

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

BOARD OF TRUSTEES

Johnny M. Shelley
President
Eugene Harriott Jr.
Vice President
Ashley Anderson
Secretary/Treasurer
Elaine D. Gore
Aaron C. Johnson
Franklin C. Blanton
Ronald H. Floyd
Jody D. Prince
Frederick 'Freddy' Thompkins

EXECUTIVE VICE PRESIDENT & CEO
Daniel B. Shelley, III

CO-OP ATTORNEY
Kenneth R. Moss

CO-OP NEWS EDITOR
Jennifer A. Cummings
jennifer.cummings@horryelectric.com

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



A measured 'thank you'

YOU MAY NOT spend a lot of time thinking about your electric cooperative. We get it. When you think of your co-op—and it really is your co-op—we hope you know employees and trustees are looking out for you.

Horry Electric's goal isn't just delivering reliable electricity at an affordable price. For us, it's all about improving the quality of life of our members every single day.

From time to time, we check in with you and your fellow co-op members to make sure we're meeting that goal, and to find out where we can improve. You may remember the survey that was in the November/December edition of *South Carolina Living*.

From Nov. 2 until Dec. 15, we—along with most of South Carolina's other electric cooperatives—collected those surveys. Thousands of them, in fact.

The responses were sent off to the American Customer Satisfaction Index (ACSI®), one of the oldest and most highly regarded industry satisfaction studies available. ACSI is the real deal, publishing customer satisfaction scores for more than 400 companies across more than 40 industries every year.

I'm pleased to report that Horry Electric Cooperative earned a 2023 ACSI score of 93 out of a maximum score of 100.*

If the ACSI score is a report card, we're doing pretty well. For the sake of comparison, our score is much higher than the average rating for investor-owned utilities (72) and municipal utilities (71), according to the 2023 ACSI Utility Sector Report. Our score is even higher than the average scores of other cooperatives across the country (74).

To put it into perspective, when I think about Chick-fil-A, the first thing that comes to mind is their excellent customer service. Unsurprisingly, the chain earned the fast-food industry's highest ACSI score in 2023. It was an 85.

I'm honored that our members hold us in such high regard. I'm excited for the challenge of continuing to meet a standard that has been set so high.

I believe this score is a testament to our employees. I see their commitment to service every day. Clearly, you see it too.

We know there is always room for improvement. That's why we conduct these surveys, and it's why we are always looking for ways to better serve you.

To learn more about the ways we're working for you, visit horryelectric.com.

On behalf of Horry Electric's board of trustees and employees, thank you for being part of what makes this co-op special.

Daniel B. Shelley, III

DANIEL B. SHELLEY, III
Executive Vice President and CEO



American Customer
Satisfaction Index

*Results based on data provided by Horry Electric Cooperative collected between Nov. 2, 2023 and Dec. 15, 2023. ACSI® did not regulate the survey administration or sample size. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC. For more information, please visit theacsi.org.

JENNIFER CUMMINGS



Horry Electric staff, linemen and board trustees visit with members of Horry County's Delegation as part of Co-op Day. Representatives Carla Schuessler, Tim McGinnis, Jeff Johnson and Val Guest (center, left to right) joined the group outside the State House.



TRAVIS BELL

Horry Electric's Board of Trustees President Johnny Shelley meets with Gov. Henry McMaster.



JENNIFER CUMMINGS

Sen. Luke Rankin visits with Horry Electric linemen (from left) Hunter Gardner, Dawson Mishoe, Scott Smith and Chase Cox.

Co-op Day at the State House

DOWNTOWN COLUMBIA is a ways outside Horry Electric's designated service area, but your electric cooperative is working for you there, too.

Every year, Horry Electric sends liaisons to the S.C. State House to represent members' interests on everything from energy policy to economic development. What happens in that big granite building can have a massive impact on your community and your wallet.

Last month, Horry Electric took part in Co-op Day at the State House. Dozens of cooperative linemen, staff and trustees visited with state legislators to thank them for their support.

