly owned V.C. Summer nuclear plant in Jenkinsville.

Through Central, power supply aggregator for Horry Electric and 19 other member-owned cooperatives around the state, co-ops constitute Santee Cooper's largest wholesale power customer. Hochstetler said co-ops believe all options should be fully vetted in any transformation of Santee Cooper, formally the S.C. Public Service Authority.

Co-op members deserve the best deal for wholesale power going forward, he stressed. Hochstetler said Santee Cooper should use its settlement from Toshiba, parent company of bankrupt nuclear-plant contractor Westinghouse, to reduce wholesale power costs for Horry and other S.C. co-ops. "We think that needs to come back to the cooperatives," he said. "Local cooperatives deserve to hold that money and do with it what they would like versus it sitting at Santee Cooper."

"The owners have already spent \$9 billion on V.C. Summer," said Hochstetler. "If (the owners) wanted to finish, it would take \$16 billion more, and the fact of the matter is that the energy is not needed now. The economy in South Carolina is growing rapidly, but we do not need more power plants. We're good from a power supply standpoint right now."



Rob Hochstetler

Powering Up

When electricity goes out, most of us expect power will be restored within a few hours. But when a major storm causes widespread damage, longer outages may result. Co-op line crews work long, hard hours to restore service safely to the greatest number of consumers in the shortest time possible. Here's what's going on if you find yourself in the dark.

1 High-Voltage Transmission Lines

Transmission towers and cables that supply power to transmission substations (and thousands of members) rarely fail. But when damaged, these facilities must be repaired before other parts of the system can operate.

2 Distribution Substation

Each substation serves hundreds or thousands of consumers. When a major outage occurs, line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself, or if problems exist down the line.

3 Main Distribution Lines

If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of consumers in communities or housing developments.

4 Tap Lines

If local outages persist, supply lines, called tap lines, are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside businesses, schools, and homes.

5 Individual Homes

If your home remains without power, the service line between a transformer and your residence may need to be repaired by HEC. If the weatherhead (where an overhead service line enters the conduit leading into the meter base) or the meter base itself is damaged, you will need to have it repaired by an electrician before HEC can safely reconnect your service.

graphic by Funnel Inc.

To report outages, simply dial (843) 369-2212

Horry Electric's outage-reporting system, PowerTouch, is tied to our mapping and member information systems. Make sure the phone number you've provided is for a phone that is listed on the account for the service location for which you might be reporting an outage or other service issue. Update your account information through MyEnergy Online or by calling us at (843) 369-2211.



COURTESY QUIET LAWN

Michael Reed of Quiet Lawn cuts grass using a 48-inch-deck electric lawnmower.

Lawn service 'fueled' by co-op power

MICHAEL REED, owner of Quiet Lawn, wants to give fellow Horry Electric members "a better experience" with lawn-care and landscaping services—that is, one you can snooze through.

"I think we've all had the experience of having someone wake us up at 7 or 8 in the morning on a Saturday with their (gas-powered) push mower," Reed says. Quiet Lawn uses all-electric equipment, cutting the decibel level in half. "You won't hear it at all if you're inside," he notes.

"Everything we use is battery-powered," Reed says, including a 48-inch-deck mower, string trimmers, edgers, blowers, hedge trimmers, chainsaws and a push mower. Even the big, stand-on mower, he notes, is whisper-quiet: "The only real noise comes from the blades turning and the sound from the wind generated. Until they come up with a way to cut grass with a laser beam, you're not going to do it any quieter," Reed says.

Now in its second season here, Quiet Lawn is the only all-electric landscaping service in Horry County, Reed says, and probably one of two in the state. It's certainly the only lawn service that runs on 100 percent co-op power: Reed recharges his equipment nightly at his HEC-served shop off Hwy. 9 in Longs.

Now, Horry Electric members can get a deal on Quiet Lawn's services when they use their Co-op Connections card to sign up for a year of lawn-care. See right for details.

Co-op Connections® Card

Horry Electric Cooperative, Inc.
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LOCAL DISCOUNT

Quiet Lawn

Co-op Connections deal: One free mowing service when you sign up for the 2018 season. Free service applied after 12 paid visits. Must live within current service area, found at QuietLawn.com.

Phone: (843) 779-8873

Email: Info@QuietLawn.com

Hours: 9 a.m.-5 p.m. Monday-Friday

Mailing address: 123 Cloverleaf Drive, Longs SC 29568

Website: QuietLawn.com



'I can't think of a better group of people'

LOCAL PEOPLE. SERVING YOU. At Horry Electric Cooperative, that dedicated group of 168 full-time employees includes Charlie Tindal, a staking tech who happens to be a pretty good singer and guitarist to boot.

