

THE SOURCE OF THE POWER

Santee Cooper is South Carolina's state-owned electric and water utility, and the state's largest power producer.

The ultimate source of electricity for 2 million South Carolinians, Santee Cooper is dedicated to being the state's leading resource for improving the quality of life for the people of South Carolina.

For more information, visit
www.santeecooper.com.

Should you experience a power outage,
you can report it or follow outages at
stormcenter.santeecooper.com

or call toll free:
888-769-7688



GET PREPARED FOR
**HURRICANE
SEASON**

*A Guidebook to Help Customers
Before, During and After the Storm*



KEEPING IN TOUCH DURING THE STORM

You can track outages and restoration times at our Storm Center. Visit stormcenter.santecooper.com.

In Storm Center, you can report outages with your phone or account number, check the status of your outage and find safety tips.

If you'd like automatic text notifications of outages and restorations, sign up for MEL and opt in.

Visit myenergylinksc.com.

While our new smart meters communicate with us immediately when your power goes out, you can still call us if you feel more comfortable reporting the outage.

Dial 888-769-7688.

Follow Us

The best way to stay in touch with us is on social media. We update customers and provide insight on what might be happening in your area during the storm.



SAFETY

We want you to stay safe in storm conditions:

- **Never touch a downed power line or anything the line is touching.**

The line could still be live even if it doesn't appear to be energized.

Call Santee Cooper at 888-769-7688 for assistance.

- **Never try to move a downed power line.**

- **Never drive over downed power lines.**

If a power line makes contact with your vehicle as a result of an accident, do not get out. If it is necessary to exit, avoid touching the vehicle and the ground at the same time.

Shuffle your feet rather than taking large steps to minimize the chance of electricity flowing through the ground and then through you.

Hurricane Season is here.

Santee Cooper works hard year-round to provide our customers with safe, reliable power.

June 1 through November 30 is the Atlantic hurricane season. In preparation, we trim trees near power lines and conduct routine tests of our systems to make sure we're ready.

Safety is a priority at Santee Cooper and that includes our customers and communities. That's why we remind customers of the steps to take to prepare before, during and after the storm season.

We hope this guide will help you and your family stay safe during hurricane season and any other weather events that can impact our power system.

BEFORE

Be Prepared! Have a plan.

When weather disasters pose a threat to our service area, a range of emergency plans are activated throughout Santee Cooper. The common goal is to be prepared for the weather and to be ready to respond accordingly. We review and practice these plans annually to make sure they benefit from our past experiences and best practices.

Disaster planning is something we encourage our customers to do personally, as well, because severe weather can bring devastating effects to our communities.

Your Plan: Develop and document plans for your specific risks

- Protect yourself and family with a known family emergency plan.
- Be sure to plan for locations away from home if you have to evacuate.
- Business owners and site locations should also create plans.
- Make sure you know your children's school's/daycare's emergency plans.
- Pet owners should have plans to care for their animals.
Most shelters do not allow pets.
- Prepare your boat and be aware of marine safety if you are on or near the water.

BASIC DISASTER KIT FOR HOME:

- *extra fresh water supplies: 1 gallon per person per day for at least three days*
- *food: at least a three day supply of non-perishable food*
- *battery-powered or hand crank radio or NOAA Weather radio with tone alert, and extra batteries for both*
- *flashlight with fresh and spare batteries*
- *first aid kit*
- *fuel for propane stoves, barbecue grills, portable generators, etc.*
- *map with coordinates for hurricane tracking*
- *manual can opener for food items*
- *cell phone chargers*

ITEMS TO HAVE FOR EVACUATION:

- *maps of evacuation routes as they pertain to your destination*
- *any special medical equipment necessary for your family or group*
- *personal hygiene items*
- *pillows, blankets, sleeping bags, etc.*
- *extra clothing packed in plastic bags*
- *lightweight folding chairs and cots*
- *special food requirements*
- *ample supply of all necessary medications*
- *cell phone and charger*

DURING

Stay Safe!

Remember that hurricanes are large, powerful storms that can suddenly change speed and direction. Check frequently on the storm's progress until all National Weather Service "watches" and "warnings" for your area are canceled.

- Stay inside away from windows and doors.
- Be alert. Tornadoes are often spawned during hurricanes.
- If the "eye" of the storm passes over your area, be aware that severe conditions will return with winds for the other direction in a short time.

AFTER

Proceed With Caution!

