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P.O. Box 548
 Kingstree, SC 29556
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SANTEE ELECTRIC COOPERATIVE NEWS
 Mary Grace McGee, *Editor*
 MMcGee@santee.org

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A Touchstone Energy® Cooperative

Introducing those who work for you



LADIES AND GENTLEMEN, this month, I want to introduce a new column topic. I'm planning to call it, "Getting to know us."

Let's face it—you hear from me every month.

However, there are 125 great employees at SEC that we are extremely proud of. Now, it

would be impossible to try to showcase each one of them in a magazine that only comes out 11 times per year. Furthermore, some months, I will have a topic that is so pressing that I need to dedicate the entire column to it. When I get a chance, though, I plan to introduce you to some of my wonderful co-workers.

This month's featured employee is Donna Elliott. Donna is a Member Service Representative (recall that we call our ratepayers members—not customers—because you own Santee Electric). Donna grew up in Andrews, but she now lives about a mile from our headquarters here in Kingstree—which comes in handy when we need our employees at work during bad weather!

Donna has been working at SEC for almost 20 years, and her primary responsibility is serving in the call center. Donna takes an average of 2,000 calls per month for SEC! In addition to this, she also helps our walk-in members face-to-face in our interaction booths and handles hundreds of payment arrangements and service orders each month. There is a pretty good chance that, if you have called SEC in the past, Donna has helped you.

Donna and her husband Vince

have been married for 37 years (Congratulations!), and they have three children—Courtney, Alyssa, and Nathan. Nathan lives in our nation's capital and works as a lead producer for a financial radio show. Alyssa, Donna's youngest, is studying early childhood education at Williamsburg Tech. Courtney, last but not least, is the proud mother of Donna's two beautiful grandchildren—Cooper (4 ½) and Annie (3 months).

Answering calls for a 9-hour shift every day is not the easiest of jobs, so I asked Donna what she likes best about what she does. "Talking to and getting

GETTING TO KNOW US



Donna Elliott
 Member Service Representative

to know different people," she says. I asked Donna what generates most of the calls she takes. "Payment arrangement requests are number one—followed by balance inquiries, and bill amounts and due dates." Finally, I asked Donna what she likes best about working at SEC. She said, "The people at SEC are like a big family. They are a pleasure to work with and make it enjoyable to come

to work!"

So, if you have a need to call in some time, perhaps it will be Donna who helps you. It has been my pleasure to help you match a face and a story with the voice you hear. I hope to have an opportunity to feature a lineman next month.

ROBERT G. ARDIS III
 President and Chief Executive Officer