When *South Carolina Living* visited with Charlie in late May, he took us to church—literally. Grayson Hardee, a communications intern at HEC this summer, and Walter Allread, field editor for the magazine, followed Charlie to his church, New Hope Missionary Baptist, where he talked about serving co-op members before he served up a song.

You can see and hear Charlie sing on Horry Electric's YouTube channel and on Facebook. Here's what he told us during an impromptu version of what co-ops call tailgate meetings.

HEC Staking Technician Charlie Tindal (right) at New Hope Missionary Baptist Church. Watch a video of Charlie singing "Royal Descendant" on Horry Electric's YouTube channel and our Facebook page.

Grayson: What do you do at Horry Electric?

Charlie: I work in the engineering department, and I work in line design.

Grayson: What is line design?

Charlie: We go out and we design the power lines and stake them out for the crews to know where to place the poles and what to build.

Grayson: What kind of guitar do you have?

Charlie: I've got a Washburn. My dad bought it for me when I was 15 years old, and I'm still playing it. I went to my dad when I was in ninth grade, and I



WALTER ALLREAD

said, "I want to learn how to play guitar." He always played, and he said, "Well, I'm not going to buy you a guitar because you might decide you don't want to do it so I'm not going to spend the money on a new guitar." He said, you can play mine, and I'll show you three chords, and if you learn those three chords, I'll buy you a guitar. A week later I said, "Daddy, I've got those three chords." He said, "No you don't. You don't have those three chords." And I showed him and he was like, "Well, I guess I got to go buy you a guitar." He came home the next day with this one. It's getting old, and it's about time for a new one.

Walter: It looks like it's broke in right.

Charlie: Yeah, it's got pick marks and grooves in it, and the neck is starting to give away, and it's starting to buzz a little bit. It wasn't really an expensive guitar to begin with and really wasn't made to last forever, but I've got a few miles out of it. My wife has been wanting to buy me a new one since we started dating, and I was like, "Well, I don't know; I just can't

We're highlighting Local People. Serving You. on Instagram, too. Look for posts like this one (left) featuring the Overhead Conversion and Right-of-Way group. Staking out (designing) co-op lines often takes some serious long-range planning. For instance, on Hwy. 707 in the fast-growing Burgess community, Charlie's boss Billy Ray Cox (right) told us the line-relocation project has been in the works since 2008!

Overhead Conversion and Right-of-Way

Right-of-way clearing
Line design
Overhead distribution lines
Member relations

- Billy Ray Cox, Lorris (1984)
- Buddy Parker, Conway (1999)
- Blake Stevens, Conway (2006)
- Charlie Tindal, Conway (2006)
- Franklin Williams, Conway (2010)

Collective Co-op Experience
85 years

A lot of times, this is the first group to welcome new members to the Cooperative!



The Cooperative Advantage
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Integrity • Accountability • Innovation • Commitment to Community

Horry Electric Cooperative, Inc.

A Touchstone Energy® Cooperative
The power of human connections



find one like I want.” I’ve been looking at them for the last couple weeks, and I’m probably going to retire this one. I am looking at a Martin D28.

Grayson: Do you sing or play the guitar every Sunday?

Charlie: Not every Sunday. I used to. I grew up in a church a few miles down the road, Pauley Swamp, and I played every Sunday with the piano and the organ and sang hymns. Occasionally, we’d do a special song. Mostly here, I might just play once a month.

Grayson: What’s your favorite song to play?

Charlie: One I can remember! I’ve got caught a couple times playing a couple of bars of music and everybody kind staring at me like, what is he doing?

Walter: So you just play solos, right?

Charlie: Yeah.

Walter: Do you sing in the choir?

Charlie: No, we don’t really have a choir. I am trying to get a praise and worship band together.

Walter: How long have you been with the co-op?

Charlie: I’ve been with co-op 12 years.



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Walter: You are one of how many staking technicians? I know a few of them are getting ready to retire.

Charlie: Yeah, my supervisor Billy Ray (Cox) is retiring this year. I think Lloyd Johnson is retiring, too. He is over underground, and my Billy Ray is over overhead. There are about three guys who do day to day staking as far as new houses and new services, and there are three of us that do staking with Billy Ray on county road and state road jobs and work-plans jobs like any upgrading or changing the bigger wire, single-phase to three-phase ... that kind of thing.

Walter: Now, from what I hear, the co-op is back in a growth period so y’all are hustling.

Charlie: Oh yeah! When I first came here in 2006, it was booming and then everything crashed in 2008. It’s starting to get almost back like it was.

Walter: You’re one of the co-op employees who actually has contact with the members.

Charlie: Yeah. We have to go out and not only design the line, but we have to contact the land owners and get permission and get easements signed.

Walter: A lot of times welcoming members to the co-op for the first time?

Charlie: That’s right!

Walter: What do you tell new members about Horry Electric and what makes y’all different from other power companies?