If electric power is lost:

- Check to see if neighbors' lights are off.
- Check fuses or breakers in your breaker panel.
- If fuses or breakers are okay, contact Santee Cooper. Please remember that during major outages, our outage reporting system and telephone lines will be busy much of the time. You may have to try many times before your call is answered.
- Turn off all electrical appliances.
- Keep refrigerator and freezer doors closed. Open only when necessary.
- **Never touch a downed power line.** Lines that seem de-energized could be energized and deadly if touched. Report hazards such as fallen or sparking power lines, broken gas or water mains, overturned fuel tanks, etc., to police or utilities immediately.
- Cook, if necessary, in fireplace or outdoors on a grill or camping stove.
- Follow Santee Cooper from your mobile device on Facebook, Twitter, and Instagram.

Reporting outages:

- Should you experience a power outage, you can report it or follow outages at **stormcenter.santeecooper.com** or call toll free at **888-769-7688**.

Our automated outage reporting system matches your service address telephone number with your Santee Cooper service address so repairs can be made quickly to restore your power.

HURRICANE WATCH: WHAT TO DO

A HURRICANE WATCH IS AN ANNOUNCEMENT FOR SPECIFIC AREAS WHERE A HURRICANE POSES A POSSIBLE THREAT TO A COASTAL AREA GENERALLY WITHIN 48 HOURS.

In the event that a hurricane watch is issued in your area:

- Prepare yourself to take action in the event a warning is issued by the National Weather Service.
- Stay tuned to your radio, TV or news app for official updates on the storm's progress.
- Fuel your car.
- Check mobile home tie downs.
- Tie down small craft or move to safe shelter.
- Stock up on canned or other non-perishable provisions.
- Check supplies of special drugs and medicines.
- Check batteries for radio and flashlights.
- Secure lawn furniture and other loose items outdoors.
- Board or shutter windows to prevent shattering.
- Wedge sliding glass doors to prevent lifting from tracks.

Know Your Zone

If a hurricane threatens your area, it is ultimately your decision to stay or leave. However, we encourage you to make sure you Know Your Zone. This is a public education campaign to inform citizens of their evacuation zone and their vulnerability to storm surge. You can find more information at www.scemd.org.

You are also encouraged to leave if:

- You live in a mobile home.
- You live on the coastline or offshore islands.
- You live on a river or a flood plain.

HURRICANE WARNING: WHAT TO DO

A HURRICANE WARNING IS AN ANNOUNCEMENT FOR SPECIFIC AREAS WHERE A HURRICANE IS EXPECTED TO MAKE LANDFALL WITHIN 36 HOURS.

In the event that a hurricane warning is issued in your area:

- Stay tuned to your radio or TV for official bulletins, advisories and safety information.
- Leave beachfront and low-lying areas.
- Leave mobile homes for more substantial shelter.
- Stay indoors if your home is sturdy, on high ground and not near the beach. If you are asked to leave by authorities, leave.

If you plan to leave:

- Leave early, in daylight if possible.
- Shut off water and electricity at main stations.
- Take small valuables, papers, and the necessities mentioned in the checklist, but travel light.
- Arrange somewhere for your pet to stay as most shelters will not allow them.
- Lock up house.
- Drive carefully to nearest designated shelter using recommended evacuation routes.

If you plan to stay*:

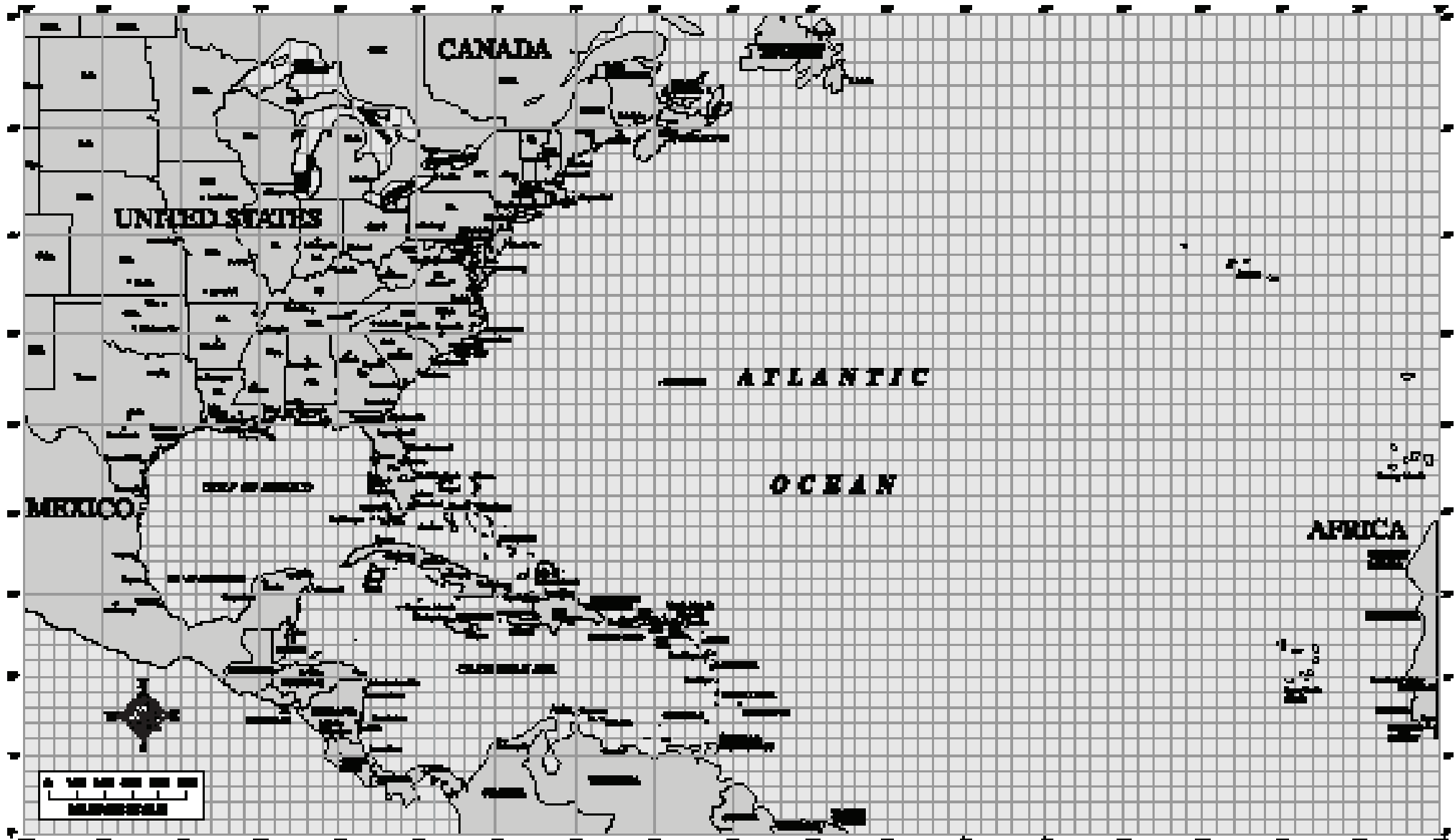
- Board up or shutter doors and windows.
- Move valuables to upper floors.
- Bring in pets.
- Fill containers (bathtub) with several days' supply of drinking water.
- Turn up refrigerator to maximum cold and do not open unless necessary.
- Use phone only for emergencies.
- Stay indoors on the downwind side of the house away from windows.

****Always heed mandatory evacuation orders.***

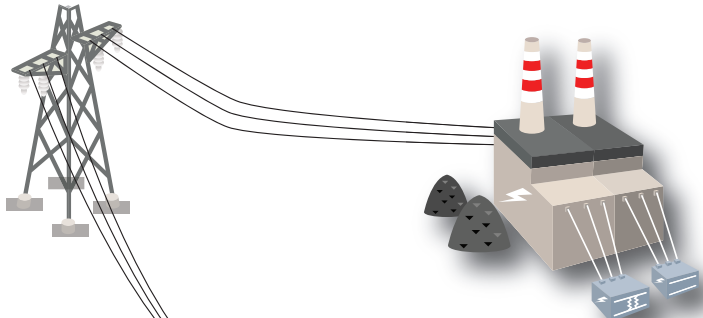
HURRICANE TRACKING CHART

Stay Informed! Track the Storm's Path.

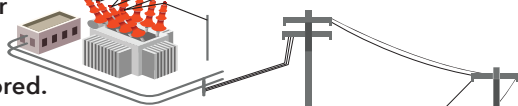
Stay on top of hurricanes as they happen using this tracking map. Plot the path of a storm using the latitude and longitude coordinates reported by your local weather forecaster.



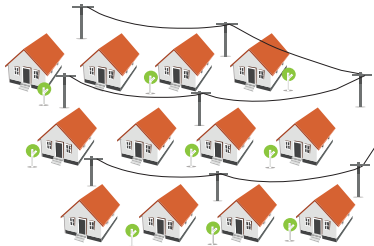
Transmission Lines: High voltage power lines that run cross country or along major roads on cleared rights-of-way. 25,000+ customers restored.



