

Horry Electric Cooperative, Inc.

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**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

Don't fall victim to utility scams

Red flags to keep an eye out for



EVERY DAY MILLIONS OF Americans are targeted by scammers through phone calls, emails, text messages, online or in person. Scammers' tactics can change daily, which is why it's important for members to stay aware of the latest

scam reports from local and national news outlets, as well as your local utility companies.

Recently, Horry Electric members have been targeted through phone scams where the scammers demanded immediate payment and threatened disconnection if payment was not received. Remember, Horry Electric will NEVER call you and demand immediate payment without notice.

We also want you to be aware of two trending scam tactics. One is the overpayment scheme, where a scammer contacts you and claims you've overpaid on your bill. The scammer will say they need your personal banking information to deposit the credit back to your bank account. Don't fall for this! If you overpay on your bill, Horry Electric will automatically apply the credit to your account, which will carry over to your next billing cycle.

Another trending scam is smishing (short for SMS phishing). Many members know to watch out for suspicious emails, but we tend to trust text messages sent to our smartphones. Always question suspicious texts, especially from someone claiming to represent a utility. Horry Electric will only send important updates via text if you've signed up for our daily use text alerts, MyOutage alerts, or energy efficiency text messages. These are just a couple examples of trending scams, so it's important to watch for any red flags.

Here are a few reminders on how to

take control of the situation when you've been targeted by a scammer:

Take your time

Utility scammers try to create a sense of urgency, so you'll act fast and give out personal information, especially on the phone. Take a moment to think about the situation before acting.

Be suspicious

Scammers typically request immediate payments through prepaid debit cards or third-party apps. Unusual requests like this should raise a red flag. Remember, if the request seems strange and out of the ordinary, you're likely being targeted by a scammer.

Confirm before you act

If you're contacted by someone claiming to represent Horry Electric or another utility and you're unsure, simply hang up the phone and call us, or the utility, directly. You can reach us at (843) 369-2211 to verify the situation.

Don't use any sort of phone number or transfer options given to you by the person who called claiming to be an Horry Electric employee.

Let us know

Our increasingly connected world provides scammers with more opportunities to connect with unsuspecting members. Be vigilant, and please report any utility scams to Horry Electric, so we can let others in our community know. Together, we can help prevent our friends and neighbors from being victimized.

DANIEL B. SHELLEY, III
Executive Vice President and CEO

Geared up for safety

Horry Electric Cooperative lineworkers are considered our heroes because they put their lives on the line to keep your power on. Like any first responder, our lineworkers are equipped with a special uniform, tools and equipment that protect them while they work in often difficult and dangerous conditions.

Whether an apprentice lineman or a journeyman, Horry Electric lineworkers never respond to an outage without this gear. Keeping our lineworkers safe is a crucial part of providing members with reliable electricity.

Hunter Gardner (right) is a 23-year-old Line Technician B-Class with Horry Electric. He wears the protective clothing and gear required of our lineworkers. Normally 150 pounds, Gardner's personal protective equipment and tools adds almost 30 pounds of weight.



BUCKET GEAR

HARD HAT

Impact and penetration resistant to high voltage (Class 1 Type E). Hat protects against falling debris and electrical contact. Extended brim provides protection from the sun.

SAFETY GLASSES: ANSI Z87.1

Safety glasses with side shields that protect employees exposed to electrical flashes, dust and projectiles.

RUBBER SLEEVES

Class 3 rubber electrical sleeves are used when working in the minimum approach distance to primary voltage (over 600 volts).

HARNES/LANYARD

Personal fall protection device worn while working in a bucket truck.

RUBBER GLOVES

Class 3 Type 1 30K Volt electrical gloves with leather glove protectors. Used for work over 600 volts. HEC primary voltage is as high as 14,400 volts.

CLIMBING GEAR

LEATHER GLOVES

Used for protecting hands from sharp edges, or any other potentially hazardous material.

SHIRT & PANTS

(HRC) Hazard Risk Category 2 (8 cal arc rated—long-sleeved shirts and pants) Flame resistant fabric worn to protect the employee while working on energized lines.



CLIMBING BELT

Holds lanyard and tool pouch. Belt holds the lanyard so linemen can stay secured to the pole.



HANDLINE

Hoisting device secured to the pole to safely pull up needed materials that the lineman cannot carry. Also may be used to rescue injured workers.



BUCK SQUEEZE

Fall protection device used to secure linemen to the pole, so they don't fall while working in elevated areas.

CLIMBERS

Allow linemen to safely climb wooden poles. Climbers have gaffs that cut into the pole, allowing the linemen to climb.