Over the last few years, state lawmakers have debated bills that affected power costs, cooperative governance, electric reliability, and funding for crucial services your cooperative provides. This year's session is no different. We expect legislators to focus heavily on energy issues this year as our state seeks to



JENNIFER CUMMINGS

HEC representatives had lunch with members of Horry County's Delegation, including Kevin Hardee, William Bailey and Lucas Atkinson.

address the need for more generation to supply growing power demands.

"We spend a lot of time talking with state leaders about energy, safety and empowering our communities," says Chris Teems, Horry Electric's Manager of Special Services/Government Relations. "We also need to say 'thank you' to the policymakers who have listened and had

our back through thick and thin."

South Carolina's electric cooperatives recently presented Senate President Thomas Alexander with the first-ever Electric Cooperative Outstanding Public Service Award. The new honor recognizes distinguished leaders who have demonstrated unwavering support of our state's cooperatives.

WIRE names Hammond Lady of the Year

IMPECCABLE CHARACTER and outstanding leadership are qualities Horry Electric looks for when naming the Lady of the Year. In February, Horry Electric's WIRE (Women Involved in Rural Electrification) chapter held their first meeting of the year, which is always reserved for honoring the Lady of the Year.

Nichols resident Bernice Hammond attended the meeting alongside her friends like she always does. This time, she found out she was the guest of honor. Hammond's family was there to surprise her as she was awarded the 44th Miss Leo G. Knauff Leadership Award "Lady of the Year".

"To be recognized and not expect it is a wonderful thing," Hammond said. "This was a total shock. I think it's wonderful to be a representative of all these women this year because in the past, they have served as mentors to myself and others, and have been a blessing in our communities."

The award's namesake, Leo Knauff, was hired by Horry Electric in 1952 as an electrification advisor. This position required Knauff to be an educator, an architect and even a communications specialist. As an educator, Knauff traveled around the county to members' homes to teach them about electricity because most were receiving electric service for the first time. She helped members design the layouts of their homes, especially the kitchen areas, for optimal energy use. Knauff also wrote a column called "A Day in the Life" in the local pages of this magazine.

As the recipient of the Lady of the Year award, Hammond was recognized for her lifetime of serving the community. Born in Mullins, Hammond grew up working on her family farm. She developed a strong work ethic at a young age, helping her step into roles at First Citizens Bank and Horry County State Bank. Hammond



Mrs. Bernice Hammond (right), Horry Electric's Lady of the Year, holds her Miss Leo G. Knauff Leadership Award plaque as she stands with Miss South Carolina, Jada Samuel. Samuel spoke to WIRE about the importance of young girls and women needing mentors. During her reign as Miss South Carolina, Samuel has published a children's book, titled *Joy on a Journey: Finding a Mentor*.

worked to help numerous farmers obtain operational loans so they could continue their family farms. Outside of work, she helped her husband with bookkeeping for their family farm.

Hammond actively serves on the Board of Trustees for Horry Electric's Trust Board, which helps deserving members with food, clothing and shelter. She has also served on the co-op's nominating committee, as well as the credentials and elections committee. An active member of Spring Branch Baptist Church, Hammond teaches a Sunday school class and works on the grounds committee.

"Mrs. Hammond has demonstrated a lifetime of outstanding leadership in her home, her field of work and in her community," says Horry Electric's Executive Vice President and CEO Danny Shelley. "She embodies the cooperative principle of commitment to community

and we're very proud to name her as Horry Electric's 2024 Lady of the Year."

A champion for empowering women, the current Miss South Carolina, Jada Samuel, joined the WIRE ladies for the celebration. She spoke to the group about her community service initiative called iShapeMe. Her nonprofit organization works to empower girls and young women to shape themselves mentally, physically and spiritually. The mission is to encourage high self-esteem, positive body image, healthy lifestyle and a grounded faith in Christ.

Miss South Carolina performed her talent from the Miss America pageant, which was a monologue from the 'Barbie' movie that premiered this past summer.

Interested in joining Horry Electric's WIRE chapter? Visit horryelectric.com/wire to sign up. Contact Susan Brown, wire coordinator, at susan.brown@horryelectric.com for more information.

