

## Santee Cooper Rates | Stakeholder Meeting #1

*This Q&A Summary documents the questions and comments that were asked, and the responses that were provided in the Q&A window during the stakeholder meeting. The questions and written answers are generated by the Zoom platform. The live answers are transcribed from the recording and are an attempt to capture each as closely as possible, as they were recorded. All live answers have been edited for readability and may have been reordered to connect conversations. [Square brackets] are used to identify post-meeting ammendments or restated questions and material references if and as required.*

### Question Details

| # | Question, Follow-on Question, Comment or Input                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Asked By       | Reponse Type by Whom         | Responses                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| 1 | Anyone else getting occassional garbled audio from Stuart?                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Dennis Boyd    | written by<br>Peter Claghorn | Yes - We have informed Stewart of that - Thanks Dennis                                                                                                                                                                                                                                                                                                                                                                        |
| 2 | Stewart's audio is choppy and laggy for me                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Jake Duncan    | written by<br>Peter Claghorn | Thanks Jake - Stewart is trying to work on that                                                                                                                                                                                                                                                                                                                                                                               |
| 3 | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Jeffry Pollock | written by<br>Peter Claghorn | Thanks!                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 4 | Why are the additional fees (outside normal electrical usage) so high? I only go to my condo several times a year and my bill is over \$45 without using the electricity (other than the AC set at 78 degrees) to avoid humidity bc its 2 blocks from the beach?<br><br>Also, when there is an outage, why is it that the company which is well aware of the outages does not automatically give customers affected an automatic discount? Why must the customer contact the company directly if they are well aware of the outages? | Maria Morais   | written by<br>Jack Grooms    | Thank you for your question. Santee Cooper charges a \$20 monthly customer charge which helps cover the cost of maintaining the grid -- things like power lines, substations, and customer service -- that are necessary whether you use a little electricity or a lot. As for outages, we work to restore power as quickly as possible. During an outage, no energy is consumed or metered, so we do not typically discount. |
|   | It's not just a monthly \$20 fee... why not show us the breakdown of all the fees that are attached on each bill and actually explain each fee?                                                                                                                                                                                                                                                                                                                                                                                      | Maria Morais   | written by<br>Jack Grooms    | That's a great question, and we'll cover the bill breakdown later in this presentation. You can also see the details on your monthly bill, and the full tariff is available anytime at <a href="http://www.santeecooper.com/rates/">www.santeecooper.com/rates/</a>                                                                                                                                                           |

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| 5 | What specifically has happened over the last year that has caused my commercial bill to more than double over the last four months. We're talking \$8000 per month before April to over \$20000 per month in the last 2 months. | Christina Stanfill | written by<br>Devin Ritter    | Thank you for your question. Please contact customer service at <a href="mailto:customercare@santeecooper.com">customercare@santeecooper.com</a> for specific account questions.<br><br>We will also forward your inquiry to our customer care team.                                                 |
| 6 | I'd like to know more about the Recovery fee we are now being charged. It seems to change based on my usage.                                                                                                                    | Terri Cronan       | written by<br>Kristin Bennett | Thanks for your question. Our Deferred Cost Recovery Rider is designed to recover court approved deferred cost that were incurred during the 2020 to 2024 rate freeze. These costs are recovered from customers on a per kWh basis.                                                                  |
|   | the recovery fee is getting their money back for the lawsuit that they won and going back and re charging the customers for the money they lost                                                                                 | Lisa Phillips      |                               |                                                                                                                                                                                                                                                                                                      |
| 7 | What is the company doing to keep rates down for customers bc I've never seen any incentive to decrease rates... only see increased rates year after year?!                                                                     | Maria Morais       | written by<br>Jack Grooms     | Maria, we work hard to keep rates affordable by managing costs, investing in efficient generation, and offering programs to help customers use less energy. The 2025 adjustment was our first increase since 2017, and even with that, our rate increases have remained below the rate of inflation. |
|   | The question is... have you ever seen a decrease or provided incentives to decrease the cost to the customer? No!                                                                                                               | Maria Morais       | written by<br>Jack Grooms     | We help customers lower costs by offering rebates, promoting energy efficiency, and passing fuel costs directly through—so when those costs go down, bills go down too.                                                                                                                              |
|   | not fair at all for peak and not peak people work during off peak and on peak is when most people do laundry ect                                                                                                                | Lisa Phillips      |                               |                                                                                                                                                                                                                                                                                                      |
|   | rebates are a joke                                                                                                                                                                                                              | Lisa Phillips      |                               |                                                                                                                                                                                                                                                                                                      |
| 8 | Will the billing ever show the number of "degree days" on the bill? It could help when someone is trying to compare from month to month or year to year. This was always on my electric bill when I lived in the northeast.     | Karen White        | written by<br>John Calhoun    | Thank you for your suggestion, we will consider adding this to the bill statement.                                                                                                                                                                                                                   |

