



ELECTRIC COOPERATIVE, INC

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**OFFICE HOURS**  
 Monday–Friday 8 a.m.–5 p.m.

**DRIVE-THRU**  
 Monday–Friday, 7:30 a.m.–5 p.m.

**FOR INFORMATION, CALL**  
 1-866 OUR COOP (687-2667)

**EMAIL**  
[info@broadriverelectric.com](mailto:info@broadriverelectric.com)

**FOR OUTAGES, CALL**  
 1-866 COOP OUT (266-7688)

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 Terry W. Mallard

*Your cooperative is committed to the provision of safe, reliable, and reasonably priced electricity and other energy related services while improving the communities we serve.*

**CO-OP NEWS EDITOR**  
 Kasey Carnley



A Touchstone Energy® Cooperative



Steel Creek Galvanizing in Blacksburg is the largest plant of its kind on the East Coast.

KASEY CARNLEY

## BREC powers innovation

### Steel Creek Galvanizing

**MUCH OF THE INFRASTRUCTURE** we see every day is made from steel. The problem is that steel corrodes. When a solution was needed long ago, hot dip galvanizing was born. This type of treatment to steel has been used to protect steel structures and components since before our grandparent’s time.

BREC business member, Steel Creek Galvanizing in Blacksburg, the largest plant of its kind on the East Coast, is bringing something new to the party.

“Our plant is the place where the science of galvanizing meets the demand and need for more environmental responsibility,” says Carroll Baynard, chief operating officer. “The process has always used chemicals and acid to treat various types of steel and the employees have to breathe those chemicals every day as they work. We’ve changed all that.”

Galvanizing involves preparing the surface of regular steel and dipping it in molten zinc, which metallurgically bonds to the steel. The plant uses a large “kettle” or tank that is 55 feet long, 9 feet wide and 11 feet deep. The process produces a coating that protects the steel and the structures it creates. You can tell if an object has been galvanized by the distinctive silver/gray color. Different steel chemistries create different appearances from shiny to matte finish.

Steel Creek Galvanizing has taken pollutants and emissions out of a regularly environmentally hazardous industry. Using a flue heat economizer, the plant has reduced CO2 emissions and conserved energy while boosting efficiencies. They recycle energy, using the waste heat from the galvanizing kettle to power the preheating oven and to heat one of the process tanks. The company also uses a bag house filter system, which reduces pollutants released in the air to less than five parts per million. Best of all, the entire process is contained—no nasty acid smell for workers or any homes or businesses nearby.

BREC provides two lines of service to Steel Creek Galvanizing, one for the administration section and one for the process plant. More than that, we’re helping power innovation to industries.

## New payment service available

Good news if you pay your utility bill with cash

**BREC NOW HAS** a new, convenient and cost-effective way to pay your utility bill. INCOMM is now part of our payment solutions line-up.

Barcodes, which are generated by SmartHub and printed on your bills, will allow you to pay on your account at certain retailers in our area. This is a payment option only; the retail store will not have any information on your BREC account. Therefore, there are some important points to remember:

- ▶ As a member, you are responsible for the full amount of your bill, plus a retailer service fee of \$1.50.
- ▶ This payment option will not keep your account from becoming delinquent if the total amount of the bill is not paid.
- ▶ If you are disconnected for non-pay, you are responsible for advising the clerk of a re-connect fee in the event you are disconnected for non-payment. Re-connect fees are \$40 before 4 p.m. and \$50 after 4 p.m.

If you have SmartHub, go to Billing & Payments and select Pay by Cash. On this screen, you may print a barcode if you are on your desktop, or you can generate one from your SmartHub mobile app. Also on this screen, you can find the nearest INCOMM payment store by entering your location or zip code.

Participating retailers include Walgreens, CVS, Dollar General, Family Dollar, 7-Eleven and Speedway. Payments are accepted at most Dollar General Stores. The locator is the most up-to-date way of knowing if your store accepts payments.

This payment solution is for **cash payments only**. It is not intended for use with payment by check or through a debit card. If you have any questions about this service, please call us at (877) 687-2667.



### A BREC smiling face

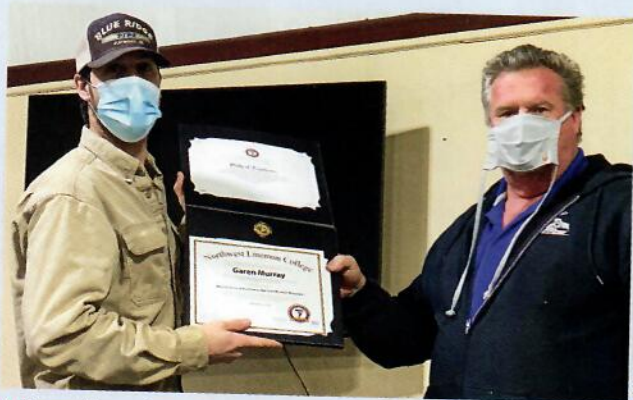
This photo of Member Service Representative Crystal Petty was chosen over many others to appear on the cover of the *Directory of Electric Cooperatives of South Carolina for 2021–2022*. Now every South Carolina cooperative can enjoy Petty's smiling face, just as we do, every workday. It was unexpected, but well chosen, we believe.

## Lineworkers progress in their education

Lineworkers from our teams recently completed modules of their electrical education. The awards were given on February 11, with senior vice president of Operations Cary Johnson recognizing each employee with a certificate.



▲ Andrew Hayes has completed Module Two of the Lineworker Certification Program from Northwest Lineman College. Hayes was raised in a co-op family, with his dad still working for our sister co-op, Blue Ridge Electric Cooperative—another BREC! Hayes has been with our teams since April 2018.



▲ Garen Murray has completed Module Four of the Lineworker Certification Program from Northwest Lineman College. Murray's dad was a lineman at a cooperative in Rutherford County, North Carolina. Murray also has the fastest time of BREC linemen in the annual Pole Top Rescue Certification. Murray has been with our teams since June 2017.

## Please update your information

**SPRING HAS SPRUNG**, and as you do your spring cleaning and fix up, don't forget to check your BREC account to ensure we have your current contact information in the event something happens with your power.

Further, if interruption of electrical service to your residence would be dangerous to your health or the health of someone living with you, contact BREC to register your member account as Special Needs.

For more information, call (866) 687-2667 or email [info@broadriverelectric.com](mailto:info@broadriverelectric.com).