WORK BOOTS

Slip and oil resistant steel/composite toe and electrical hazard rating to protect lineworkers' feet from terrain, as well as falling objects. Boots must have steel shanks for climbing poles.

Ways to report a power outage

Steps crews follow to restore power

HURRICANE SEASON isn't over yet. The season runs through Nov. 30, which means there is still time for a hurricane to impact our area. Horry Electric is prepared to weather any storm. Members are encouraged to have an emergency plan in place. If you experience severe weather, there are multiple ways to report an outage.

MyOutage

This is Horry Electric's outage text alert program. It provides a convenient way to stay connected during a power outage.

All Horry Electric members have been opted in to this service, as long as a cell phone number was listed on the account.

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

You can find a list of Frequently Asked Questions on our website. Visit horryelectric.com/myoutage for more information.

If you'd like to sign up, call (843) 369-2211 to speak to a member service representative about adding your cell phone number to your account(s).

Call PowerTouch

PowerTouch is our outage line number. Simply call (843) 369-2212 to report your outage. Through your telephone number, you'll be linked to Horry Electric's outage reporting system.

PowerTouch is tied to the mapping and member information system, which is a tremendous advantage when it comes to pinpointing the exact location of problems on the system.



JENNIFER HARMON

Our power control technicians, like Ricky Curry (above), monitor Horry Electric's system 24/7/365. When an outage is reported, the power control technicians are responsible for verifying the outage and dispatching crews.

It's important that we keep our records up to date, so if your phone number changes, please let us know.

Other reporting options

Members can also report outages by downloading our Horry Electric mobile app. This is a free download from the App Store or Google Play.

Visit MyEnergy Online and log in to your account to report an outage online. Members can also text the word "OUTAGE" to 352-667.

Please do not report outages via social media.

Steps to restoring power

When a power outage occurs, our goal is to restore service to as many members as quickly and safely as possible.

As a rule of thumb, power is usually restored in this order: transmission circuits, substations, distribution lines and individual locations.



How to save with Energy Advisor

Be sure to check out the Energy Advisor tools available on Horry Electric Cooperative's website. These interactive tools help you zero in on where you can save the most—and fast!

You can find the Energy Advisor under the "My Energy" table. Click "Home Energy Suite" and you'll find these options and more:

THE ENERGY ADVISOR This quick calculator provides an estimated breakdown of your energy use and costs by heating, cooling, lighting and more.

BILL ANALYSIS Here the Energy Advisor goes one step further and incorporates your actual Horry Electric bills in its calculations. Just log into your account, click on the "My Use" tab and then click on "Analyze My Bill" to access your personal bill analysis.

Include us in your plans

The electric service provided to your location is capable of handling the load requirement for which it was originally designed. If you are in the process or are planning on making any changes or additions that may alter the load requirements of your service, please be aware that an upgrade in service may be necessary. Please call us during the planning stages of your project so we can advise you on any necessary upgrade costs before you begin construction.

Little River woman awarded WIRE scholarship

Erica Gore will use \$2,500 to complete culinary degree



JOSH P. CROTZER

Erica Gore, the 2021 winner of the Jenny Ballard Opportunity Scholarship, is pursuing a degree in baking and pastry arts.

and downs, but looking back now I can honestly say, I am grateful for the down days,” says Gore. “On those days we found comfort in the kitchen. We bonded over baking and that’s where my love for baking first began. For me as a single parent, baking became a time where I could share with my children something that I was proud of while spending quality time together.”

Gore plans to apprentice at a bakery to further develop her craft and would like to eventually teach the culinary arts at local schools.

The Jenny Ballard Opportunity scholarship is sponsored by WIRE, a statewide community service organization established through The Electric Cooperatives of South Carolina. Local chapters, including the one at Horry Electric, raise funds for the scholarships and work in their communities to improve the quality

of life in rural areas. The scholarship’s namesake, Jenny Ballard, was an instrumental part of WIRE’s beginning in 1981.

“This scholarship helps keep the fuel of my passion ablaze,” Gore says. “After working in childcare for over a decade I am excited about returning to my first love and being certified to work in the field that I have desired to be a part of for so long.”

Gore doesn’t need to be in the kitchen to connect and share with others. Each month she delivers flowers to senior citizens in her neighborhood. When it’s hurricane season, she brings them an emergency care package that include items like flashlights, batteries and a whistle.

“Sometimes I get caught up in life and I can’t just come and sit with them,” admits Gore. “So I bring them the flowers to show them I care and that I love them.”

All members of Horry Electric are invited to join their WIRE chapter. Contact Susan Brown at (843) 369-6323 for more information. Applications for the 2021 Jenny Ballard Scholarship will be accepted beginning in January. Look for more details in the January issue of *South Carolina Living* magazine.

