

COASTAL ELECTRIC COOPERATIVE NEWSLETTER

WWW.COASTAL.COOP | MAY 2024

COASTAL ELECTRIC'S 2023 ACSI SCORE A MEASURED THANK YOU

You probably don't spend a lot of time thinking about your electric cooperative. We get it, and that's OK. But when you do think of your co-op—and it really is your co-op—we hope you know that our employees and trustees are looking out for you.

Our goal isn't just delivering reliable electricity at an affordable price. For us, it's all about improving the quality of life of our members every single day.

From time to time, we check in with you and your fellow co-op members to make sure we're meeting that goal, and to find out where we can improve. You may remember the survey that was in the November edition of South Carolina Living. From Nov. 2 until Dec. 15, we—along with most of South Carolina's other electric cooperatives—collected those surveys.

The responses were sent off to the American Customer Satisfaction Index

(ACSI®), one of the oldest and most highly regarded industry satisfaction studies available. ACSI is the real deal, publishing customer satisfaction scores for more than 400 companies across more than 40 industries every year.

I'm pleased to report that Coastal Electric Cooperative earned a 2023 ACSI score of 82 on a 100-point scale.*

For the sake of comparison, our score is much higher than the average rating for investor-owned utilities (72) and municipal utilities (71), according to the 2023 ACSI Utility Sector Report. Our score is even higher than the average scores of other cooperatives across the country (74).

To put it into even clearer perspective, when I think about Chick-fil-A, the first thing that comes to mind is their excellent customer service. Unsurprisingly, the chain earned the fast-food industry's highest ACSI score in 2023. It was an 85.

I'm honored that our members hold us in such high regard. And I'm excited for the challenge of continuing to meet a standard that has been set so high.

I believe this score is a testament to our employees. I see their commitment to service every day. Clearly, you see it too.

We know there is always room for improvement. That's why we conduct these surveys, and it's why we are always looking for ways to better serve you.

To learn more about the ways we're working for you, visit (url) here.

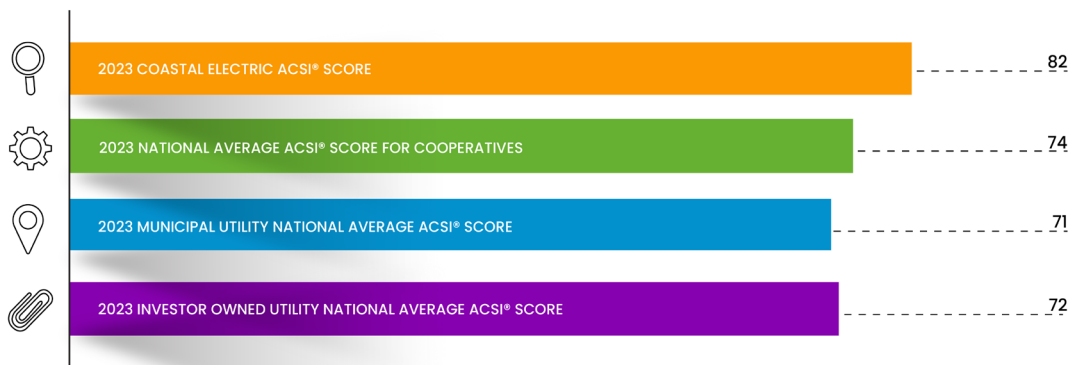
On behalf of our employees and board of trustees, thank you for being part of what makes this co-op special.

- MARK WALLING, CEO

*Results based on data provided by Coastal Electric Cooperative collected between Nov. 2, 2023, and Dec. 15, 2023. ACSI® did not regulate the survey administration or sample size. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC. For more information, please visit theacsi.org.

Our Top Priority MEMBER SATISFACTION

Thank you to our cooperative members for recognizing our hard work and ranking us among the best Co-ops across the country and in our state!



Coastal Electric Cooperative completed a member-wide customer satisfaction survey, where over 6,000 members were asked to participate. The member responses were sent to the American Customer Satisfaction Index (ACSI®), a company that measures customer satisfaction across multiple industries throughout the entire United States. For 2023, Coastal Electric Cooperative received an ACSI score of 82 out of a maximum score of 100. This is 8 points higher than the 2018 ACSI Score for Coastal Electric of 74, is higher than all publicly measured investor-owned utility scores, as well as 11 points higher than the municipal utilities score of 71 per the industry ratings in the 2023 ACSI Utility Sector Report. This score places Coastal Electric 8 points higher than the average cooperative utility score of 74. For more information, please visit www.theacsi.org.