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| 9  | Why do you need "PEAK POWER" fees? It's unfair to people who have All-Electric Homes.                                                                                                                                                                                                                                                                                                                            | Peter Eisenberg | written by<br>Kristin Bennett | Santee Cooper charges a demand charge, or "Peak Power" fee of \$8 dollars per kW. This charge is designed to collect fixed costs from the customers that most utilize the system during peak hours when the system is at its most stressed. We have a 3 hour summer demand window from 3pm-6pm April through October and a 3 hour non-summer demand window from 6am-9am November through March. Please see <a href="https://www.santeecooper.com/residential/defeat-the-peak/">https://www.santeecooper.com/residential/defeat-the-peak/</a> for tips for reducing your usage during peak hours. |
| 10 | Let's be honest here... companies only focus on their bottom line profit... but never focus on a customer incentive to help lessen the burden. Why you ask? Good question... it's because there is a monopoly and the customers hands are tied!                                                                                                                                                                  | Maria Morais    | written by<br>Devin Ritter    | We understand that many costs these days are increasing. Unlike Investor Owned Utilities, Santee Cooper is a not-for-profit utility with no shareholders. Our only focus is customers. Our 2025 rate increase was the first base rate increase since 2017, and we now offer a peak demand rate that allows customers to shift their usage and reduce their bills.                                                                                                                                                                                                                                |
|    | I don't agree with using the term "offer". This implies that people have a choice. Given the peak time hours that have been chosen, doesn't give people a choice. They are most impactful during the time of year when the weather is at its worst year after year. Therefore, you are 'forcing' people to shift in order to try and make their bill manageable. If it was truly an 'offer', most would decline. | Terri Cronan    | written by<br>Devin Ritter    | Thank you for your input.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|    | it is not a choice it's a demand, it is a profit for Santee Cooper                                                                                                                                                                                                                                                                                                                                               | Lisa Phillips   | written by<br>Devin Ritter    | Santee Cooper does not generate a profit. Every dollar collected from customers is used to generate electricity or invest in our system.                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 11 | If you are trying to get customers to use less power during peak periods, why do you use a system which does not do so. The current system does not reward customers for using less power during peak hours if they do so most days, but then use more occasionally. Why not just charge a higher rate for all peak usage hours?                                                                                 | Michael Leonard | written by<br>John Calhoun    | Thank you Michael for your recommendation and question. The RT-25 Time of Use Rate address and support your suggestion and will be discussed later in the presentation                                                                                                                                                                                                                                                                                                                                                                                                                           |

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| 12 | "PEAK CHARGES" are an exorbitant penalty charge that the customer has minimal control to reduce without major changes to their life style.                                                                                                                                                                                                                                                                                                                                                                                                      | Peter Eisenberg  | written by<br>Kristin Bennett | Please see our response above.                                                                                                                      |
|    | I'm familiar with "PEAK CHARGES" . For example, we delay cooking with our electric stove until after 6:00pm during the Summer PEAK. But turning off our A/C - Heat Pump is bad for the equipment and not recommended.                                                                                                                                                                                                                                                                                                                           | Peter Eisenberg  | written by<br>Kristin Bennett | Thank you for your input.                                                                                                                           |
| 13 | Thank you for having this call. I appreciate your service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Christine Murphy | written by<br>Devin Ritter    | Thank you for your interest and participation!                                                                                                      |
| 14 | The demand rate should be against the law! I wish we had another electric company to choose for service, electricity is becoming non affordable                                                                                                                                                                                                                                                                                                                                                                                                 | Lisa Phillips    | written by<br>Devin Ritter    | Thank you for your input.                                                                                                                           |
|    | I agree with you Lisa.. that is the main problem in SC and other states unfortunately. They monopolize this market and we are slaves to them. In the Northeast we had several options to choose from which allows more of a free market.. they need to do this through our country. We actually could have had free electricity based on Nikola Tesla’s findings... but the “system” did not allow this! Why give humanity free anything??? oh no... we can’t do that bc we need to make profits! It’s all a big SCAM! Come Lord Jesus Come!!!! | Maria Morais     |                               |                                                                                                                                                     |
|    | I agree, we are prisoners to this company, should totally be against the law                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Lisa Phillips    |                               |                                                                                                                                                     |
|    | Customers should sue Santee Cooper for this unlawful demand rate charge! Class action lawsuit                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Lisa Phillips    |                               |                                                                                                                                                     |
|    | ask about stacking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Phillip Davis    | written by<br>Devin Ritter    | Philip, can you clarify what you mean by "stacking?"                                                                                                |
| 15 | This has nothing to do with this meeting, but why doesn't Santee Cooper allow two individuals to be on the account?                                                                                                                                                                                                                                                                                                                                                                                                                             | Karen White      | written by<br>Devin Ritter    | Please contact customer service at <a href="mailto:customercare@santeecooper.com">customercare@santeecooper.com</a> for specific account questions. |

