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**SANTEE ELECTRIC  
 COOPERATIVE NEWS**

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A Touchstone Energy® Cooperative

# Hurricane Dorian comes to SEC territory



**LET'S TALK ABOUT** Hurricane Dorian this month. As I am writing this, the storm hit a few days ago. As you are reading it, though, I realize it has been over a month. However, I believe most of what I will explain below will not have an expiration date.

First, I want to commend the employees, contractors, and outside help we had working on our system. We had roughly 150 people involved in the restoration effort. I was delighted to see that our linemen and contractors (construction and right-of-way) were able to work the entire day the storm hit. They braved some very rough conditions in order to keep the outage numbers manageable that first day.

Dorian hit on Thursday, Sept. 5. The peak that we had off at any one time was 12,035 consumers. However, more than 30,000 lost power at some point during the storm. The difference between those two numbers shows you how hard our

linemen were working—while Dorian was raging. By that Friday morning, Sept. 6, we had outages down to roughly 8,000 accounts. We wrapped up the restoration efforts on Saturday, Sept. 7, by clearing up the remaining 500 accounts.

You could clearly see by the statewide outage map that Charleston and Georgetown counties were hit the hardest by Dorian. Naturally, since SEC serves Georgetown County, that's where the restoration was the toughest—and the slowest.

I want to thank our members for their patience and the kind words they shared with our Cooperative and our linemen during this effort. A few questions were raised by the members, though, and I want to take some time to answer some of them.

**“Why can't I get a time of restoration?”** We really don't know the full extent of the damage until the day after a storm. By Friday, we knew we would be finished by the end of the day



Lineworkers like SEC Second Class Lineman Marshall Owens often must walk far into the woods, through thick vegetation, to check a line before they can repair a broken wire.

MARY GRACE MCGEE



MARY GRACE MCGEE

**SEC Crew Foreman Jamie Johnson restores power to a circuit out of the Plantersville substation on the day after Hurricane Dorian.**

Saturday. However, most people were restored by the end of Friday. It doesn't help much to tell 8,000 people their power will be back on tomorrow—when almost all will get their power back today. The truth is, only the crew working on your particular outage knows roughly when your power will be back on. Since that is going on in hundreds of different locations at once, it's impossible to match each person checking on their outage with the crew who is working on it.

**“Why does your callback tell me my power is restored when it is not?”**

This is what we call an outage within an outage. When a feeder out of a substation has been verified out, all consumers downline of that feeder breaker are grouped into one outage. However, there are often one or two smaller outages that keep some from coming on when the large group is restored. That's why we need you to respond that your power is still out—to help us isolate the smaller outage from the bigger one.

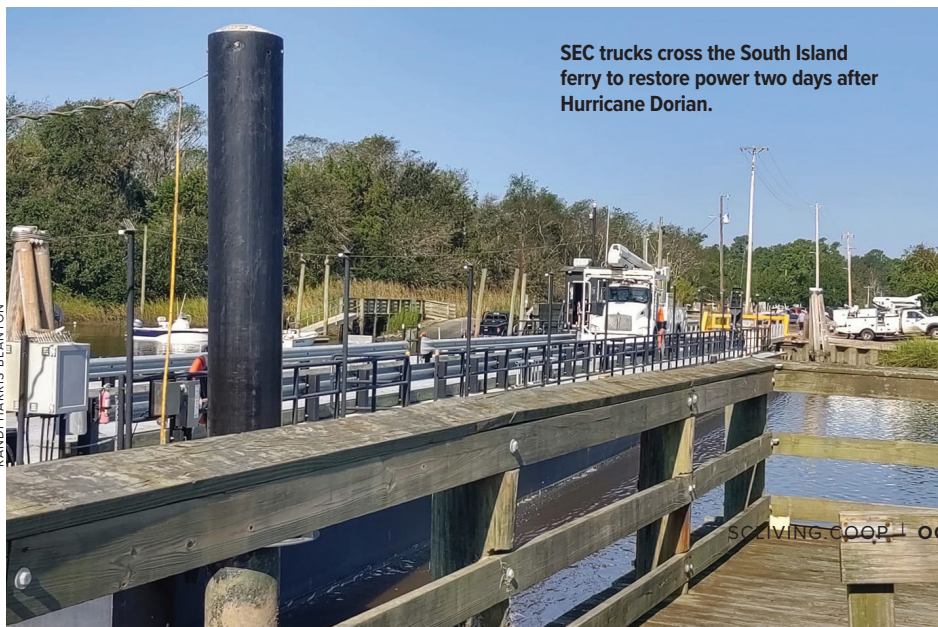
**“What if I can't get through on the phone lines?”** Of course, our phone lines are stressed during a major outage event. We would prefer that you notify us through SmartHub, text, or by logging in to our website. Facebook is not the way to report your outage. The bottom line, though, is that we can check all of our meters remotely to see if they have power. When a restoration effort is wrapping up, we always attempt to communicate with all of our meters to see if any have been missed. Therefore, there is no danger that we will forget about you—even if you are not able to get us on the phone.

**“I have a medical necessity. Why doesn't my power come on first?”** We must start at the substation level, then move to the feeder level, then the tap level, and finally, the consumer level. We cannot start checking which individual consumers are on the medical necessities list until we have power flowing through the main lines first. That's the final step in a four-step process. We must focus our efforts on what will get the power to the most people the fastest.

I hope that gives you a little insight into the process behind the restoration. Have a great month!

**ROBERT G. ARDIS III**  
President and Chief Executive Officer

**SEC trucks cross the South Island ferry to restore power two days after Hurricane Dorian.**



RANDI HARRIS BLANTON



During Co-op Month, join us at your local SEC office for special Member Appreciation Day lunch and drawings, listed below. See you there!

**11 a.m.–2 p.m.**  
**Santee Electric Offices**

<b>Kingtree</b>	<b>Oct. 1</b>
<b>Lake City</b>	<b>Oct. 4</b>
<b>Hemingway</b>	<b>Oct. 9</b>
<b>Manning</b>	<b>Oct. 21</b>
<b>Georgetown</b>	<b>Oct. 23</b>

**THE SANTEE SCENE**

**October**

- 8 Boomer Bash**, 10 a.m.–1 p.m., Parish Hall of Precious Blood Catholic Church, Pawleys Island. (843) 546-8436.
- 11 Lamppost Decorating Contest**, Johnsonville. (843) 319-9469.
- 11–12 Pig Picking**, Kingtree Town Rec, Kingtree. (843) 355-6431.
- 16 SEC Blood Drive**, SEC Conference Center, Kingtree. (843) 355-0661.
- 31 Blocktoberfest**, Downtown Kingtree. (843) 355-6431.
- 31 Trunk or Treat**, 6-8 p.m., Johnsonville High School, Johnsonville. (843) 625-1667.

**November**

- 2 Kingtree Trials**, McCutchen Training Center, Cedar Swamp. (843) 355-6431.
- 14 Wine Down with the Arts**, Academy St., Kingtree. (843) 355-6431.
- 24 Holiday Open House**, 2–7 p.m., Downtown Kingtree. (843) 355-6431.

**December**

- 7 Johnsonville Christmas Parade**, 3 p.m., Johnsonville. (843) 386-2069.