Results based on data provided by Coastal Electric Cooperative, Inc., collected between October 25, 2023 - December 15, 2023. ACSI did not regulate the survey administration or sample size. ACSI is a registered trademark of the American Customer Satisfaction Index LLC.

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**UNCLAIMED CAPITAL CREDITS**

The individuals listed below have unclaimed capital credits of \$5 or more with Coastal Electric Cooperative. The last known address of these individuals is included.

If you or someone you know is listed here, please give us a call at 843-538-5700 to give updated information concerning these accounts and/or to have the check reissued.



	ADDRESS	CITY	STATE	ZIP	NAME	ADDRESS	CITY	STATE	ZIP	NAME	ADDRESS	CITY	STATE	ZIP	NAME	ADDRESS	CITY	STATE	ZIP
ACKERMAN DALLAS A	690 GREAT SWAMP RD	WALTERBORO	SC	29488	DANNER ANNA	1309 CLAY AVE	BRONX	NY	10456	HOLSCRAW JAMES M	P.O. BOX 703	ROUND O	SC	29474	MOORE WILLIE J SR	PO BOX 2194	WALTERBORO	SC	29488
ADAMS DAN H	1806 STONEVIEW CT	GROVE CITY	OH	43123	DANTZLER LYNN C	314 QUEEN LN	RUFFIN	SC	29475	HORN JOE	112 GRANDVIEW DR APT 114	SUMMERVILLE	SC	29483	MORRIS ANN I	3695 PRICES BRIDGE LN	WALTERBORO	SC	29488
ADAMS WILLIAM A	109 INWOOD DR	SUMMERVILLE	SC	29485	DAUGHERTY THECLA B	114 OPAL DRIVE	WALTERBORO	SC	29488	HUCKS JOHN	8624 AUGUSTA HWY	SMOAKS	SC	29481	MORRIS HAZEL	202 S WARELY ST	DARLINGTON	SC	29532
AICHELE SANDRA	2125 BOTANY BAY CT	NORTH CHARLESTON	SC	29418	DAVIS ROBERT E	54036 JERRA RD	CALLAHAN	FL	32011	HUDSON CHARLES M SR	397 AIRBOURNE LN	ORANGEBURG	SC	29115	MORRIS ROBERT J	16433 ROUND O RD	ROUND O	SC	29474
AIKEN JAMES E	PO BOX 446	YEMASSEE	SC	29945	DAVIS ANGELA E	210 HAYDEN ST	WALTERBORO	SC	29488	HUDSON KENNY	220 RENTZ DR	WALTERBORO	SC	29488	MUCKENFUS LINDA B	1767 REHOBOTH RD	COTTAGEVILLE	SC	29435
AIKEN WANDA G	101 CENTER ST	WALTERBORO	SC	29488	DAVIS JAMES	127 CHAMBLEE RD	WALTERBORO	SC	29488	MURDAUGH JIMMY	1276 COTTAGEVILLE HWY	WALTERBORO	SC	29488	SMOAK FAYE H	2027 CHAMBLEE RD	WALTERBORO	SC	29488
ALDERMAN THOMAS ESR	PO BOX 201	WALTERBORO	SC	29488	DAVIS JOSEPH M	2624 TEAKWOOD DR	HEPHZIBAH	GA	30815	HUGHES REBEKAH A	1208 JEDDAH WAY	ROUND O	SC	29474	SMOAK JAMES H	1005 WARREN ST	WALTERBORO	SC	29488
ALEXEY MORIKO H	#801 3-13-24 HIGASHINODA-CHO MIYAKO IMA-KU	OSAKA-SHI	OSAKA	5340024	DAVIS KENNY	8434 BURROWPIT RD	HOLLYWOOD	SC	29449	HULBERT HARRY M	250 CANE ST	WALTERBORO	SC	29488	SMOAK JOHN L	3144 BEACH RD	WALTERBORO	SC	29488
ALLEN DARLENE L	293 CAMINO MAGNIFICO	RIO RICO	AZ	85648	DAVIS RACHEL L	2602 GARRIS AVE	RUFFIN	SC	29475	HURST KATHY	123 OUR DREAM LN	WALTERBORO	SC	29488	SMOAK JOSH K	4806 SNIDERS HWY	WALTERBORO	SC	29488
ALSTON CATHY S	313 COLLETON LOOP	WALTERBORO	SC	29488	DAVIS WANDA W	1315 SUDBURY AVE	ROUND O	SC	29474	JACKSON BRANTLEY J	6900 RAVANA AVE SE	WAYNESBURG	OH	44688	SMOAK LUNE	4645 MOSELLE RD	ISLANDTON	SC	29929