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| 16 | i guess having dinner and having the lights as well as the a/c on when kids are home from school are out the window                                                                                                                                                                                              | Gerald Antonacci | written by<br>Devin Ritter                                   | Please visit <a href="https://www.santeecooper.com/residential/defeat-the-peak/">https://www.santeecooper.com/residential/defeat-the-peak/</a> for tips on how to reduce your demand during peak hours.                                                                                                                                                                                                                                              |
| 17 | I see KB's comment about "peak power fees" but it doesn't answer Peter's question. Yes it collects from those who "most" use power during peak demand. However, why initiate this pricing structure to begin with? What system was in place a year ago, 5 years ago? 10? why didn't that pricing structure work? | Dennis Wajda     | written by<br>Devin Ritter                                   | Santee Cooper introduced these demand charges in 2025 because growth in both Santee Cooper's system and neighboring systems have decreased excess capacity available during peak hours. Encouraging customers to move their usage outside the peak windows allows Santee Cooper to avoid or postpone building new generating resources - reducing costs for all. The demand rate also allows individual customers more control over their own bills. |
| 18 | what is the summer demand rate for the 90 hours for the month?                                                                                                                                                                                                                                                   | Twila Becker     | written by<br>Devin Ritter                                   | \$8.00 per kilowatt for the single highest usage hour.                                                                                                                                                                                                                                                                                                                                                                                               |
| 19 | How is the peak hour kW calculated: Is it a rolling 1 minute use for 60 minutes in the entire 3 to 6 period. Or is it a rolling 30 minute use in the entire 3 to 6 time period.                                                                                                                                  | Stanley Solak    | written by<br>Devin Ritter                                   | The 60 minute interval begins and ends on the hour - it is not measured on a rolling basis.                                                                                                                                                                                                                                                                                                                                                          |
| 20 | Devin, so it is the one hour use from 3 to 4 or 4 to 5 or 5 to 6?                                                                                                                                                                                                                                                | Stanley Solak    | written by<br>Devin Ritter                                   | The one hour could be any of those three intervals. Your usage is measured for each of the hours and your bill will reflect the highest usage.                                                                                                                                                                                                                                                                                                       |
| 21 | My average bill is 400.00 to 500.00 a month ??? where did you get the average bill rate from?                                                                                                                                                                                                                    | Lisa Phillips    | written by<br>John Calhoun                                   | Thank Lisa for your inquiry about average bill rate. The average monthly bill rate is based 1,000 kWh and a demand of 5.1 kW, which is based on our average residential customer on our system.                                                                                                                                                                                                                                                      |
| 22 | people have been led to believe that lowering your use during the demand period will lower your bill. then when the 6pm hour hits , everybody cooks , wash /dry clothes. and lowers HVAC temps , and you get hit anyway for the \$30 because the peak demand is any time period , not 3-6. shame, shame !        | Phillip Davis    | written by<br>Devin Ritter<br><br>written by<br>Devin Ritter | The peak charge only applies to the peak windows. Usage after 6 pm during the summer month does not impact the peak demand charge.<br><br>Philip, please reach out to customer care team at <a href="mailto:customercare@santeecooper.com">customercare@santeecooper.com</a> for specific account questions.                                                                                                                                         |
| 23 | Is that for the entire 90 hours or just that one hour                                                                                                                                                                                                                                                            | Twila Becker     | written by<br>Devin Ritter                                   | The peak demand charge is assessed based on the single highest hour usage during the 90 peak hours per month.                                                                                                                                                                                                                                                                                                                                        |