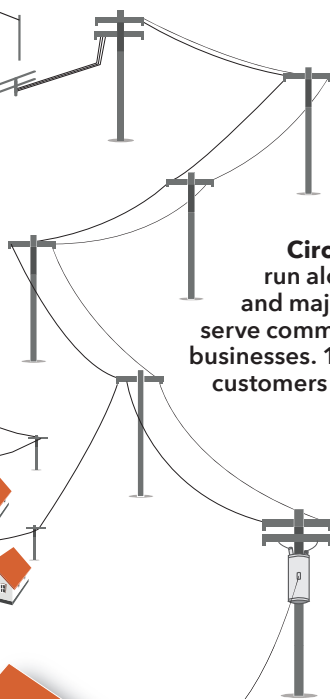
Substation:
Distributes power to several circuits.
Up to 6,000 customers restored.



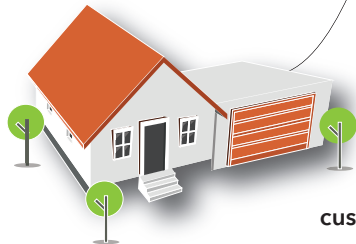
Tap lines:
These serve smaller groups of customers and neighborhoods from the main circuits.
50+ customers restored.



Circuit: Lines that run along highways and major roads to serve communities and businesses. 1,500+ customers restored.



Individual transformers:
Reduces power to usable voltage levels.
One to eight customers restored.



Restoration:

As soon as it is safe to do so, we will begin the restoration process and our crews will begin working diligently to get as many customers on as quickly as we possibly can.

Please understand that the SAFETY of our crews and the public is our first concern. During hurricanes and other major storms, high winds and other elements brought on by Mother Nature cause many power outages. Downed power lines and other hazards can pose a serious threat. In such cases, Santee Cooper may be instructed by civil defense and other emergency preparedness officials to intentionally disrupt power to protect human life and property. Only in such cases will Santee Cooper intentionally disrupt service.

Santee Cooper knows that power is much more than a convenience. It is a necessity. Our line crews and other personnel will work vigorously to restore lost power. Priority will be given to evacuation centers, hospitals, shelters, nursing homes, and other critical sites. Even though line crews may not be visible in your area, this does not mean that they are not working to restore your power. Crews are working to restore power to the most customers in the shortest period of time. Electricity must travel from the generating station to your home. Should the problem occur anywhere on the system before power reaches your home, you may be without power.

The graphic at left illustrates the path electricity takes from the generating station to you and approximately how many customers can be restored along the path.





Portable Generator Safety

Although most power outages are short-lived and do not warrant the use of auxiliary power, some homeowners and businesses use portable electric generators for this purpose. To ensure the safety of yourself, those around you, and Santee Cooper line technicians, portable electric generators should be operated according to strict guidelines.

- Always follow manufacturer’s instructions completely.
- Never connect portable generator to existing house wiring.
- Connect generator directly to appliances. Refer to owner’s manual for specific instructions on load capacity, approved power cords, etc.
- Operate generators outside, as they emit harmful fumes and contain combustible fuel.
- Add fuel to the generator only when it is not running and has had time to sufficiently cool.
- Always properly ground generator before operating. Refer to owner’s manual for specific instructions.

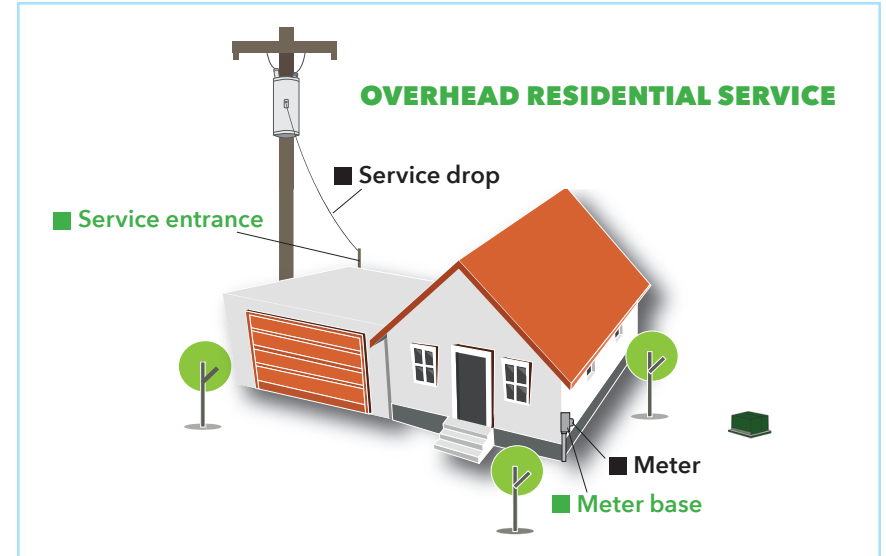
When Power is Restored

- Turn on appliances one at a time as needed.
- Check food for possible spoilage.
- Should your neighbors’ power be restored before yours, don’t panic. You may be connected to a different transformer and will have power soon.
- Make a note to restock any supplies you may need should a future power outage occur.