ARNOLD ANNABELLE F	3923 ARKANSAS AVE	KENNER	LA	70065	DENNIS KATHY L	206 TURNER LN	ROUND O	SC	29474	JACKSON JOSEPH	280 MILLBERRY LN	COTTAGEVILLE	SC	29435	SMOAK WENDELL M	391 TIMBER BAY DR	COTTAGEVILLE	SC	29435
AVANT JON W	836 BRICK RD	WALTERBORO	SC	29488	DERRY LUIS M	225 WINTER CT	MONCKS CORNER	SC	29461	JACKSON WANDA B	205 HENDERSON ST	WALTERBORO	SC	29488	SMYLY RAYMOND A	1021 TABOR RD	RUFFIN	SC	29475
AVANT KAYE	1137 ULMER LAKE DR	WALTERBORO	SC	29488	DEWITT HUBERT	4976 CANE BRANCH RD	WALTERBORO	SC	29488	JAMES ROBERT W	333 DOVER BLUFF LN	WALTERBORO	SC	29488	SNIDER EVELYN	118 MYRTLE BEACH	WALTERBORO	SC	29488
AVANT MATT	265 SARATOGA LN	WALTERBORO	SC	29488	DODD MARY JO W	PO BOX 576	ROUND O	SC	29474	JAMISON HOYT	374 ALICE LN	ISLANDTON	SC	29929	SNOW MICHAEL	104 OVERHILL DR	WALTERBORO	SC	29488
B I CONSTRUCTION CO	7166 JACKSONBORO RD	ROUND O	SC	29474	DOWNEY JOHN P	601 CHURCHILL RD	WALTERBORO	SC	29488	JANSON MAYBELLE B	117 MALLARD ST	WALTERBORO	SC	29488	SONS/DAUGHTERS OF JOB	860 WESLEY GROVE RD	COTTAGEVILLE	SC	29435
BAILEY FRANCES B	1812 ACADEMY ROAD	WALTERBORO	SC	29488	DOYLE NELLIE	49 HEAVY FEATHER LN	COTTAGEVILLE	SC	29435	JANNEY JOANNE J	220 BEDON RD	WALTERBORO	SC	29488	SPELL LOUISE T	444 ACADEMY RD	WALTERBORO	SC	29488
BARKER ALLAN	433 WILLIAMS RD	RUFFIN	SC	29475	DRAIN CHARLIE	2319 DRAIN RD	SMOAKS	SC	29481	JEFFCOAT EDWARD L	309 PICARD DR	LADSON	SC	29456	SPIRES EDWARD E	101 RAYLAND CIRCLE	WALTERBORO	SC	29488
BARNES LEWIS	703 FIELD CREEK RD	RUFFIN	SC	29475	DRAWDY STACEY L	311 3RD ST	WALTERBORO	SC	29488	JENKINS DAISY	322 PATRIOT LN	RUFFIN	SC	29475	STAIR R G	12680 AUGUSTA HWY	WALTERBORO	SC	29488
BARR W L	70 JASON LN	ROUND O	SC	29474	DRIVER NORA H	PO BOX 2063	WALTERBORO	SC	29488	JENKINS DAVID	1044 SIZEMORE RD	SMOAKS	SC	29481	STANLEY MILTON E	515 STANLEY AVE	WALTERBORO	SC	29488
BARTLETT DOUGLAS W	712 BENTON FARM RD	WALTERBORO	SC	29488	DUBOISE RON	3242 BELLS HWY	WALTERBORO	SC	29488	JENKINS EARNESTIN	279 TOOMERS HILL LN	WALTERBORO	SC	29488	STEELEY WHEELER	114 BROTHER L EEE DR	WALTERBORO	SC	29488
BARTLETT CHARLES	1715 MAPLE RIDGE RD	WALTERBORO	SC	29488	EASTERLIN BEATRICE C	166 RUTH LN	WALTERBORO	SC	29488	JENKINS JARVIS	344 FEATHERBED RD	ROUND O	SC	29474	STEIN RAMONA M	127 SWEETBRIAR LN	WALTERBORO	SC	29488
BARTMAN CLARENCE	1510 CAROLINA CIR	WALTERBORO	SC	29488	EBERHARDT JAMES M	6508 LOW COUNTRY HWY	YEMASSEE	SC	29945	JENKINS NATHANIEL	1322 NATHANIEL LN	SMOAKS	SC	29481	STEPHENS DIANE	6 BEECH ST	N WHITE PLAINS	NY	10601
BARTOSH JOHN F	101 COVEY LN	SUMMERVILLE	SC	29485	EDWARDS DONOVAN	1767 DELIVERANCE RD	RUFFIN	SC	29475	JENKINS ODDA	7810 BUCKHEAD RD	SMOAKS	SC	29481	STEPHENS ELIZABETH F	484 VARNADOE RD	ISLANDTON	SC	29929
BAZZLE DANNY	651 SULLIVANS FERRY RD	COTTAGEVILLE	SC	29435	EDWARDS WANDA G	504 FOREST CIRCLE APT 321	WALTERBORO	SC	29488	JENNINGS BARRY	146 GULDFEORD DR	GOOSE CREEK	SC	29445	STEPHENS JERRY	121 PHOENIX CIR	SMOAKS	SC	29481