JENNIFER CUMMINGS

Co-op equipment needs space

Overhead and underground requirements explained

YOUR HOME OR BUSINESS is powered by overhead or underground service. The electric co-op equipment serving you needs to be free from obstructions so power can flow through the lines and maintenance can be performed when necessary.

Horry Electric's vegetation management program ensures crews can safely access equipment to make repairs or upgrades. This means making sure trees, tree limbs and bushes are not growing near or into power lines and other equipment.

Overhead requirements

Trees and overhead power lines don't mix. Lightning, high winds, ice, heavy rains or extremely dry weather can cause a tree to fall, or limbs to come in contact with a power line. When this happens, our system is designed to respond. This is why members experience a blink or an outage until the tree limb is cleared.

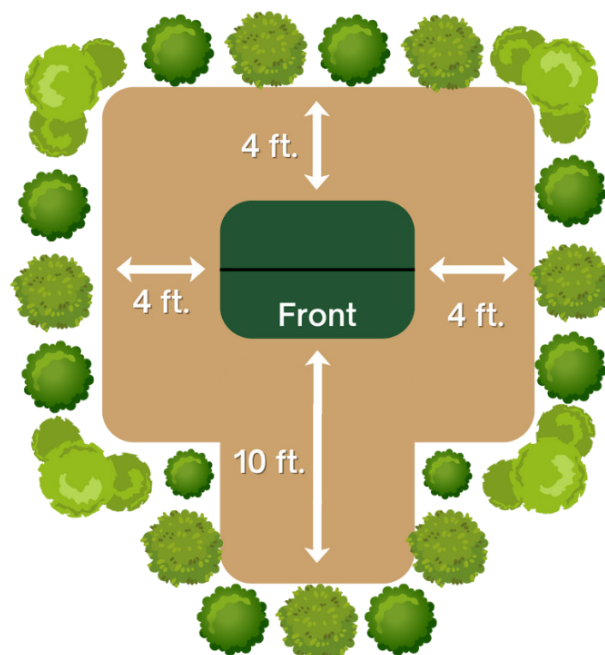
A 30-foot right-of-way (15-feet on each side) is required for overhead lines. If you're considering planting trees near overhead equipment, please choose the right tree for the right place (see graphic below). Horry Electric reserves the right to trim trees within the 30-foot right-of-way.

Right-of-way (ROW) refers to the corridor, or pathway, an electric line follows. This can be alongside the road or through the woods.

Underground requirements

Crews need access to underground transformers and equipment 24 hours a day, so it's important to remember:

- ▶ Keep vegetation obstructions well away from the



transformer.

- ▶ Never place anything closer than 10 feet from the front, or 4 feet from the sides of the transformer.
- ▶ Never allow children to play near the transformer.

Landscaping tips

Horry Electric understands there is nothing pretty about underground transformers. However, there are some acceptable ways to landscape around them:

- ▶ Potted plants/planter boxes that two employees can pick up and move when needed.
- ▶ Benches are acceptable, if they can be picked up and moved.
- ▶ Rock/mulch island to surround the transformer.
- ▶ Statues and decorative lawn flags can be used.

If you ever have questions regarding vegetation management or how to beautify the area around your transformer, contact our Vegetation Management department at (843) 369-2211 or visit horryelectric.com/vegetation-management.

Right Tree, Right Place



Crews conduct system-wide inspections

What to know if you see crews working in your area

ROUTINELY INSPECTING the cooperative's electrical equipment is essential to delivering safe and reliable service to members. Horry Electric crews work year-round to inspect equipment across our service territory. If a piece of equipment needs to be repaired or replaced, crews respond quickly to make the necessary repairs or upgrades.

Horry Electric also has contractors who work throughout the year on various jobs, including building power lines, boring and vegetation management.

What you will see

When Horry Electric crews are in your area, you will see:

- ▶ Employees in Horry Electric uniform (each employee has an ID badge for identification).
- ▶ Employees on your property.
- ▶ Horry Electric vehicles/side-by-sides/golf carts.
- ▶ Machines working.

Contractors who work with Horry Electric also have ID badges for identification.