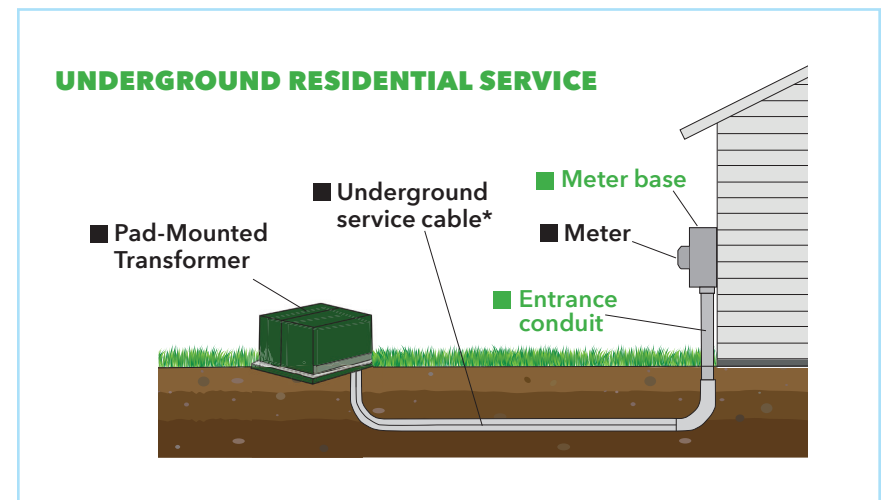
Who makes repairs?

In the event of a hurricane or other storm, you may experience damage to the cable, meter base, etc., that supplies your electrical service.

These graphics may help.



■ Santee Cooper’s responsibility ■ Customer’s responsibility



* In a small number of cases, the customer owns the underground service cable

TERMS TO KNOW

Knowing the terms associated with hurricanes and tropical cyclones will help you make more informed decisions about your preparation and response to severe weather.

Tropical Cyclone A rotating, organized system of clouds and thunderstorms that originates over tropical or subtropical waters and has a closed, low-level circulation.

Tropical Depression A tropical cyclone in which the maximum sustained surface wind speed is 38 mph or less.

Tropical Storm A tropical cyclone in which the maximum sustained surface wind speed ranges from 39 mph to 73 mph.

Hurricane A tropical cyclone in which the maximum sustained surface wind is 74 mph or more.

Storm Surge An abnormal rise in sea level accompanying a hurricane or other intense storm, and whose height is the difference between the observed level of the sea surface and the level that would have occurred in the absence of the cyclone. Storm surge can reach heights well over 20 feet and can span hundreds of miles of coastline.

Storm Tide The actual level of sea water resulting from the astronomic tide combined with the storm surge.

Tropical Storm Watch An announcement that tropical storm conditions are possible in the specified area within 48 hours.

Tropical Storm Warning An announcement that tropical storm conditions are expected somewhere within the specified area within 36 hours.

Hurricane Watch An announcement that hurricane conditions are possible within the specified area. Because hurricane preparedness activities become difficult once winds reach tropical storm force, the hurricane watch is issued 48 hours in advance of the anticipated onset of tropical-storm-force winds.

Hurricane Warning An announcement that hurricane conditions are expected somewhere within the specified area. Because hurricane preparedness activities become difficult once winds reach tropical storm force, the hurricane warning is issued 36 hours in advance of the anticipated onset of tropical-storm-force winds.

Short Term Watches and Warnings These watches/warnings provide detailed information about specific hurricane threats, such as flash floods and tornadoes.

Saffir-Simpson Hurricane Wind Scale The Saffir-Simpson Hurricane Wind Scale is a 1 to 5 rating based on a hurricane's sustained wind speed. Hurricanes reaching Category 3 and higher are considered major hurricanes because of their potential for significant loss of life and damage. Category 1 and 2 storms are still dangerous, however, and require preventative measures.

NOTES