FOR HORRY ELECTRIC MEMBER Erica Gore, being in the kitchen is an opportunity to connect with those you care about—sharing recipes, sharing stories and sharing love.

Thanks in part to the Jenny Ballard Opportunity Scholarship, Gore can soon make those kinds of connections a career. The single mother of two adult twins has been awarded \$2,500 by the state chapter of Women Involved in Rural Electrification (WIRE). She’ll use the scholarship to complete her associate degree in baking and pastry arts from Horry-Georgetown Technical College next spring.

“As the first person in my family to attend college, I have always strived to be a great example to my children and show them how to persevere and succeed through hardships,” says Gore, a resident of Little River. “I want to continue doing that by obtaining a degree in baking. Receiving this scholarship is huge benefit and will ease the financial burden on my family.”

Gore was still a teenager when her children Trevon and Trevona were born. She said there were tough times, but baking provided a solace.

“Like many families, we had our ups



Rhuemine (left) and Wilma Gore are two of the neighbors Erica Gore treats with monthly bouquets.

JOSH P. CROTZER

Socastee student part of winning podcast team

Two other teens representing HEC also recognized

THREE LOCAL STUDENTS were recently recognized for podcasts they helped produce as part of the Virtual Youth Experience podcast challenge, sponsored by Horry Electric and the state's electric cooperatives.

Roshni Nandwani of Myrtle Beach was a member of the winning team. She and the other three members of her group were each awarded \$5,000 toward their college education. John Sumter of Myrtle Beach was part of a finalist group that was awarded a \$500 prize each. Laney Brown of Conway received a \$250 prize for her group's honorable mention.

The students were selected by electric cooperatives across the state and worked in groups to create podcasts that completed the sentence: "This is my country..."

The panel of distinguished journalists that selected the winning podcast group included Ben Hoover of WSPA, Kenneth Moton of ABC News, Dawndy Mercer Plank of WIS News, Cindi Scoppe of the Post and Courier and Lucas McFadden of CN2 News.

"What really impressed me is what they told me about all of you," Scoppe told the podcast challenge finalists. "It told me that you are well-grounded and self-aware and optimistic. And it told me that you can work together collaboratively with people you just met."

Nandwani, a student at Socastee High School, collaborated with Peyton Rollins of Spartanburg, Felix Gonzalez of Indian Land and Leah Gardner of Bennettsville to create an eight-minute podcast that focused on the nation's diversity and the opportunity it provides its citizens.

Each member of the group contributed aspects of their experiences. They also included audio from their discussions with state and national leaders such as U.S. Senator Tim Scott and Congressman James Clyburn.



John Sumter (left) works with teammate Taylor Hollis and advisor Dr. George Scouten to develop an outline for their podcast.



JOSH P. CROTZER

Roshni Nandwani

"We are very proud of Roshni, John and Laney and all of the students representing Horry Electric that participated in the podcast challenge," says Toni Gore, Horry Electric's youth tour coordinator. "The opportunities

to express ourselves individually seem limitless, now. This, however, was a unique chance to collaborate with others to integrate those various perspectives into a story with an important message."

There were a total of 20 competing teams comprised of 74 high school students from across South Carolina. The students had been selected by their local cooperative to participate in the Virtual Youth Experience (VYE). VYE was a web conference which took place in June.

All of the students' podcasts are available online at anchor.fm/ecsc or by searching Virtual Youth Experience Podcast Challenge on Spotify.



JENNIFER HARMON

HEC members wins \$500 gift card

Horry Electric member Margaret Hines of Surfside is the latest winner of the Beat The Peak \$500 Visa gift card contest. Hines was randomly selected from approximately 54,000 participants from across the state who have signed up to receive alerts. The notifications remind them to limit their

energy use during peak periods of high demand.

If you haven't signed up yet, you should. Not only will you be eligible for multiple gift card drawings (look for another one this fall), but you'll be helping Horry Electric hold down the cost of wholesale power.

To sign up to receive alerts via phone, text and/or email, just visit BeatThePeak.com.

Live Smart. Save More.



Enjoy up to **23% SAVINGS** on heating and cooling,* plus convenience and control with a **smart thermostat.**



Adjust your home's temperature anytime, anywhere.



Track your energy use to manage costs.



SAVE on power bills by programming the thermostat to adjust automatically when you're not home.

Save even **MORE MONEY** and help **HOLD DOWN** power costs for **ALL** cooperative members, with an exclusive offer from your cooperative! This includes special pricing and an annual rebate opportunity!

Call us at **843-369-2211** today!



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*Visit ecobee.com/savings for details.

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Energy Smart Solutions for a Bright Future