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|    | you should take a long hard look at my bill (404 backwater ct) and then call me and explain what the heck is going on. we don't conserve all week and then go nuts for one hour.                                                                                                                                                                                                                                                                  | Phillip Davis      |                               |                                                                                                                                                                                                     |
| 24 | This is a punitive "gotcha" rate scheme. I've lowered my peak usage across the board, but a house guest runs a single load of laundry during a single peak hour, and GOTCHA - I get a \$30 peak rate charge. Why not just charge a slightly higher rate for all peak hours?                                                                                                                                                                       | Edward Christovich | written by<br>Kristin Bennett | We do offer a time of use rate that with a higher energy rate during all peak hours, the RT-25. This rate does not have a demand charge, but it does have a higher energy charge during peak hours. |
|    | Are you implying that customers have a choice in their rate structure? How does one see these options?                                                                                                                                                                                                                                                                                                                                            | Edward Christovich | written by<br>Vicky Budreau   | Please contact our Customer Service team. 800-804-7424<br><br>customercare@santeecooper.com                                                                                                         |
| 25 | This is a joke! I'm not wasting my time anylonger bc Santee Cooper will not be transparent with the "additional" fees and most certainly will not answer our KEY questions. It's status quo... use fancy words without any depth to fully explain our concerns. They don't have the customer in mind my friends... they are giving us a "song and dance". Have a great day and remember this...without the Customer... there is no Company! AMEN! | Maria Morais       | written by<br>Peter Claghorn  | Thanks for your perspective Maria                                                                                                                                                                   |
| 26 | Devin, I really thought it was the highest 60 minute use calculated by adding up each contiguous 30 minute usage. That is it could be the 60 minutue use from 3:30 to 4:30                                                                                                                                                                                                                                                                        | Stanley Solak      | written by<br>Devin Ritter    | That is incorrect, we measure beginning and ending on the hour for the peak demand charge.                                                                                                          |
| 27 | I have a gas water heaters and gas for cooking and my electric bill is still over 400 dollars a month !!!!                                                                                                                                                                                                                                                                                                                                        | Lisa Phillips      |                               |                                                                                                                                                                                                     |
|    | Dang, thats crazy.                                                                                                                                                                                                                                                                                                                                                                                                                                | Jackie McMillian   |                               |                                                                                                                                                                                                     |
|    | crazy!! makes no sense whatsoever                                                                                                                                                                                                                                                                                                                                                                                                                 | Lisa Phillips      |                               |                                                                                                                                                                                                     |
|    | Michael Lenard is right on target. You need to eliminate PEAK PERIODS!!!                                                                                                                                                                                                                                                                                                                                                                          | Peter Eisenberg    |                               |                                                                                                                                                                                                     |
|    | absolutely this needs to be addressed, this is nothing but BS                                                                                                                                                                                                                                                                                                                                                                                     | Lisa Phillips      | written by<br>Devin Ritter    | We appreciate your input, and we will have customer care reach out to discuss your bill.                                                                                                            |

