

Still time to comment on proposed rate changes

Customers who wish to provide input on Santee Cooper's proposed base rate increase can still do so.

Comments may be made in person at the July 27 Santee Cooper Board of Directors Meeting at the Sheraton, Myrtle Beach Convention Center Hotel, 2101 N. Oak Street, Myrtle Beach, SC. The meeting begins at 10 a.m.

The Santee Cooper Board of Directors is considering a two-year rate increase and rate restructuring proposal, with overall annual charges rising an average of 5.6 percent for commercial customers beginning in November 2009 and 5.3 percent in November 2010. The board will vote on the matter in August.

In April, Santee Cooper's Board of Directors agreed to consider the rate proposal and sent it out for public comment. Public meetings were held in May and June throughout Horry, Georgetown and Berkeley counties, and in addition customers were encouraged to provide input through the Web site and mail. The time to provide input in writing expires July 5. For additional information, go to www.santeecooper.com/rates.

Santee Cooper has encouraged customer feedback since April when the Board of Directors approved the need for a rate adjustment. Public meetings were held in June throughout Horry, Georgetown and Berkeley counties, and in addition customers were asked to provide written input. The time to provide input in writing expires July 5, so the final opportunity for feedback is the July 27 Board of Directors meeting as stated above. For additional information, go to www.santeecooper.com/rates.

Grand Strand customers have new customer service office

Santee Cooper and Horry Telephone Cooperative (HTC) are working together to serve their respective customers from a new office located at Towne Centre in Carolina Forest. HTC constructed the facility and Santee Cooper customers can open, close or transfer an account, pay a bill and obtain all Santee Cooper services at the new location.

The new office is located in the Carolina Forest area at the intersection of Carolina Forest Boulevard and River Oaks Drive and is easily accessible from S.C Highway 31 and Grissom Parkway. The Carolina Forest facility is Santee Cooper's ninth full service retail office.



Technology and planning help win the battle to get power on after a hurricane

South Carolina's hurricane and storm seasons have arrived and Santee Cooper is ready with extensive planning and technology in place to restore power if Mother Nature causes outages.

When you call to report your power is out, Santee Cooper's automated system uses your telephone number and matches it with your Santee Cooper account information. Next, an outage or problem report is instantly created. The system is fast, efficient and easy for customers to use. The system doesn't involve speaking to a "live person" and of course, the option to speak with a customer service representative is always available.

After the outage report is created, additional technology can determine the nature of the problem. The technology can also determine if a hospital or other emergency facility is without power even before the first call comes in. The outage information is then communicated to service crews, already on their way to the problem armed with increased information on the outage and a head start on making repairs. These technologies work together to make the restoration of power much more efficient, faster and safer.



Your telephone number is needed

Since the outage reporting system uses your telephone to identify your Santee Cooper account, it's important that we have your telephone number. If you are unsure if we have it or if your telephone number has changed, please provide us with the information below.

Name account is in _____

Service Address _____

City _____ State _____

The telephone number you supply should be the primary number you would call from when reporting your power is out.

*Area code _____ Telephone number _____

*Your telephone number is being used for Santee Cooper power outage restoration only and will not be provided in any way to other entities.



Mini-bond sale coming

For as little as \$200, you can purchase a Santee Cooper Capital Appreciation Mini-Bond. Or for \$500, you can get a Santee Cooper Current Interest Bearing Mini-Bond. Maximum combined purchase is \$50,000 per individual. All interest earned on these Bonds is excludable from gross income for federal and South Carolina income tax purposes under current law.

- Sept. 23rd - Interest rates will be announced.
- Sept 25th - Oct. 21st - Orders will be accepted.
- Oct. 21st - Last day to place orders.

Go to www.santeecooper.com/minibonds for more information, or email us at scbonds@santeecooper.com or call Bondholder Relations toll-free at 1-877-246-3338.

*For more information, go to
www.santeecooper.com/minibonds
or send an e-mail to
scbonds@santeecooper.com*