

MEETING OF THE CUSTOMER & PUBLIC RELATIONS COMMITTEE
WAMPEE CONFERENCE & TRAINING CENTER
PINOPOLIS, SOUTH CAROLINA
MONDAY, JANUARY 26, 2009 – 8:45 A.M.

Committee Members Present: Chairman Clarence Davis (via telephone), Directors John T. Molnar, James W. Sanders, Sr., David A. Springs, Cecil E. Viverette, and Board Chairman O. L. Thompson, ex officio

Other Directors Present: G. Dial DuBose, William A. Finn, J. Calhoun Land, IV, and Barry D. Wynn

Staff Members Present: Lonnie N. Carter, President and Chief Executive Officer; Bill McCall, Jr., Executive Vice President and Chief Operating Officer; Elaine G. Peterson, Executive Vice President and Chief Financial Officer; R. M. Singletary, Senior Vice President, Corporate Services; James E. Brogdon, Senior Vice President and General Counsel; Marc Tye, Vice President, Conservation & Renewable Energy; Laura G. Varn, Vice President, Corporate Communications & Media Relations; Pamela J. Williams, Corporate Secretary and Associate General Counsel; Terry Thompson, General Auditor; Elizabeth H. Warner, Associate General Counsel, Litigation & Environmental Affairs; Marion Cherry, Superintendent, Operations; and Pamela M. Gaskins, Assistant Corporate Secretary

Also in attendance were Warren Wise of *The Post and Courier*; Ronald J. Calcaterra, President and Chief Executive Officer of Central Electric Power Cooperative, Inc.; Dennis M. Boyd of Nucor; Frank Brown and Fenton Overdyke of Market Search; William H. Hubbard, Esq. of Nelson Mullins; and Peggy Pinnell.

An agenda, including the time, date and location of the meeting, was posted on Santee Cooper's website on Friday, January 16, 2009.

Chairman Davis joined the meeting (via telephone) late; therefore, Director Molnar presided. Ms. Gaskins kept the minutes.

Upon motion made by Director Sanders, seconded by Director Springs, the Committee voted unanimously to waive reading of the minutes of the October 17, 2008, Customer & Public Relations Committee meeting, and the minutes of the January 28, 2008, Contributions Committee meeting and adopted these minutes as submitted (Note: On February 18, 2008, the Board voted to eliminate the Contributions Committee and assign the responsibilities of this committee to the Customer & Public Relations Committee.)

Mr. McCall introduced Mr. Frank Brown. Mr. Brown presented a detailed report on results of the latest residential customer satisfaction survey (Exhibit CPR 1-1-09). He explained that the study findings reflect the attitudes and opinions of 300 residential customers with a sampling error of $\pm 5.6\%$. He reported that survey findings indicate that customers are overall satisfied with Santee Cooper with a 99.4% rating – noting 82.6% say they are very satisfied. He noted that Santee Cooper has a long tradition of high customer satisfaction and performs better than other utilities nationally and in South Carolina. Members of the Committee were given a copy of the report entitled "A MarketSearch *Topline* – Santee Cooper Residential Customer Satisfaction Survey, Fall 2008" (Exhibit CPR 1-2-09).

The report was received as information.

Mr. Brogdon presented the results of the 2009 United Way and Santee Cooper Employee Campaigns (Exhibit CPR 1-3-09). Employees pledged \$78,850 to Horry United Way; \$31,685 to Georgetown United Way; \$11,340 to Anderson United Way; and \$281,816 to Trident United Way. He stated that in keeping with the Board's previous decision to increase the corporate gift to Trident United Way with the intent of reaching a corporate match (dollar for dollar) of the employee pledge, management recommends that Santee Cooper match employee donations to all United Ways, which amounts to a corporate gift of \$403,691. This is \$34,851 more than was budgeted for 2009.

Following discussion and upon motion by Director Springs, seconded by Director Viverette, the Committee unanimously voted to recommend to the full Board for approval contributions of \$78,850 to Horry United Way; \$31,685 to Georgetown United Way; \$11,340 to Anderson United Way; and \$281,816 to Trident United Way.

Director Finn and Mr. Carter disclosed that they serve on Trident United Way's board of directors, and abstained from discussion on this matter.

There being no further business and upon motion made and seconded, the meeting was adjourned.

Respectfully submitted,

APPROVED:



Pamela M. Gaskins
Assistant Corporate Secretary



Clarence Davis
Chairman