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**SANTEE ELECTRIC
COOPERATIVE NEWS**
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**SANTEE ELECTRIC IS AN EQUAL
OPPORTUNITY PROVIDER AND
EMPLOYER.**



A Touchstone Energy® Cooperative



How we restore power

THE ONSET of fall means many wonderful things, such as cooler weather, football and changing leaves. But

it also marks the peak of hurricane season. This is a great month to discuss how Santee Electric restores power.

The first thing to note for a major outage restoration is that we start at the source, our substations, and work our way out. After a hurricane or an ice storm, it is not uncommon for us to lose transmission to some of our substations. Our transmission provider in this area is Santee Cooper, and they do a great job working with us to restore transmission service to all our delivery points. Until a substation is energized, however, we cannot deliver power down its feeders.

Once our substation has power, we then start working on the major circuits. You can think of a substation as a heart and the feeders as your major arteries. Once the major circuits are on, we can work on smaller taps and, eventually, services to individual meters.

Sometimes members ask, “If I am on the medical needs list, why doesn’t my power come on before everyone else?” This is a great question. The reality is, we can’t focus on individual services until everything upline of that service (transmission, substation, feeder and tap) is restored first. If you depend on electricity for your health, it is critical that you take necessary precautions to prepare for an extended outage when storms like these are possible.

Another common question is, “Do the linemen work during the storm? Do they work all night?” It depends. The manufacturer’s safety ratings on our bucket trucks prohibit us from

operating in winds above 35 miles per hour. Any time gusts are below that, though, we can be out there. As for working all night, the guys do it all the time when a restoration can be wrapped up in 24 to 36 hours. For an event lasting days, however, they need rest. Because diagnosing outages is more efficient in the daylight, the rest periods in an extended event are during the night.

Sometimes, when we have thousands of people out, the phone lines can get tied up. Not to worry if you can’t get through to one of our representatives. Because of the communications of our meter reading system, we can tell which homes are out of power during a major event. We also hear concerns from time to time about not having an estimated time of restoration. Our crews must look at every issue as they come to them, and only they know how long an outage will take to restore. When you have hundreds of different outages at a time, it is impossible for our headquarters to have a restoration time for each location. Rest assured, our linemen (and often many more from neighboring systems coming to help) are working on them as fast as they possibly can.

I recorded a video last year after Hurricane Ian with a lot of this information and much more. Check it out at santee.org/outage-info if you want to hear more. Stay safe!

ROBERT G. ARDIS III
President and Chief Executive Officer

Electric co-ops grow for the communities they serve

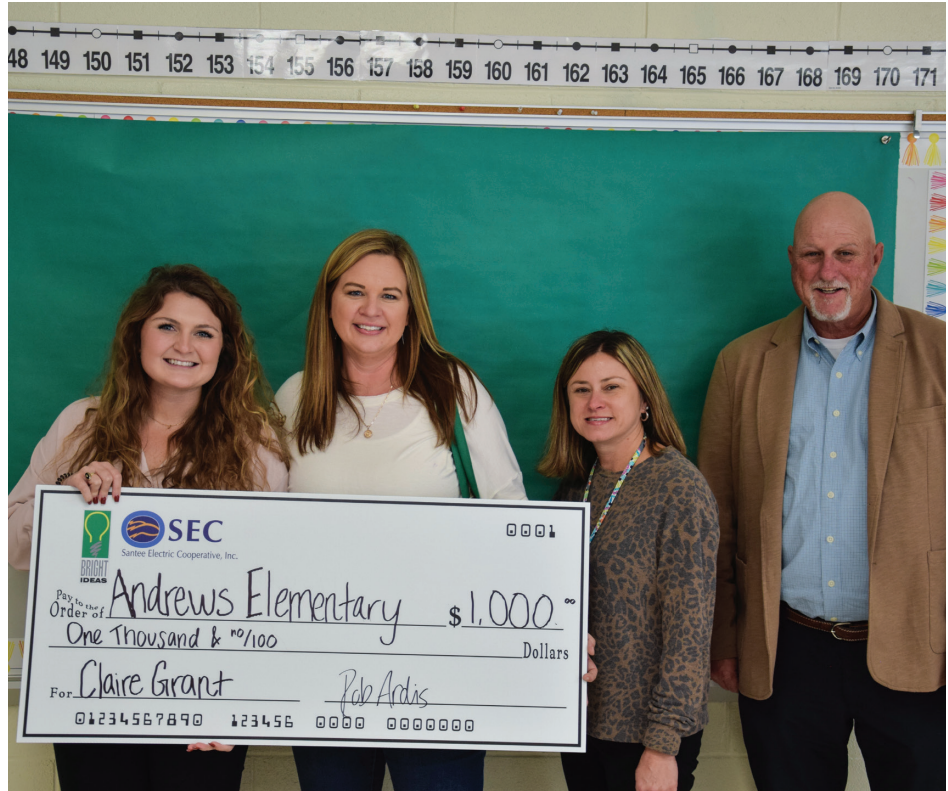
OCTOBER IS NATIONAL Co-op Month, and Santee Electric is joining cooperatives across the U.S. to celebrate. Co-ops come in all shapes and sizes, but they each have a common goal: to provide goods or services for the members of the co-op.

