



fairfield.coop

MAILING ADDRESS

P.O. Box 2500
Blythewood, SC 29016

BLYTHEWOOD OFFICE

701 Blythewood Road
Blythewood, SC 29016

WINNSBORO OFFICE

3129 U.S. Hwy. 321 North Winnsboro,
SC 29180

OFFICE HOURS

8 a.m.–5 p.m.
Monday through Friday

CUSTOMER SERVICE

Toll Free: (800) 628-0336
Blythewood: (803) 754-0153
Winnsboro: (803) 635-4621
Camden and Lugoff: (803) 425-1059

POWER OUTAGE REPORTING ONLY

(800) 499-7862
Outages are handled by an automated outage reporting system. Please follow instructions. The system will automatically report the outage and a crew will be dispatched.

BOARD OF TRUSTEES

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President, District 3
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A Touchstone Energy® Cooperative



Your support
is the true
strength
of our
cooperative
and we are
proud to be
your energy
provider.

Thank you for your support

THE MORNING OF SEPT. 27 is one I will never forget. As the wind from Hurricane Helene arrived, it didn't take me long to realize this storm would be significant. Outages were building by the minute as the wind gusts got stronger. Our SCADA system, which monitors our substations, was getting constant alarms. Hurricane Helene was wreaking havoc on our distribution system. For several hours, the storm brought trees down on our power lines, broke poles and affected service to more than 16,000 of our members.

Hurricane Helene brought destruction to our electric system that we have not seen since Hurricane Hugo. All the cooperatives in South Carolina were impacted, with the co-ops in the western part of the state receiving the most significant damage. In fact, the western side of our system received the most damage. It took us eight days to restore power to all our members.

I want to thank you, our members, for your support during this difficult time. We take pride in providing reliable power, but with storms such as these, it takes time to restore power. We received much support from you. Your understanding and patience are appreciated. We had members provide meals and businesses open after hours to assist us with vehicle and equipment repair. The compliments and encouraging words and acts of kindness we received from you meant so much to all our employees.

Our employees did an outstanding job restoring power. There was much work to be done, and our lineworkers worked tirelessly removing trees, replacing poles and putting wire back in the air. Our dispatch team did an outstanding job analyzing outages and directing our crews. They worked with our linemen to sectionalize lines and backfeed circuits from a different source when possible. Our other employees provided support by preparing and delivering meals and material and supporting their fellow employees in many ways.

Early on, we knew all our sister cooperatives in South Carolina were affected and working to restore their own members so we would need to look elsewhere for assistance. We called on Sumter Utilities, which does contract work for us, and they provided additional crews and equipment. We had local tree service crews from A Cut Above and Branham Landscaping assist us with tree removal. Our material suppliers CEEUS, WESCO, Border States and Stellar-Jones were just a phone call away and sent material to us quickly when needed.

Times like these are difficult and it takes a team effort. I am proud to be associated with such a fine group of employees and organizations. On behalf of all our employees, thank you for your support. Your support is the true strength of our cooperative and we are proud to be your energy provider.

BRUCE G. BACON

Chief Executive Officer



PHOTO BY STACY ROOF

This three-phase circuit in Chester County was one of many taken down by falling trees.

Historic storm, historic recovery

WHEN HURRICANE HELENE tore through our area at the end of September, the destruction to the Fairfield Electric Cooperative system was the worst we've seen since Hurricane Hugo. The storm packed a punch with trees down, wire down and 48 broken poles throughout our service territory, and affected more than 16,000 of our members.

From that morning of the storm, our line crews and employees worked tirelessly alongside crews from Sumter Utilities to rebuild our system and restore power.

Our sister cooperatives to our west received more extensive damage than we did. After our restoration was complete, we sent several linemen to assist Newberry Electric Cooperative.

We take pride in providing reliable service, but Mother Nature dealt us a blow. We want to thank all our members for their patience and support.



PHOTO BY DOUG PAYNE

In the early evening, a Fairfield Electric crew works to replace a three-phase pole on Highway 321 in Richland County.



PHOTO BY STEPHEN RAINES

Fairfield Electric linemen Bubba Tanner (seated), Jim Bozard (in bucket) and Will Greene replace a broken pole. Crews had to replace 48 poles after Helene's winds caused significant damage in the co-op's service area.

Dustin Duggins and Xan Johnson team up to change a crossarm on a three-phase pole. Due to wet conditions, there were many areas where trucks could not gain access, and our linemen climbed many poles to restore power.



PHOTO BY DOUG PAYNE



PHOTO BY STEPHEN RAINES

Trees brought down wire all over Fairfield's system. A crew member for A Cut Above Tree Service works to clear trees. Crews from Branham's Landscape also assisted with clearing trees.



Merry Christmas to all...

...and to all peace and light!

We want our members to always know
we are here to bring warmth, safety and service to you and your
loved ones now and into the coming year.

Happy Holidays from all of us at



A Touchstone Energy® Cooperative 

fairfield.coop

(800) 628-0336

Fairfield Electric will be closed for the holidays Nov. 28–29, Dec. 24–25 and Jan. 1.



Have a safe holiday season

BY CHRIS GLENN, OPERATIONS LINE SUPERINTENDENT

AS THE HOLIDAYS draw near, many people will begin breaking out the Christmas lights and decorations. Nothing says Christmas like a beautiful holiday light display. Remember to make safety a priority to help ensure your holiday is a happy one.