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| RH | <p>I think the education that you provided was very misleading. The method that you're using, the one hour sampling, is very inaccurate and counter productive to achieving the goal. When you came out with this, I thought, great, we'll just, you know, purposely not use appliances and turn the air conditioning up, temperature up and so forth to save money by not using it during those periods. It sounded great, except that life happens, and you can't do something like that every single day of the month. Things have come up, and this is not our biggest priority in life. My wife has a Mahjong game that she plays twice a week, and it rotates houses, so she can't ask her guests to sweat the couple of times a week that it's her turn to host it. So the air conditioner has to be turned to a comfortable temperature. And you know, the flaw with the system is that the one hour is really not indicative of what you do the rest of the month. If you want to encourage people to not use energy during that period, just charge them a higher rate per kilowatt hour that they use during that period, so that if somebody is able to lessen their use 30 days out of the year, they don't get charged as if they had been using the peak, you know, 31 days, which is what's happening now. We basically are stuck. If one day you mess up and use more energy during the peak period, you get charged as if you were doing it every single day.</p> <p>So the net result is, once we understood what was happening, we realized that it did not make any difference what we did most days, because the highest day was going to get us in the end. So we don't even make an effort anymore, because it does not help our rate. They the system just does not make any sense. And as people get to understand what's happening, you're going to find, I think, that there's less and less success out of this program. Your initial success was because people like me, and based on the education that we received from you, thought, Oh, if we use less power during those hours, we will have a lower rate. Well, that's not true. You have to use it every single day of the month during the peak period, or it doesn't matter that you've made all this effort to lower your consumption then.</p> | Michael Leonard | live by<br>Mike Smith | <p>First, Mr. Leonard, let me say that I'm... It's awful that that's happening and that you're not able to move during that time. I understand that that's got to be frustrating for you and I can certainly appreciate that, that it's difficult for you and your wife and your situation we have seen from other folks that that they have been able to move and and I'm certain that that doesn't make you any happier. But some folks have what we really tried to do with the rate was not make it so that people would be overly penalized, but that people would actually pay for the cost that they're actually incurring on the system and and across the peak especially, that's when a lot of those costs are measured from an allocation perspective, and so that's why that period is so important to us. And it's unfortunate that aligns with your lifestyle, and that's awful, but I understand why you would be frustrated, and I hope there's some way, and I believe there is some way that, that our folks could help you save something. I'm sure that a customer service agent or an energy advisor, if you'd give them the opportunity to come and talk to you about your appliances and what's happening, I'm sure that we could provide some benefit to you in some way, shape or form, from this demand rate, I'd appreciate if you give us that opportunity.</p> |
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|  | Why can't you charge just on the basis of how much is used during the peak period?                                                                                                                                                                      | Michael Leonard | live by<br>Mike Smith     | Well, sir, we could. But with this rate design, what we're doing is we're trying to target peak periods that that we knew were going to be of the highest cost and from a demand perspective, we wanted to ensure that our customers minimize demand during that time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|  | That's the obvious way to do it is to just charge a higher rate per kilowatt hour during the peak periods, uniform that if somebody cuts back 30 days out of the 31 day month, they see, you know, a big lowering of their bill.                        | Michael Leonard | live by<br>Mike Smith     | Yeah, Sir, there's, there's always a peak hour that that's very important to us, and that's what we're trying to avoid.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|  | Well, there's three hours every day, so just measure during those days and charge at a higher rate. Not just take one hour that you've sampled, you know, looking for the highest one hour, and then charge as if the person were doing that every day. | Michael Leonard | live by<br>Mike Smith     | Well, a good way to think about it, Mr. Leonard, is the entire system is effectively designed around one hour. If you think about it, we've got to be able to provide electricity for the highest peak hour for all of our customers. And so because of that, the one hour concept is something that we didn't just invent to certainly penalize folks, and that's not our intent. The key is to ensure that that one hour is covered. And so we're doing all that we can to ensure that we can minimize total system demand in that one hour, because we've got to provide, regardless of the state, we've got to provide that one hour of demand, which is always our peak. And so we're trying to minimize the demand during that one hour. That's the key. And so sir, again, we're not, we're certainly not trying to be punitive. We're just trying to make sure that that one hour is covered, so that total cost can be minimized for every single customer. |
|  | If you were to average that one hour, do it every day, take a sample, which I think you're doing anyway, and then do the average, not the highest, because the highest does not reflect what's really happening. It's a very inaccurate measurement.    | Michael Leonard | live by<br>Mike Smith     | Well, Mr. Leonard, I can tell you what we are doing is we're evaluating this rate as we go along. You'll see a presentation I believe, in the next several months, to our board of directors on the rate and what's happened, and what we've seen and and how the rates applied and and we're evaluating all the time. So, sir, I                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|  |                                                                                                                                                                                                                                                         |                 | live by<br>Stewart Ramsay | I think your input is, is good, Mr. Leonard, I know that Mike and his team are going to be looking at, you know, the current structure and what else needs to be done. So that's good, that's good input.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |



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|    | I hope somebody will consider changing the method.                                                                                                                                                                                                                                                                                                                                                              | Michael Leonard  | live by<br>Mike Smith         | Yes, sir, Mr. Leonard, we have that information. We have it from you, and we appreciate it. Thank you. And we are evaluating.                                                                                                                                                                                        |
| 28 | What about customers that use only electricity for lights and AC, and gas for everything else? How do you rebate customers with gas?                                                                                                                                                                                                                                                                            | Lisa Phillips    | written by<br>Jack Grooms     | Even if you use gas for heating, cooking, or water heating, you can still benefit from our energy efficiency rebates. Provided is a link to our various programs and how to apply.<br><a href="http://www.santeecooper.com/programs-incentives/empowerhome">www.santeecooper.com/programs-incentives/empowerhome</a> |
|    | Jack, how much is your average electric bill?                                                                                                                                                                                                                                                                                                                                                                   | Lisa Phillips    |                               |                                                                                                                                                                                                                                                                                                                      |
| 29 | If Santee Cooper is non profit how do you pay for employee raises? Im pretty sure the top boss make alot more money than I do, and certainly pays a lower light bill.                                                                                                                                                                                                                                           | Jackie McMillian | written by<br>Devin Ritter    | Payroll is an expense for every utility, and Santee Cooper incorporates that into our rate setting process. Santee Cooper does not have shareholders and does not pay our profits to investors.                                                                                                                      |
|    | Yeah but employee's especially department heads get big raises                                                                                                                                                                                                                                                                                                                                                  | Jackie McMillian |                               |                                                                                                                                                                                                                                                                                                                      |
| 30 | Would the time of use rate work better for some of the people who cannot hit every hour?                                                                                                                                                                                                                                                                                                                        | Dennis Boyd      | written by<br>Devin Ritter    | That is an option that may work for some folks.                                                                                                                                                                                                                                                                      |
| 31 | Can Santee Cooper comment on how common residential demand charges are across the country? It is my understanding that almost no utilities have this rate design for residential customer. While it is common for commercial and industrial customers, they frequently have the ability to respond to demand charges while residential customers generally do not (as communicated by many people on this call) | Jake Duncan      | written by<br>Kristin Bennett | We can't say how common demand charges are across the country. However, in the three counties we serve directly, there are currently two other utilities with demand charges.                                                                                                                                        |