BAZZLE ERVIN W	140 S CHURCH ST SUITE B	HENDERSONVILLE	NC	28792	EVANS MICHAEL	1323 KOTH ST	WALTERBORO	SC	29488	JENNINGS PATRICIA A	217 DAGGER LN	ISLANDTON	SC	29929	STEPHENS MCNEIL	196 SPRING ROAD	WALTERBORO	SC	29488
BAZZLE MARGARET	105 CHESTNUT RD	WALTERBORO	SC	29488	FARRELL ELIZABETH	2198 BEACH RD	WALTERBORO	SC	29488	JOHNSON CAROLINE V	531 FREEMAN RD	TAZEWELL	TN	37879	STEPHENS PATRICE	711 RED ROOT RD	RUFFIN	SC	29475
BEACH SIDNEY	6150 MOUNT CARMEL RD	WALTERBORO	SC	29488	FARRELL MARGARET	4111 BELLS HWY	WALTERBORO	SC	29488	JOHNSON ELMER L	503 JESSIE LN	ROUND O	SC	29474	STEPHENS THELMA	703 MAPLE HOLLOW DR	SPARTANBURG	SC	29303
BELAMY SHIRLEY A	911 JEFFERSON DR	BEAUFORT	SC	29906	LEE WILLIAM G	303 CHAMBLEE RD	WALTERBORO	SC	29488	JOHNSON ESTELL	3491 MAPLE RIDGE RD	WALTERBORO	SC	29488	STEPHENS VARIE	680 RED ROOT RD	RUFFIN	SC	29475
BENNETT LEO	806 LOG CABIN LN	SMOAKS	SC	29481	FENNEL EDGAR S III	711 JEDDAH WAY	ROUND O	SC	29474	JOHNSON RICHARD A	110 WATER SHED CT	WALTERBORO	SC	29488	STEPHENSON RICHARD C JR	115 OLD WHISKEY RD SW	NEW ELLENTON	SC	29809
BENTON ALLEN D	404 WITSSELL ST APT 208	WALTERBORO	SC	29488	FERGUSON DIANNE	218 LIZAMA ST	BARRIGADA	GU	96913	JOHNSON WILBUR G	1727 HOUSTON ST	COLUMBIA	SC	29203	STEVENSON JOHN	3478 BELLS HWY	WALTERBORO	SC	29488
BENTON JAMES M	622 GATCH LN	COTTAGEVILLE	SC	29435	LEONS FLEONA	PO BOX 2354	LEXINGTON	SC	29071	JOHNSON BARBARA G	8952 AUGUSTA HWY	SMOAKS	SC	29481	STEWART JOHN L	1500 NOBLE AVE APT 5 D	BRONX	NY	10460
BENTON RICKY G	710 SCUFFLETOWN RD	RUFFIN	SC	29475	FLEETWOOD EARL D JR	1256 LYNCH CT	MT PLEASANT	SC	29464	JONES BARBARA G	8952 AUGUSTA HWY	SMOAKS	SC	29481	STEWART WILLIAM A	501 BURKE DR APT 421	HINESVILLE	GA	31313
BERRY MALINDA	113 GRAYSON ST	WALTERBORO	SC	29488	FLETCHER LONNIE SR	213 FENNEL LN	ROUND O	SC	29474	JONES CAROL R	518 SNIDERS HWY APT A 6	WALTERBORO	SC	29488	STILL BRANTLEY	43 LEISURE LN	GREEN POND	SC	29446
BISHOP MARY T	1334 FORKS RD	ISLANDTON	SC	29929	FLETCHER NANCY	1024 HOWELL AVE APT C 6	BROOKSVILLE	FL	34601	JONES ROSE JR	321 YORKSHIRE LN	SMOAKS	SC	29481	STRICKLAND JENNIFER L	952 NOTTINGHAM LAKES CT	CONWAY	SC	29526
BISHOP PAULA A	504 FOREST CR APT 112	WALTERBORO	SC	29488	FORD SHERMAN J	204 GRANT ST	WALTERBORO	SC	29488	JONES RUSSELL W	1296 MCLEOD RD	WALTERBORO	SC	29488	STRICKLAND KAREN L	2644 SEABROOK ISLAND RD	JOHNS ISLAND	SC	29455
BISHOP WAYNE	12554 SNIDERS HWY	ISLANDTON	SC	29929	FRALIN JOYCE	8072 BRICKHOUSE RD	EDISTO ISLAND	SC	29438	JONES SUSAN F	2602 GARRIS AVE	RUFFIN	SC	29475	STRICKLAND MARIE E	217 ILAS GROVE LN	BONNEAU	SC	29431
BLACK ELISE	40 DRAGONFLY LN	RUFFIN	SC	29475	FRASER CHARLES D	1362 YORKSHIRE LN	WALTERBORO	SC	29488	JONES VIVIAN	345 BUCKHEAD RD	SMOAKS	SC	29481	STRIMPLE CHARLES C	268 MOCKINGBIRD RD	SWANNANOVA	NC	28778
BLACK J R	6915 AUGUSTA HWY	SMOAKS	SC	29481	FRASIER LEE	PO BOX 203	JACKSONBORO	SC	29452	JORDAN ANNIE M	301 YORKSHIRE LN	SMOAKS	SC	29481	SULLIVAN RUSSELL C	5756 OAKHART DR	WADSWALL ISLAND	SC	29487
BLANDING BEVERLY	785 WINDROW DR	SUMTER	SC	29150	FRAZIER JAKE JR	677 HENRY ST													



