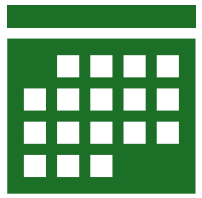
Summary of Public Comments

2027 and 2028 Retail Rate Adjustment Process

August 2026

Rate Study Process Update

On May 1, 2026, the Board established a process and schedule for public comments and directed management to provide notice of the Proposed Rates to customers.



From May 1, 2026 through July 30, 2026, Santee Cooper management received written comments, met with customers, and held public comment meetings to solicit feedback on the proposed rates.

The presentation today provides a summary of the written comments and Santee Cooper's process to date. Management is not providing recommendations today based on comments received.

Retail Rate Adjustment – Transparency

17 Files in Initial Upload

The initial set of files provided to customers included the management report, a working rate development model, and the full financial forecast.

Responded to 303 Written Comments

Provided responses to all customer comments received, typically within one week. Responses to Industrial comments and the Department of Consumer Affairs are included in the Board materials.

Answered 175 Questions and Provided 568 Documents

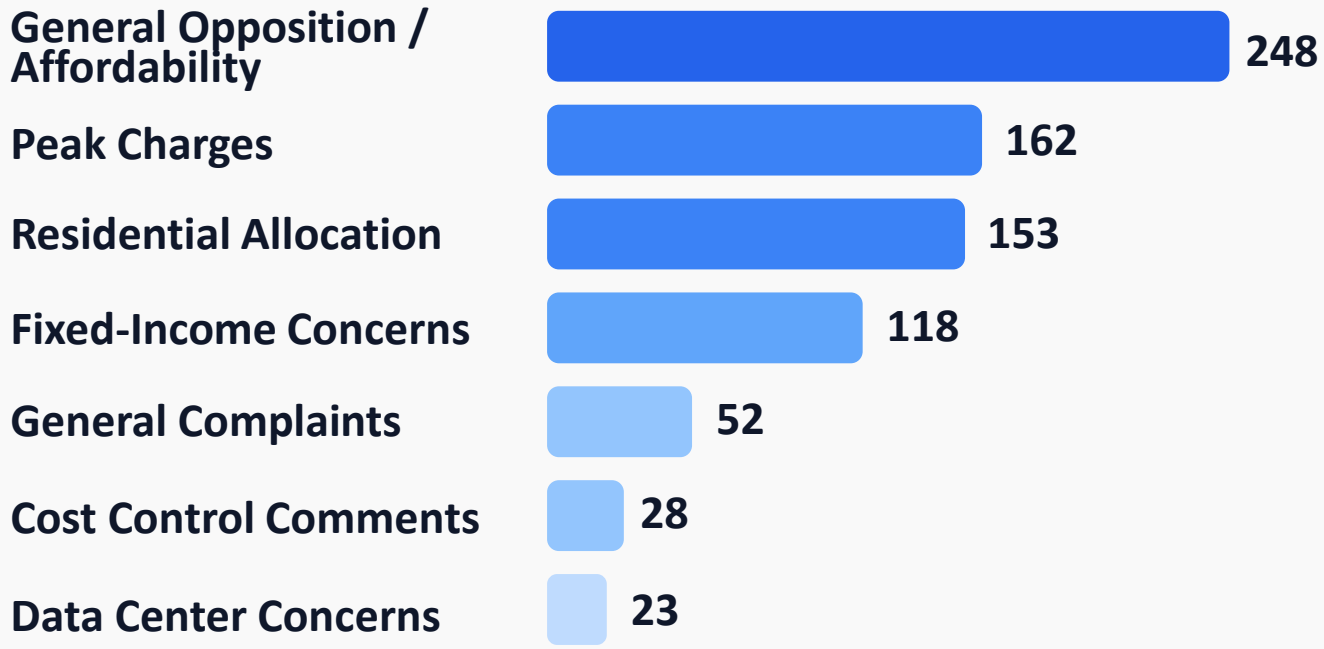
Provided detailed responses and backup to the Office of Regulatory Staff, the Department of Consumer Affairs, Industrial customers, and other customers.

3 Public Comment Meetings

Management and members of the Board held 3 public comment meetings to hear directly from customers. 14 customers spoke.

Retail Rate Adjustment – Public Comments

Key Themes from Public Comments



Positive Highlight

17 Mentions

Balance Demand Billing / Average Demand: Customers complimented the shift from a single highest-hour charge to averaging top peak periods, viewing it as a fairer metric.

Notable Comments

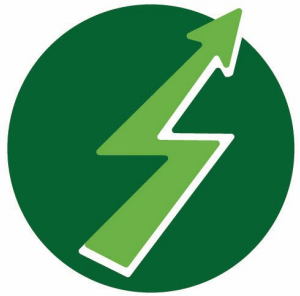
24 Mentions

Peak Charges During Family Time: Customers pointed out that some utilities exclude weekends and holidays from peak periods due to lower customer demand during those times.

Thank you

ALWAYS DELIVER

TAKE THE LEAD



POWER WHAT'S NEXT