



www.aikenco-op.org

AIKEN OFFICE

2790 Wagener Road • P.O. Box 417
Aiken, SC 29802
(803) 649-6245 (800) 922-1262

EDGEFIELD OFFICE

1195 Bauskett Street • P.O. Box 583
Edgefield, SC 29824
(803) 637-3189

NORTH OFFICE

8381 North Road • P.O. Box 520
North, SC 29112
(803) 247-2121 (800) 453-1934

NEW ELLENTON OFFICE

315 Main Street
New Ellenton, SC 29809
(803) 652-2226

LIGHTS ON

(877) 264-5368

BOARD OF TRUSTEES

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The mission of Aiken Electric Cooperative, Inc. is to empower communities by providing reliable, competitively priced energy and other services desired by our membership.

CO-OP NEWS EDITOR

Jamacia McCray

jmccray@aikenco-op.org

AEC is an equal opportunity provider and employer.



Looking forward

THE JOYOUS HOLIDAY season is just around the corner, and it's not only the perfect time for reflection and gratitude

but also a moment to look forward to what lies ahead. I am pleased to share some important updates and plans as we move into the new year.

Broadband project

Your cooperative has been tirelessly working on the broadband buildout project, a crucial initiative to ensure that every under- and not-served member has access to high-speed internet. I am delighted to report that we have made significant progress. You can learn more on page 5.

Pole attachment audits

As we look ahead to 2024, we have several initiatives on the horizon. In the coming months, we will be conducting pole attachment audits to ensure the safety and reliability of our infrastructure. Learn more on page 5.

Opportunities for our youth

We are pleased to announce that starting Nov. 1, applications for Washington Youth Tour, Cooperative Youth Summit and scholarships program will be available. To learn more, visit aikenco-op.org/youth-programs.

Capital Credits reminder

I want to take a moment to remind all of our members to check pages 12E-12L to see whether you are owed capital credits. These credits represent your ownership stake in AEC and the financial benefits of being a member-owner. They are a tangible expression of our commitment to your financial well-being. If you have any questions or need assistance in checking your capital credits, please don't hesitate to call our offices.

As we come together to celebrate the holiday season, let us also celebrate our cooperative spirit. I am proud of all we have achieved together and look forward to the opportunities the new year will bring.

Thank you for your unwavering trust in our cooperative. From all of us here at Aiken Electric, we wish you a warm and joyful Thanksgiving, Christmas and New Year filled with love, laughter and cherished moments.

GARY L. STOOKSBURY

Chief Executive Officer

Have A Light, Bright, Safe & Happy Holiday Season!

Aiken Electric Cooperative is grateful for our members this holiday season and every day. May your home radiate peace, comfort, joy and warmth always.

Merry Christmas from all of us at

Aiken Electric Cooperative, Inc.
® Your Touchstone Energy® Cooperative

Facebook Twitter Aiken Electric will be closed for the holidays Nov. 23–24, Dec. 25–26 and Jan. 1.

AEC remembers board member O. Dewitt Livingston

AIKEN ELECTRIC COOPERATIVE would like to pay tribute to Otis Dewitt Livingston, a board member and champion of the work of the cooperative and the members he served in his district. Livingston passed away on Oct. 2.

Livingston assumed the role of a trustee on the Aiken Electric Cooperative Board in March 1989 and dedicated more than 34 years of his life to this service. During his tenure, he also took on the role of Board President, holding that position from 2015 to 2022. He also actively participated on several other significant boards, including the AEC Executive Committee, The Electric

Cooperatives of South Carolina, CEEUS and Central Electric boards.

In recognition of his outstanding contributions, Governor Henry McMaster honored Livingston with the prestigious Order of the Palmetto in 2022. This award, the highest civilian distinction for South Carolina citizens, is bestowed upon individuals who have demonstrated extraordinary lifetime achievements, service and significant contributions to the state.