Important reminders

Horry Electric does not allow any sort of attachments on any piece of electric co-op equipment. Horry Electric's Bylaws and Service Rules and Regulations state members have to grant the cooperative access to electric equipment. These rules and regulations are in place to keep everyone safe. System inspections allow us to continue providing safe, reliable electricity to members.

It's important to remember the vegetation maintenance requirements for overhead and underground service, in addition to the meter base(s) at your service location.

On Page 12B, you will find these requirements explained in detail. Meter bases cannot be in an enclosed space. These must be on an exterior wall or in an approved meter room. Plants and shrubs must be planted at least three feet from the meter.

Contact us for questions

Horry Electric wants to remind members that personnel/crews can be in your area at any time. If you ever have questions regarding system inspections or daily jobs, call (843) 369-2211.



JENNIFER CUMMINGS

Advanced Line Technician Jacob Riddei checks the condition of a power pole by performing the hammer test. Riddei has to listen for a distinct sound to ensure the pole is not rotting or decaying.



JENNIFER CUMMINGS

Advanced Line Technician Chad Tyler (left) and Crew Foreman Heath Hardwick drive on a side-by-side to inspect co-op equipment in the Island Green neighborhood in Myrtle Beach.



Horry Electric vehicles have a yellow oval decal with Willie Wiredhand waving in the center.

Power Pole Clutter

Flyers, satellite dishes, posters, basketball hoops, decorative lights, even hunting stands. You name it, someone has tried to staple, nail or tie it to a power pole. Here's a quick look at the dangers and pitfalls associated with unauthorized pole attachments.

Illegal

Many state and local laws and the National Electrical Safety Code prohibit any unauthorized items on poles.



Pole Damage

Even small holes can allow moisture and insects past the pole sealant, which can shorten the life of the pole or weaken it and cause it to fall in a storm.



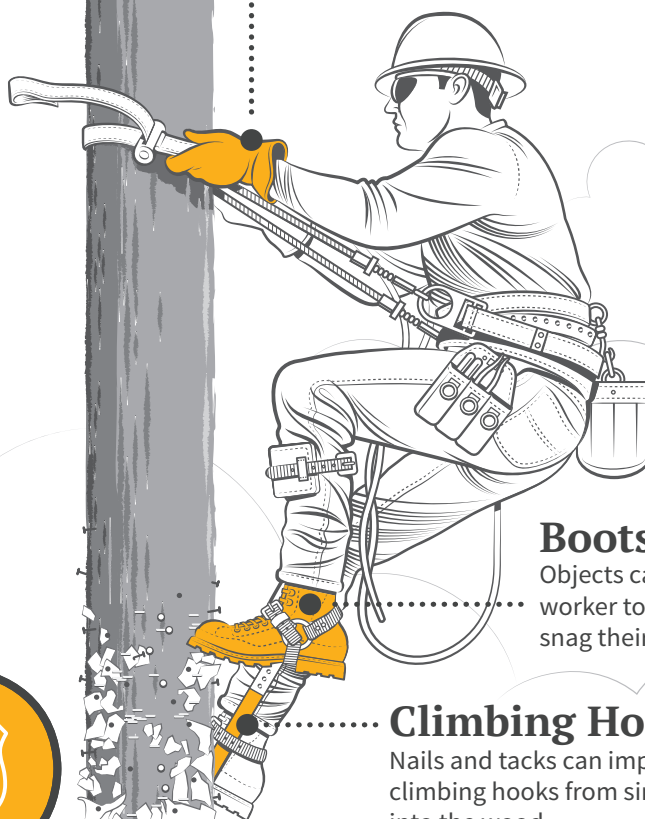
Hinders Repairs

Posters and flyers can hide identifying markers on poles and slow repair work.



Gloves

Staples, tacks and nails can puncture a lineworker's insulated rubber gloves and expose them to electric shock.



Boots

Objects can cause a worker to fall if they snag their boots.

Climbing Hooks

Nails and tacks can impede climbing hooks from sinking into the wood.



Dangerous

A person who gets too close to energized lines while attaching an object can be electrocuted.

Distraction

Some materials posted on poles, like mirrors or holiday decorations, can be distracting to drivers.