- ▶ Before using any holiday decoration, ensure that you inspect it closely. Look for missing or broken bulbs, plugs, or sockets that are cracked or damaged, wires that are loose or bare and any other damage. Also, inspect any extension cords that you use to connect holiday decorations. Remember, your holiday decorations have been in storage for the last year, and they can deteriorate or become damaged while being stored.
- ▶ It's reported that Christmas trees are the cause of 210 house fires each year! If you're purchasing an artificial tree this year, make sure the label reads "fire resistant." This indicates that the tree is not as prone to getting overheated as others may be. Place your tree at least three feet away from any heat sources. If you have an artificial tree with metallic pine needles, don't use string lights or electronic ornaments. If purchasing a real tree, check the tree for freshness—never purchase a dry tree
- ▶ Read the package instructions to make sure you're using the right light for indoor or outdoor use. Never exceed the recommended wattage.
- ▶ Protect cords from damage. To avoid shock or fire hazards, cords should never be pinched by furniture, forced into small spaces such as doors and windows, placed under rugs, located near heat sources or attached by nails or staples.
- ▶ Check for overhead power lines before using a ladder outside or when hanging lights on trees.
- ▶ Avoid plugging too many decorations into an outlet. Overloaded circuits can start a fire.
- ▶ Consider LED lights. They last longer, create less heat and are more energy efficient.
- ▶ Stay in the kitchen when cooking. Unattended cooking equipment is the leading cause of home cooking fires.



PHOTO BY CHAUNDREA LEE

Chris Glenn, operations line superintendent, encourages members to make safety a priority this holiday season.

- ▶ Turn off holiday lights and decorations when you go out or go to bed.
- ▶ Pack it away. When the holidays are over, pack up your Christmas lights in well-sealed containers. This will prevent potential damage and hinder rodents from chewing on the cords.

Be careful this holiday season and proceed with caution when plugging in your lights, appliances, or other festive decorations. Make this a happy holiday season.



Sign up now for Beat The Peak

FAIRFIELD ELECTRIC COOPERATIVE

members have a chance to win our Beat The Peak contest during the month of December.

Members who are participating in the Peak

Alert program on Dec. 15 will be eligible to win a

\$500 Visa gift card in the statewide prize drawing. In addition, one Fairfield Electric member will win a \$100 gift card for the local prize drawing. If you have already signed up, it is not necessary to register again to be eligible for the prizes.

By participating in the Peak Alert program, electric cooperative members across South Carolina receive phone, email or text

notifications of the projected time of a system-wide energy peak, typically occurring in the late afternoon of high temperature days. By voluntarily delaying the use of large appliances, adjusting their thermostat or just turning off some lights during that peak time, they help to lower wholesale power costs.

Find details at BeatThePeak.com.



Programs available for youth

Fairfield Electric Touchstone Energy Scholarships for high school seniors

Fairfield Electric Cooperative is offering Touchstone Energy Scholarships to high school seniors in the cooperative's service area. To be eligible, the student's primary residence must receive electricity from Fairfield Electric.

Eight \$1,000 Touchstone Energy Scholarships will be awarded to students who are active in their communities. Special consideration is given to financial need, extracurricular activities, community involvement, letters of recommendation and the student's personal achievements.

For details on how to apply, go

to fairfield.coop/scholarships. The scholarship application will be available on Jan. 1, 2025. The deadline for applications is Friday, Feb. 28, 2025.

2025 Washington Youth Tour June 15-20

High school juniors are encouraged to apply for Washington Youth Tour, which will be held June 15-20, 2025. If selected, you'll explore Washington, D.C., with 1,600 high school juniors from across the country—meeting lawmakers and touring all the sights. Fairfield Electric Cooperative will cover your round-trip plane ticket, tours and meals. In other words, it's all free! The application will open on Jan. 1, 2025.

For more information and to apply, go to fairfield.coop/youthtour.

2025 Cooperative Youth Summit July 14-17

Cooperative Youth Summit, which will be held July 14-17, 2025, is open to high school sophomores. If selected, you'll experience South Carolina's capital like never before. Tour the State House, meet lawmakers and see how co-ops are preparing for our state's energy future. Plus, there's plenty of fun with visits to escape rooms and more. This trip is also free! Students can apply beginning on Jan. 1, 2025. More information can be found at fairfield.coop/youthsummit.



Be Prepared for a Fire, Burglary or Medical Emergency.

Fairfield Electric Security Services is here to serve all of your home security needs.

Our wireless system offers many options and can be accessed remotely by a smartphone or computer. Without a doubt, cameras are the most requested add-on item and a great enhancement to the security system. A popular service for senior citizens is the Personal Emergency Response Pendant system.

If you have an existing system, we may be able to monitor the system if the equipment is compatible.



Security
at a
Touch

Give Fairfield Electric Security Services a call and schedule a free security survey today. We will design an alarm system to fit your home's needs. Call today at 1-800-628-0336.

Fairfield Electric Security Services established in 1991, is a division of Fairfield Electric Cooperative.

Keeping You in Touch Rain or Shine!



With the FEC Mobile app, you can report and access outage information anytime day or night.

The FEC Mobile app from Fairfield Electric Cooperative is free and gives you quick access to your account whenever you need it!

The FEC Mobile app also allows you to:

- ◆ make bill payments
- ◆ review bills and payment history
- ◆ check account balance
- ◆ check on monthly energy usage
- ◆ set up payment reminders



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or scan this QR code:



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