

PowerPoints

News & Information for Residential Customers

December 2009



Santee Cooper received the highest numerical score among midsize utilities in the South region in the proprietary J.D. Power and Associates 2009 Electric Utility residential customers Satisfaction StudySM. Study based on 79,552 online interviews ranking 27 providers in the South (AL, AR, FL, GA, LA, MS, NM, NC, OK, SC, TN, TX, VA). Proprietary study results are based on experiences and perceptions of consumers surveyed in July 2008-May 2009. Your experiences may vary. Visit jdpower.com.

New Reduce the Use initiatives

Smart Energy Homes Program

Santee Cooper unveiled our Smart Energy Homes Program on Nov. 1, the newest phase of a multiyear "Reduce the Use South Carolina" effort to help you substantially reduce your use of electricity and improve your energy efficiency. Smart Energy Homes includes rebates that help you with up-front costs to improve home efficiency in new or existing homes.

The Smart Energy Homes Program includes two levels of participation for new homes and one level for existing homes. For new homes, there are:

- 🌲 ENERGY STAR⁷ New Homes – 15% more efficient than 2006 IECC code with a rebate of \$1,600 to the builder
- 🌲 Smart Energy New Homes – 10% more efficient than 2006 IECC code with a rebate of \$1,000 to the builder

For existing homes, there is:

- 🌲 Smart Energy Existing Homes – qualifying energy efficiency improvements with a rebate of \$600 to the homeowner

"Through this new rebate program, we're taking energy savings to the next level with enhanced energy efficiency standards that truly build in value for you, our residential customers, as you are buying new homes or upgrading where you live now," said **Lonnie Carter**, Santee Cooper president and CEO.

Visit www.ReduceTheUse.com for more information.



Refrigerator program continues

Did you know that you could save up to \$100 each year in utility bills by replacing a refrigerator from the 1980s or earlier with a new ENERGY STAR⁷ certified model?

Santee Cooper customers will save even more, thanks to our ongoing refrigerator rebate program. Through its Reduce The Use initiative, Santee Cooper is offering the following refrigerator rebates to its residential and commercial customers:

- 🌲 **\$35** to recycle a working refrigerator manufactured before 1993
- 🌲 **\$40** toward the purchase of a new ENERGY STAR refrigerator
- 🌲 **\$75** toward the purchase of a new ENERGY STAR refrigerator and to recycle one working refrigerator manufactured before 1993
- 🌲 **\$110** toward the purchase of a new ENERGY STAR refrigerator and to recycle *two* working refrigerators manufactured before 1993

Santee Cooper will be responsible for picking up and recycling your old refrigerator for free. For more information visit www.ReduceTheUse.com or call 1-866-706-3985.



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Follow Santee Cooper on Twitter, stay informed throughout storms and learn first-hand about our news and developments. Twitter is a free online communication service. Visit <http://twitter.com/santeecooper>.



e-Billing: Our gift to save you time and money

At Santee Cooper, we want to make your life a little bit easier, especially in this hectic holiday season. Santee Cooper's e-Billing lets you enjoy the convenience of paying and viewing your utility bills online. You can even track your billing history. With e-Billing, all you need is access to the Web. You'll be saving time, money and the environment, because e-Billing eliminates the waste of paper-based bills.

Sign up today to enroll in Santee Cooper's e-Billing program ... it's free and can be done in about 5 minutes – less time than it takes you to find a pen and a stamp! Once you enroll, you will be able to view and pay your bills online immediately, and we'll let you know by email each month when your current bill is ready to be viewed and paid. Visit www.santeecooper.com to get started.



Holiday-friendly energy saving tips

When you're away for the winter holidays, set your thermostat to 55. This will save energy and give you a January present of money saved when your electric bill arrives! Here are some other ways to save energy on common holiday season activities.

1. Run your dishwasher only when it's full, and use the "no heat" setting for the drying cycle.
2. Keep your freezer stocked - it's more energy-efficient when full.
3. Turn off the oven 10 to 15 minutes before cooking time runs out. Food will continue to cook without the extra energy.
4. Cover pots and pans with tight-fitting lids. Trapped steam helps cook food faster on an electric stove.
5. Switch to Compact Fluorescent Light bulbs in your light fixtures, and consider LED bulbs as you stock up on holiday lights – they're even more energy efficient.
6. Install dimmer switches where it makes sense in your home – they'll help you save energy and set a festive holiday ambience.