Electric co-ops, including Santee Electric, exist to serve their members. Our priority is to provide affordable, reliable energy to our local communities. Because we are led by you, the members we serve, we can evolve to meet your needs.

This October, as we celebrate Co-op Month, we're focusing on the ways co-ops grow for their members.

Co-ops grow communities. Co-ops help communities grow by promoting economic empowerment, fostering community engagement and supporting the unique needs of co-op members. "Concern for Community" is one of our core principles—and being community-focused is essential to everything we do. One example is Santee Electric's Operation Round Up program, which funds crucial community needs. Also, SEC is a major contributor to county and regional economic development efforts within our service territory. We want to create more jobs and opportunities for our members.

Co-ops grow together. Co-ops are all about cooperation, not competition. That's why electric co-ops work together to share lessons learned, successful strategies and better ways to serve our members. South Carolina's electric cooperatives collaborate to purchase the power delivered to you, to educate our employees and leadership and to restore services after a major outage. Cooperation among co-ops is one of our Seven Cooperative Principles.



Claire Grant, (second from left) a teacher at Andrews Elementary School, won a \$1,000 Bright Ideas grant in 2022 for her project "Dash, Dot, and Code a Lot!" This grant helped provide six Dash robots to be used by students in kindergarten through 5th grade in their STEAM Lab.

Co-ops grow tomorrow's leaders.

Electric co-ops serve as fertile ground for growing tomorrow's leaders through a variety of youth engagement programs. Each year, Santee Electric sponsors local high school students to attend Washington Youth Tour and Cooperative Youth Summit. SEC also provides three different scholarship opportunities for local high school students. Additionally, SEC gives \$15,000 to teachers each year through Bright Ideas, a grant program that funds innovative classroom-based projects. We're committed to providing opportunities for local youth to learn and thrive in our community and beyond.

Co-ops grow for you. At Santee Electric, your satisfaction is our number one goal. It's why we were formed many years ago to fulfill a uniquely local purpose. We've come a long way since then, and your needs continue to evolve. A part of that goal is to offer innovative ways for you to take control of your power bill, so we implemented our new rate structure that does just that. Our members have more opportunities to save than ever before. That's why we'll never stop growing for you!



Winter Peak hours begin Nov. 1

PEAK HOURS ARE CHANGING next month! With SEC's new rate structure, which began with your August bill, there are summer peak hours and winter peak hours.

Currently, summer peak hours—April 1 to Oct. 31, 4–7 p.m.—are in effect. On Nov. 1, winter peak hours of 6 to 9 a.m. will begin. The peak charge on your bill is based off your highest one peak hour of the billing cycle. By reducing energy use during the peak hours, you can save!

Visit [santee.org/rate-structure](https://www.santee.org/rate-structure) to learn more about peak hours and our rate structure or call (800) 922-1604.