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| RH | I have actually two questions. I put my bill on budget billing about a year ago, just around the time this process became activated, and I can't tell for what my what I'm paying for if I my change in habits has fixed anything or everything stayed the same for two reasons. I don't receive a bill. My bill in the mail. My bill comes via email and it only says, "pay it". I don't know exactly how to access the actual usage information. One from the email. That's one question, and the how to dig into that Bill and find out what I'm using because I'm on budget billing. Then also, I would like to put a timer on my water heater and also on the thermostat to adjust for these peak times. And I don't know how to access those two options. That's my two questions. | Holly Temple | live by<br>Mike Smith | <p>Yeah, no, very good. And I appreciate you asking those, because those are the questions I am sure a lot of other people on this call have. Let's start with the amount of usage that you have, and what your demand looks like, and all of those other good things. I am completely sure, as I stated to Mr. Leonard, that their energy advisors and customer service agents who would be glad to help you through that information and help you understand it, that would be a very simple thing for them to do. They would be more than happy to walk you through because with budget billing, you're somewhat insulated from anything that's happening with your bill on a monthly basis, because you have a flat number that's based on your previous year's usage. So well, it would be difficult to understand.</p> <p>Okay, yeah, I get it. We would be more than happy to reach out to you and help. I believe we have your contact information because of this registration process. Is that right? Stewart, we should? So Ms. Temple, we will reach out to you and help you understand what your bill looks like and work through that. Okay, very good.</p> <p>The second question actually has the same answer. We'd be more than happy to help you get in touch with folks who could walk you through the process of getting some type of water heater timer installed or or maybe some type of smart thermostat that would help you.</p> |
|    | I think I have a smart thermostat. I'm just not smart enough to make it work, I think, at this point.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Holly Temple | live by<br>Mike Smith | I think we'd be happy to help you program that. Okay, great. The best we possibly could to help you through that, the more that customers know about these tools that we can use, the better off we're love to help you walk through.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|    | I really, I know this isn't an easy process for any of us, but I do believe it's very valuable and worth it. So thank you.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Holly Temple | live by<br>Mike Smith | Thank you. I appreciate your comments, and we will get in touch with you. Someone will be in touch in the next seven days.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|    | Thank you, I appreciate that.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Holly Temple |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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| 32 | Does Santee Cooper talk to developers before they enter an area and build developments since peak pricing seems to be a capacity issue? (in other words, why are current customers being penalized for increased demand on the grid?) | Dennis Wajda  | written by<br>Devin Ritter   | Santee Cooper does communicate with developers. However, there are many factors outside of new construction that contribute to capacity constraints.                                    |
| 33 | A few months ago you sent me an email that you were offering some smart thermostats for sale thru Santee Cooper but I wasn't able to get one then. Is there any way I can get one now?                                                | Twila Becker  | written by<br>Jack Grooms    | Hey Twila, yes we are still offering them on the website provided. <a href="http://www.santeecoopermarketplace.com">www.santeecoopermarketplace.com</a>                                 |
| 34 | great presentation Mike!                                                                                                                                                                                                              | Dennis Wajda  | written by<br>Devin Ritter   | Thanks Dennis!                                                                                                                                                                          |
| 35 | Your rates are not competitive rates since you are the only company                                                                                                                                                                   | Lisa Phillips | written by<br>Devin Ritter   | We appreciate your perspective. When we refer to our rates as competitive, we typically benchmark our rates compared to other utilities in South Carolina.                              |
| 36 | Thank you                                                                                                                                                                                                                             | Twila Becker  | written by<br>Yvette Smith   | Thanks for joining us Twila!                                                                                                                                                            |
| 37 | I would love to get that technical group but will be out of the country on Nov 5th. I did cost of service studies for 26 years for electric utilities                                                                                 | Stanley Solak | written by<br>Stewart Ramsay | Thanks for your interest in the Technical Group Stanley - we will make sure that you are informed about the group as it forms up and see if we can get you connected in later sessions. |

