

SANTEE COOPER'S OUTDOOR LIGHTING

FREQUENTLY ASKED QUESTIONS

1. How does Santee Cooper's Outdoor Lighting Program work?

Santee Cooper's Outdoor Lighting Program is a leased lighting program where customers or HOAs can sign an Outdoor Rental Lighting Agreement to lease LED lights and poles for initial contract terms of 7 years. The types of lights and poles that can be rented are featured in Santee Cooper's Outdoor Lighting Brochure, **Light the Night**. After a signed Outdoor Rental Lighting Agreement is submitted, a Santee Cooper linecrew installs the pole and rental light and maintains the lighting, including bulb, photocell, fixture, and pole replacement, standard maintenance, replacement due to vandalism, etc., Once the contract terms are met, the customer or HOA can continue to rent the fixture and pole on a month to month basis.

2. Is there an upfront installation cost?

No, there is no upfront installation cost to install a pole and light. The rental fee covers all associated costs.

3. If the fixture stops working, what should I do?

If the fixture or rental light stops working, please locate the yellow tag near the base of the fiberglass or aluminum pole that has a black L number on it (**L12345**), or a 5 or 6-digit number embossed on an oval aluminum pole tag midway up the pole, and call a Santee Cooper customer service representative at 1-(800) 804-7424 to report that the light is not working. Santee Cooper has a 3-day guarantee to repair the light, or you will receive a credit on your outdoor lighting bill.

4. What happens if I don't want Santee Cooper's rental light anymore? What do I do?

If a customer or HOA decides that they do not want Santee Cooper's outdoor lighting anymore, Santee Cooper will remove the light and pole with 30 days written notice. However, the customer will be responsible for the remaining contract terms, if the light is requested to be removed before the end of the 7-year term.

5. Does the 7-year contract imply a payback period?

No, the 7-year contract does not imply a payback period. It is based on debt service to recover costs to serve.

6. If the contract terms don't imply a payback, what exactly does the rental fee cover?

The rental fee has an initial contract term for either a 3, 5, or 7-year period, depending on what type of light was installed: 3 years for HPS (High Pressure Sodium) lighting, 5 years

MH (Metal-Halide) lighting, and 7 years for LED (Light Emitting Diode) lighting. The rental fee includes any types of repairs and maintenance, such as bulb, photocell, fixture, and pole replacement, as well as painting and vandalism. If a pole and fixture were hit by a vehicle, the rental fee covers the replacement costs of these materials.

Additionally, the rental fee covers the costs to serve, which includes all electrical infrastructure including generation, transmission, and distribution costs to provide power from our station directly to the outdoor lights. Santee Cooper maintains our outdoor lighting system and all the associated components, including wiring, fixtures, and poles.

7. How do monthly leases work?

Monthly lease/rental fees after the initial contract period are typically the same as leases or rentals for apartments or vehicles. There is a specified monthly amount paid for as long as you rent the light or as long as you rent the apartment or car. Rental lights are not set up as rent to own entities.

8. Who selects the lights for new residential subdivisions?

Developers typically select the type of lighting and poles that they want installed in their developments. After the subdivision infrastructure, such as roads and utilities, have been completed and paved, the developer typically turns over the roads to the County and the rental lighting to the HOA, and the HOA assumes the monthly payments with Santee Cooper.

9. What if I want to install my own outdoor lighting?

If you want to install your own outdoor lighting you can do so, provided each lighting location or group of lights on a circuit are metered. The HOA/POA can work directly with their electrician to run a dedicated circuit and install a meter base and protective device at the beginning of each lighting circuit. In accordance with the National Electric Code (NEC), Santee Cooper cannot allow unmetered power for facilities owned by the customer.

10. Has Santee Cooper looked at other utility programs in comparison to its program?

Yes, Santee Cooper has researched other utility programs and that research shows Santee Cooper has some of the most competitive pricing and contract term lengths of any utility.

Santee Cooper invites Homeowners Association (HOAs) groups to provide information on any programs offered by other utilities that are attractive to them in order for Santee Cooper to consider attributes of those programs that the HOAs like.