

PowerPoints

News & Information for Residential Customers

February 2010



"Highest Customer Satisfaction Among
Midsize Utilities In The South"



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.

Benefits of Smart Energy Loans

Early in a new year, you may be asking yourself the question, "What can I do to save on my monthly bills?" The answer is, lots, especially when you're talking about your Santee Cooper bill.

Santee Cooper's www.ReduceTheUse.com Web site offers many energy-saving tips. Beyond that, Santee Cooper can help you save money through a program that supports our Reduce The Use initiative: the Smart Energy Loan.

Smart Energy Loans allow you the opportunity to finance energy efficient improvement projects for the home so that energy costs may be reduced, meaning you could ultimately save money. Eligible customers can qualify for energy efficient improvement loans ranging from \$500 to \$20,000. Borrowers can take up to 60 months to repay any loans over \$1,000.

Loans are also available for qualified customers to invest in renewable energy resources. Loans of up to \$40,000 are available, and borrowers can take up to 120 months to repay, all with no money down. Maximum borrowing limits per customer apply; details on these and other loan provisions, as well as instructions for applying, are all available at the Smart Energy Homes link at www.ReduceTheUse.com.

You can save energy and money this new year. Santee Cooper can help.



Thanks for your kind words!

Santee Cooper thanks you for once again putting your confidence in us, as indicated by results of the 2009 customer satisfaction survey.

Polling firm MarketSearch reports that 99.3 percent of you were satisfied with your state-owned utility last year. By comparison, the average for all South Carolina utilities was 88.5 percent, and the national average was 86.5 percent residential customer satisfaction.

At Santee Cooper we are focused on bringing you low-cost, reliable and environmentally protective power. We strive to meet your needs by offering customer service offices, phone and online customer service options, and to working with you when problems do crop up.

Other survey results of note: some 98 percent of you are satisfied with Santee Cooper's concern for the environment, and 96 percent of you are satisfied with Santee Cooper's efforts to help you conserve energy. We've only just begun in this area: our new Reduce The Use program will ultimately have 42 rebates and initiatives that can help you save 209 million kilowatts a year by 2020! Consider it one more thank you to you, to our state and to our environment.



Put high energy bills on ice

If you haven't taken advantage of our Reduce The Use Refrigerator Program yet, it's time to freeze out your high energy bills by recycling your old, inefficient refrigerators and installing new ENERGY STAR⁷ models.

Santee Cooper's Refrigerator Rebate Program can help you save \$100 or more each year in utility bills by replacing a refrigerator from the 1980s or earlier with a new ENERGY STAR model.

Here are the cool details:

- Get **\$35** to recycle a working refrigerator manufactured before 1993
- Get **\$40** toward the purchase of a new ENERGY STAR refrigerator
- Do both and get **\$75** per set now, plus the added savings of smaller energy bills each month going forward – the best deal!

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.



e-Billing is E-Z

Santee Cooper offers online billing for all customers. E-Billing is a free service that allows for timely and secure bill payment every month.

You can sign up on the Santee Cooper Web site by visiting the My Home tab and clicking the "Payment Options" link on the left. The only thing required is Internet access to pay your bills and a valid e-mail address. You can set up an account, schedule payments, and check on your payment history with e-Billing.

Worried about security and reliability? Santee Cooper utilizes the latest software to protect you, our valued customer: your information will remain private. After each payment you make, you'll receive a confirmation number for your records, and you can check your payment history anytime through your Santee Cooper e-Billing account.

Note to Customers: This season's frigid weather has probably caused your heat pump to work harder to keep your home or business comfortable, and your bill may be higher than normal due to this extra demand for electricity. Santee Cooper is committed to working with you on ways to offset weather-related increases by increasing your energy efficiency. Learn more at www.ReduceTheUse.com.



E-mail us, we'll e-mail you

Want a better way to receive up-to-date information from Santee Cooper? Join our e-mail list.

Santee Cooper has added e-mail and cell phone updates to the rapidly growing list of ways to dialogue with our customers. Simply go to www.santeecooper.com/opt-in and register to receive the most current company news, especially as storms loom. You can also be on top of energy saving tips and promotional information – and give us your feedback! Curious about upcoming mini-bond offerings or new efficiency incentives? Sign up for our e-mails and know what's going on, as it happens.

Of course, e-mail has its benefits for Santee Cooper as well. Besides being faster than ground mail, e-mail is greener. Electronic media will help us all by saving trees and other resources used in traditional communication. As we say, small changes add up to a big difference.