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| RH | Okay, there's been discussion about the peak periods, and I've worked with all your people. I've adjusted the way we do things in our house. I've had a hot water heater timer on for 20 years, ever since you took the original one off when I built my house. But there are some things I can't do, or that aren't recommended, and one of them is adjusting the heat pumps and air conditioning. Now, during the summer, we've adjusted the cooling a little during peak periods, which doesn't make much of a difference. My biggest concern, and I haven't come to the winter peak period yet, but the heat pumps do have electric heaters when it gets really cold. There's nothing we can do about that to reduce the electricity during the winter peak periods, and we're going to get hammered with a large Peak charge at that time. And I think that's unfair to all customers who have all-electric homes, and I think there needs to be another way to adjust your electricity to recover your costs and not penalize us. So that's my comment and concern. | Peter Eisenberg | live by<br>Mike Smith | Mr. Eisenberg, I appreciate the comment, and I understand. I do recognize that with resistive heat, which is typically what's used when it gets really cold, with a heat pump, that certainly that's going to have a high kW load, and that's going to be a difficult situation for you. And I definitely understand that. I hear that there are two things I'd recommend. The first is, and Mr. Leonard, I apologize to you because I didn't recommend this to you, but I should have there are alternatives. We have given you the opportunity to switch. If you'd like to be off of the demand rate, you can shift over to the time of use rate. Now, again, same peak periods, and that's an option. And so if you want to, you can be removed from the demand rate and moved over to the time of use rate. That's a possibility. |
|    | Nobody has explained to me that and, or what the options are and what the difference is. And I've been to the meetings, and I've expressed my concerns, and you know, other than, you know, turn off the air conditioning or heat pumps, we're not used to clothes dryers, which we don't do, you know, between three and six. You know, during the summer, nobody's given me reasonable alternatives. And I've talked to all your people, I've sent comments, and they say, you know, they've given me the list of, you know, what my dryer would be if I used it, you know, I don't turn on the dryer. Let's say we use it at seven or eight o'clock at night. My dishwasher does not work when we turn off the electric hot water heater in the dishwasher. You know, my hot water heater only runs, you know, after 6pm and before 6am in the morning, doesn't run during the day at all. But you know, there are some things I can't do, and no one's given me a reasonable alternative.                                                                             | Peter Eisenberg | live by<br>Mike Smith | Yes, sir, I hear that, and and that's difficult, and I understand that it has to be difficult. I would recommend that the time of use rates or that could be a benefit for you. And I know that there are people at Santee Cooper who would love to help you through that process.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

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|    | Nobody has explained to me that and, or what the options are and what the difference is. And I've been to the meetings, and I've expressed my concerns, and you know, other than, you know, turn off the air conditioning or heat pumps, we're not used to clot                                                                                                                                                                                                                                                                                                                                                                                                                 | Peter Eisenberg | live by<br>Stewart Ramsay  | Mike, your your folks have the ability to take mister Eisenberg's previous usage and and show him what it would what his bill would have been if he moved to the time of use rate. Right? So it's not critical. It's here's here's what the differences are, and here's the actions that you'd want to take under that so you'll have somebody contact him. |
|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                 | live by<br>Mike Smith      | Yes, yes we will                                                                                                                                                                                                                                                                                                                                            |
|    | Thank you Mike.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Peter Eisenberg | live by<br>Mike Smith      | Yes, sir, Mr. Eisenberg, we'll look forward to speaking with you.                                                                                                                                                                                                                                                                                           |
| 38 | If Santee Cooper has no stakeholders, who were the stakeholders mentioned in the last slide about getting feedback from in the 2024 Rate Survey?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Terri Cronan    | written by<br>Devin Ritter | Santee Cooper does not have stockholders, ie investor owners. The stakeholders include customers, advocacy groups, and other third parties that have a stake or interest in Santee Cooper's rates and operations.                                                                                                                                           |
|    | Thank you!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Terri Cronan    |                            |                                                                                                                                                                                                                                                                                                                                                             |
| 39 | The presentation discusses transparency as an important principle in the rate study process. Is Santee Cooper planning to host any discussion about improving the transparency of rate study process based on the experiences in the 2024 rate study - for example, by providing fully active workpapers in EXCEL (with active formulas)?                                                                                                                                                                                                                                                                                                                                       | Jeffry Pollock  | written by<br>Devin Ritter | Good to hear from your Jeff! We expect to discuss these topics in more depth in our Technical Working Group sessions.                                                                                                                                                                                                                                       |
| RH | Hey, I was listening to your all of your comments in your presentation today. I really appreciate it. You did a fabulous job explaining I was I was in the cost of service rate department for 26 years, so I really exactly what you're going through. And thank you for explaining everything in a clear, concise manner today. And now also, I also realize that that the people are going to really struggle on this. Other people are using electric heat and electric water heaters. That's hopefully your time of day rate will work for them. I don't know how that works out, but I know on the demand rate, it's going to be tough. So thank you for your help today. | Stanley Solak   | live by<br>Mike Smith      | Thank you for those comments, sir. I appreciate that, we do.                                                                                                                                                                                                                                                                                                |