ATTENTION: COLLETON COUNTY RESIDENTS

2024 Hurricane Evacuation Zone Changes

Colleton County Fire-Rescue's Emergency Management Division announces changes to Colleton's hurricane evacuation zones. Beginning this year (2024), Colleton County will have three hurricane evacuation zones.

- **Zone A** - Those living on Edisto Island and on Bennetts Point Rd (south of the Brickyard Bridge).
- **Zone B** - Those living between the CSX Railroad and Zone A including Wiggins and Jacksonboro/Ashepool/Green Pond/White Hall communities (south of CSX railroad).
- **Zone C** - Those living north of the CSX Railroad and south of Cottageville Hwy / east of Interstate 95 including southern portions of Walterboro and Cottageville (south of Cottageville Hwy), Hendersonville, Jacksonboro (north of CSX railroad), Jonesville, Neyles, Bonnie Doone, Ritter.

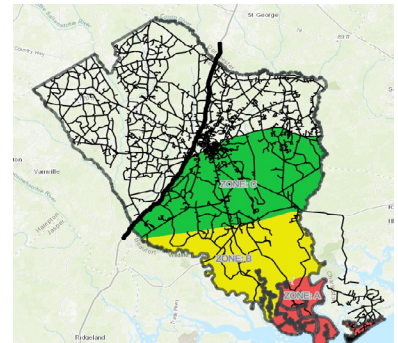
Colleton Road Signs Mark Zone Boundaries



Colleton Road Sign Post Covers Are Placed Within Zones



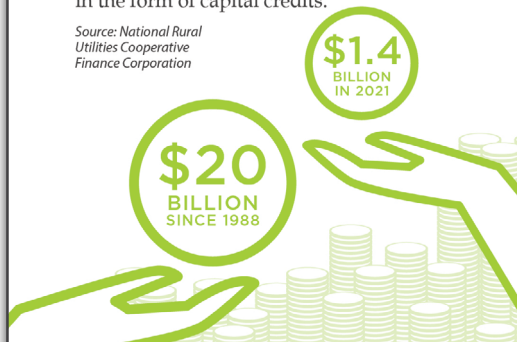
[www.colletonfire.com/
knowyourzone](http://www.colletonfire.com/knowyourzone)



Did You Know?

Electric cooperatives have retired \$20 billion to members since 1988 – \$1.4 billion in 2021 alone. Because electric co-ops operate at cost, any excess revenues (called margins) are allocated and retired to members in the form of capital credits.

Source: National Rural
Utilities Cooperative
Finance Corporation



ENERGY EFFICIENCY TIP OF THE MONTH

Did you know ceiling fans can help you save energy? Ceiling fans create a windchill effect on your skin to make you feel a few degrees cooler. Raise the thermostat a few degrees and turn on fans to reduce air conditioning costs.

Set fan blades to rotate counterclockwise during summer months and clockwise during winter months. Remember, ceiling fans cool people but don't actually lower the indoor temperature. Turn them off when you leave the room.

Source: energy.gov