Livingston will be dearly missed. Please keep his family in your thoughts and prayers as they go through this difficult time.



O. Dewitt Livingston served on the Aiken Electric Board for 34 years.

Broadband update

AIKEN ELECTRIC COOPERATIVE has made significant progress on the broadband buildout project in 2023, with the goal of ensuring every under- and not-served member has access to high-speed internet.

Please note that this schedule is not the exact sequence in which service will be provided. It is only an estimated timeline and may change at any time due to weather, supply availability, grant requirements, etc. For more information, visit carolinaconnect.com or aikenco-op.org.

Completed

- ▶ Big Branch
- ▶ Monetta
- ▶ North Aiken
- ▶ Radar
- ▶ Tri City
- ▶ Johnston
- ▶ Mayson
- ▶ Springfield
- ▶ North
- ▶ Edgefield

- ▶ Neeses Lake
- ▶ College Acres
- ▶ Windsor
- ▶ New Ellenton
- ▶ Lick Fork
- ▶ Camp Long
- ▶ Sage Mill
- ▶ Crossroads
- ▶ West County Line
- ▶ Swansea

In Progress

- ▶ County Line
- ▶ North Augusta
- ▶ Warrenville
- ▶ Pooles Mill
- ▶ East Aiken
- ▶ Eureka
- ▶ Silver Bluff

Pole attachment audit helps ensure safety, reliability

IN THE COMING WEEKS, you may notice a larger number of contractors working around Aiken Electric facilities. This heightened activity is a result of Aiken Electric's decision to conduct an attachment audit on our utility poles, which support both electric and telecommunications lines. This audit will play a crucial role in ensuring our services' overall functionality, safety and reliability.

The audit will enable Aiken Electric to collaborate with telecommunication companies, ensuring that their lines are optimally positioned on the cooperative's poles.

We ask for your understanding and cooperation during this period. While you may see our contract crews working diligently in various locations, please know that these

efforts are ultimately geared toward providing you with the highest standards of service. Your safety and satisfaction remain our top priorities.

Thank you for your continued support as we work to create a more reliable and connected future for our cooperative. Should you have any questions or concerns, please call our office at (803) 649-6245.

S.C. Co-op Member Satisfaction Survey

Make your voice heard and you could win a \$100 Visa gift card



Your electric cooperative wants to hear from you. Please complete the American Customer Satisfaction Index (ACSI®) survey so that we can continue improving the member-service experience and better understand our members' positions on important topics in the energy industry. All completed surveys received by Dec. 15, 2023, will be included in a prize drawing. Winners will receive a \$100 Visa gift card.*

Please complete the American Customer Satisfaction Index (ACSI) survey below and mail it to: **ACSI Survey, 808 Knox Abbott Drive, Cayce, SC 29033**

NAME _____

PHONE
NUMBER _____

EMAIL
ADDRESS _____

NAME OF
YOUR CO-OP _____

- 1) Consider all your experiences to date with your electric cooperative. How **satisfied** are you with your electric cooperative?

1 2 3 4 5 6 7 8 9 10
Very Dissatisfied Very Satisfied

- 2) Considering **all** of your expectations, to what extent has your electric cooperative fallen **short of or exceeded your expectations**?

1 2 3 4 5 6 7 8 9 10
Fallen Short of Expectations Exceeded Expectations

- 3) Forget your electric cooperative for a moment. Imagine an **ideal** utility company. How well do you think your electric cooperative compares to an **ideal utility company**?

1 2 3 4 5 6 7 8 9 10
Not Very Close to the Ideal Very Close to the Ideal

- 4) Imagine that you could choose from among more than one utility company. How **likely** are you to choose your electric cooperative?

1 2 3 4 5 6 7 8 9 10 NA
Very Unlikely Very Likely

- 5) If asked, how likely are you to contact your elected officials about policies that would make your power bill go up?