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| 40 | Please keep us posted when this specific discussion will be addressed in the Technical Working Group sessions. Thank you! | Jeffry Pollock  | written by<br>Devin Ritter | Will do - thanks for your attendance and interest!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| RH | I would be interested in knowing what, how the time of use, rate works. Can you explain that?                             | Michael Leonard | live by<br>Mike Smith      | <p>Yes, sir, I can. I'll just go back to the presentation.</p> <p>So, Mr. Leonard, basically, if you look just at the top there, that shows residential general service rate, and it shows you what that rate is and how it works, and we talked about the demand charge. And if you look at where it says RG, structural changes there in the middle, left of the slide, show you those three. At that three-hour window. And what we're doing is we're looking at that one peak hour over the entire month. That's how we determine demand. What your demand charge is going to be is that one peak hour, but if you look below that, at residential time of use, you can see that that rate is designed differently, because it doesn't have a peak hour, but it does have a peak period, just not a peak hour. And so what's happening is, instead of demand, which is that one hour, it's taking a look at every kilowatt hour that you use during the peak period. So all of that energy that you use during the peak period, is charging a very high rate of 33.8 cents per kilowatt hour.</p> <p>The reason why is because that's a peak period. It's more expensive. It's kind of close to what Mr. Eisenberg was talking about, I believe, and what he was saying about an average of those numbers, it's a time of use rate. And so that's what it does. It takes that window, and it says each one of those kilowatt hours is going to cost a lot of money. And then the off-peak energy charge numbers are less, again, that's 7.92 cents. And so, what's happening there is, again, that's a bit of an average.</p> |

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|    |                                                                                                                                                                                                                                                                                      |                  |                              | It's not a demand charge, it's a time-of-use charge. You're going to pay a lot of money for electricity used in those three hours, but Mr. Eisenberg was looking for something that was away from the one-hour concept. And I believe that that's what this does. It looks at that three-hour window.                                                                                                                                           |
|    |                                                                                                                                                                                                                                                                                      |                  | live by<br>Stewart Ramsay    | Well, Mike, I think it also fits the Mahjong example, where that happens, you know, one time in the month and the rest of the 29 or 30 days in the month, people are conserving during the those three hours. Then it's it's not as big a bite.                                                                                                                                                                                                 |
|    | You were talking about comparing the two systems, that you could do that, or a representative could do that. Someone contact me with that information, as to what you know, what the difference in my last bill would have been under that system, as opposed to the current system. | Michael Leonard  | live by<br>Mike Smith        | Yes, sir, we can do that, and if, if your contact information was submitted when you registered, we'll reach out to you.                                                                                                                                                                                                                                                                                                                        |
|    | Okay. That'd be great. Thank you.                                                                                                                                                                                                                                                    | Michael Leonard  |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| RH | What is more economical to do the budget billing or get off of the demand peak charges.                                                                                                                                                                                              | Lisa Phillips    | live by<br>Mike Smith        | Well, ma'am, I can't make that decision for you, but I can say that the economics are easy to figure out. If you would like us to reach out to you, we'd be more than happy to walk through what happens with budget billing and then what would happen under the time of use or the demand charge. We'd be more than happy to walk through that with you, but those are two different concepts that that are a little difficult to understand. |
|    | Oh, that would be great. Fantastic.                                                                                                                                                                                                                                                  | Lisa Phillips    |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 41 | Thank you for providing the opportunity to attend your meetings.                                                                                                                                                                                                                     | Terri Cronan     | written by<br>Devin Ritter   | We appreciate your interest and participation!                                                                                                                                                                                                                                                                                                                                                                                                  |
| 42 | Yes it was an informative meeting, and certainly needs to be more of these meetings. Been paying santee cooper for a long time.                                                                                                                                                      | Jackie McMillian | written by<br>Peter Claghorn | Thanks for joining us!                                                                                                                                                                                                                                                                                                                                                                                                                          |