Charlie: Probably the thing that I’d say that stands out with Horry Electric is our reliability of our system. Nobody takes the initiative to keep everything

up-to-date and keep rights-of-way clear like we do. If you talk with people from other co-ops in other parts of the country and contractors that have worked all over the country, they’ll tell you the same thing, that Horry Electric is number one when it comes to rights-of-way and keeping them clear.

Walter: You guys are local, too. Y’all are part of the community here so it’s not like you’re based in Raleigh and you come stay in the area if there is a problem. Y’all are here all the time keeping an eye on the system.

Charlie: That’s right.

Walter: So you were raised on co-op lines?

Charlie: Yes, sir.

Walter: What are your parents’ names?

Charlie: Richard and Lenora Tindal.

Grayson: Did you go to Conway High School?

Charlie: I did. I went to Conway High School and then I went on to Horry-Georgetown (Technical College) and got a business degree—and somehow, I ended up in the engineering department! I don’t know how that happened, but it did, and it worked out. I actually worked when I got out of college; I went to work for a local bank, and I just didn’t fit in. A friend of mine told me about an opening here and going back to everybody being local that works with us. I knew a lot of those guys that work out here. My daddy has been a diesel mechanic for over 30 years at Palmetto Chevrolet downtown, and he worked on all those guys’ trucks, so he knew them, and I got to know them through him. In my interview, that was one of the questions, “Why do you want to come to Horry Electric?” My answer was “because of the people.”

Walter: It’s a great group of people

Charlie: Oh, it is. I can’t think of a better group of people or a better place to work. If I’m working for a company, I wouldn’t want to be anywhere else.

GET THE MESSAGE!
 Sign up today and help



We'll send you a message when we expect heavy electricity use. You can save energy—and help us all save money—if we reduce peak power use.

On “peak” days, we'll contact you via your choice:



LET'S SAVE ENERGY—TOGETHER.



Watch our video to learn more.
 BeatThePeak.com

Pay your electric bill on time, every time!

THE BANK DRAFT PROGRAM from Horry Electric Cooperative makes it easier to pay your bill on time and to keep track of drafts. When you sign up for this program, Horry Electric will automatically draft your checking or savings account for the amount of your monthly electric bill. You'll still receive monthly statements showing kilowatt-hour usage and the amount due, but you won't have to write a check.



The best part is that you won't ever have to worry about your payment getting to Horry Electric on time. Your account will not be drafted until the actual due date indicated on your bill. If that date falls on a bank holiday, it will be drafted

the following business day. As with writing a check, all you have to do is make sure there is adequate money in your account. Otherwise, it will be processed as a return check and additional charges will be applied.

Simplify your life! Just fill out and send us the form below. It may take a few days to process your request. So continue to pay your bill until 'Bank Draft' appears on it. After that, you'll never have to remember to write a check to Horry Electric to pay your electric bill again! ☺

If you have any questions about Bank Draft, contact us at (843) 369-2211.

You can mail or bring by your completed authorization form. You'll need to include a **VOIDED** check so we can obtain the correct bank account number and ABA/Transit number. Please allow five working days for your authorization form to be processed. Authorization forms can also be found on the back of your monthly electric bill.



BANK DRAFT AUTHORIZATION

Date: _____ Bank: _____

Address: _____ City/State/ZIP: _____

CONSUMER'S CONTACT INFORMATION

Contact Name: _____

Phone # _____ Best Time for a CSR to Contact You: _____ AM _____ PM _____

Horry Electric Cooperative, Inc. : I hereby authorize and direct you until further written notice to honor and charge to my bank account **DRAFTS** drawn on my checking savings account and payable to **Horry Electric Cooperative, Inc.** in the amount of the monthly statement rendered on the account(s) listed below.

HORRY ELECTRIC MEMBER ACCOUNT NUMBER(S)

1. _____ 2. _____

3. _____ 4. _____

HEC shall not be liable for returning any such drafts unpaid if the balance in my account is insufficient to pay the same upon presentation.

Signature: _____

Type or print full name: _____

Would weekly payments suit you better?

WITH ADVANCE PAY, HEC members have the opportunity to pay for electricity when they want and in the amounts they want! No more fees and no more security deposit!

Participants won't get a monthly bill, but that's because they're paying for electric service in advance. Energy use is calculated daily, and account history is available online and by phone, any time of the day or night.

Is it right for you? If it would be easier for you to make weekly or biweekly payments rather than one large payment each month, then you'll want to consider

Advance Pay. Members who choose prepaid electricity programs say it helps them lower electric consumption due to a greater awareness of use patterns.



Before making a final decision, carefully read the Terms and Conditions. Members initiating service will need to be prepared to pay a membership fee, application fee, any applicable construction fees and establish at least a \$50 credit balance on the account. Visit HorryElectric.com for details. ☺