☐ Not very likely ☐ Neutral ☐ Somewhat likely ☐ Very likely

- 6) If asked, how likely are you to contact your elected officials about policies that could result in regular power blackouts?

☐ Not very likely ☐ Neutral ☐ Somewhat likely ☐ Very likely

- 7) How likely are you to vote against politicians who support policies that would raise your power bill?

☐ Not very likely ☐ Neutral ☐ Somewhat likely ☐ Very likely

- 8) Would you support expanding natural gas pipelines in order to meet energy supply needs at reasonable costs?

☐ Yes ☐ No

- 9) Would you prefer that decisions affecting your power bill be made at your hometown co-op, in the state capital, or in Washington, DC?

☐ Hometown co-op ☐ State capital ☐ Washington, DC



Make
your voice
heard

To enter, scan the QR code; mail the completed survey form to ACSI Survey, 808 Knox Abbott Drive, Cayce SC 29033; or take the survey online at ecsc.org/survey.



*By submitting your survey, you agree to the sweepstakes rules found at [ECSC.org/survey-rules](https://ecsc.org/survey-rules).

The convenience of e-billing

Sign up online today

IN AN INCREASINGLY digital world, convenience is key, and this includes managing your personal finances and expenses. One simple yet effective way to streamline your financial life is by signing up for electronic billing (e-billing).

As a member of Aiken Electric, making the switch to electronic billing has never been easier. Check out a few good reasons why you should consider switching to e-billing:

1. **Instant access:** With e-billing, your monthly electric bill is just a click or tap away. Say goodbye to snail mail and hello to immediate access on your mobile device or personal computer.
2. **Reduced clutter:** E-billing helps declutter your physical space by eliminating the need for paper bills and statements. It's an eco-friendly choice too, as it reduces paper waste.
3. **Enhanced security:** E-billing is often more secure

than traditional mail. Password-protected accounts and encryption ensure that your financial information stays confidential.

4. **Never miss a payment:** Set up automatic payments to ensure you never miss a due date.

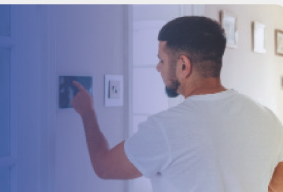
Sign up today at aikenco-op.org.



Live Smart. Save More.



Aiken Electric Cooperative members can now receive a smart thermostat for free or enroll an eligible smart thermostat device and receive a \$50 incentive, including installation! To qualify for this offer, visit aikenco-op.org.



Take advantage of our smart thermostat program to easily save up to 23% on heating and cooling costs!

Install a smart thermostat free or enroll an eligible smart thermostat device and get a \$50 incentive. Then, enjoy the convenience and control of adjusting your home's temperature from anywhere, anytime.

To help save on your heating and cooling costs, program the thermostat to automatically adjust when you're not home. Your cooperative may adjust the thermostat a few degrees during "peak" periods. That helps hold down power costs for all our members.*

**SMART
THERMOSTAT
PROGRAM**



**Aiken Electric
Cooperative, Inc.**

Your Touchstone Energy® Cooperative

* Your cooperative may adjust your thermostat up to 4 degrees during peak periods. These typically occur from 6 am to 10 am in winter and 3 pm to 7pm in summer.

Youth Tour Programs and Scholarships

YOUTH PROGRAMS

- » Rising Sophomore or Junior served by Aiken Electric
- » Visit Washington, DC
- » Visit State Capital
- » Meet Your Representatives
- » All-expense paid trips



SCHOLARSHIPS

- » Graduating Senior served by Aiken Electric
- » \$2,000 Trustee Scholarship
- » \$1,000 Touchstone Energy Scholarship to a 2-year institution
- » \$1,000 Touchstone Energy Scholarship to a 4-year institution

**DEADLINE
FEBRUARY 27
APPLY AT
AIKENCO-OP.ORG**

**Applications Open
November 1**



**Aiken Electric
Cooperative, Inc.**

® Your Touchstone Energy® Cooperative 