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**Santee Electric
Cooperative News**
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Find us on



Your Touchstone Energy® Partner

Critical connections behind the power

APRIL 11 was National Lineman Appreciation Day, so it is appropriate that we take a moment to recognize



the people who often work in brutal weather conditions to ensure we all have safe and reliable power. In fact, linemen are often first responders during storms and other catastrophic events, working to make the scene safe for other public

safety officers.

However, while linemen work in highly visible settings, there are many behind the scenes that also labor tirelessly to help keep the lights on. However, they do so with little or no public recognition or acknowledgment. While linemen can do their job out in the open—whether it is restoring power after a natural disaster, maintaining the lines or building new service—there is a lot more work taking place behind the scenes.

The power behind your power

The lineman out in the field works with thousands of volts of electricity high atop power lines 24 hours a day, 365 days a year, to keep electricity flowing and maintaining the energy infrastructure. Another “powerful” figure in the co-op is Adam Johnson, vice president of operations. Similar to the head coach of a team, he ensures that all the players (employees) know their roles and perform them at a high level. He also must recruit and retain talent; this is especially challenging in today’s highly competitive hiring environment.

The Engineering department, led by Vice President of Engineering,

Rob Higbe, ensures the overall system is well maintained. This team is responsible for planning ahead for future needs and continually monitoring existing equipment and resources. An equally important area of focus is safety. Working with electricity is an inherently dangerous task, and helping to foster a culture of safety for all workers is a major priority.

Calling for energy efficiency

Manager of Marketing Jay Kirby, Marketing Representative Mary Grace McGee and our customer service representatives (CSRs) answer calls and questions about billing and energy use. They work with members to identify high-use periods and discuss ways to save on the monthly bill. The member services department is responsible for ensuring you are treated appropriately, and it all starts at the time you sign up for membership.

In sync with you

Of course, many folks in various other departments work closely together to serve you, because you, the member, are at the heart of everything we do. As a locally based, member-owned cooperative, we are part of your community, too. Just as we love our linemen, we value all employees—and every co-op member!—because it takes every person in a co-op to make it work.

Robert G. Ardis III
President and Chief Executive Officer