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Published for Member/Owners of **EnergyUnited****connect****EnergyUnited Begins Field Asset Survey**

In an effort to provide you, our member-owners, with the most-reliable and cost-effective electric delivery service, we will be conducting a Field Asset Survey to more accurately document the location and condition of our equipment. This process will include surveying everything from poles and transformers to security lights and meters and will help us update mapping and maintenance records. It is expected to take up to three years to complete.

The survey will start at each of our 73 stations, working across all circuits to acquire the GPS coordinates of all EnergyUnited assets. Completing this process will be a foundation for other operating and maintenance technologies.

BENEFITS OF THE INSPECTION**Improved outage response and analysis as:**

- Better outage analysis by confirming how members are connected to the electric system.
- Better outage response times by sending crews to more precise device and customer locations.

Lower operating costs as having improved records will:

- Lower costs by accounting for all third-party (such as cable, phone, etc.) companies that pay to attach to EnergyUnited poles.
- Lower costs by more precisely knowing equipment locations and reducing 811 locate tickets for excavators.
- Lower costs by finding security lights and other equipment at vacant locations that can be removed.

We have hired an experienced contractor, Davey Resource Group, to perform the survey. As part of this inspection, contractors will be coming out to every member's house or business at some point over the next three years to GPS-locate each meter. As always, your safety is at the forefront of our minds, which is why all contractors will be identified with an EnergyUnited logo on all vehicles and will have an ID badge issued by EnergyUnited.

WHAT TO EXPECT DURING THE INSPECTION

- Contractors will walk or drive along the route of the EnergyUnited facilities, along roads and on private property.
- Contractors will have an EnergyUnited logo marked on their vehicles and ID cards; however, they will wear their own uniforms, not EnergyUnited uniforms.



The Davey Resource Group logo will be on the uniforms of the inspectors.

- Contractors may need to access pole lines via private roads with gates or chains or "no trespassing" signs. Please remember that our easements give EnergyUnited the right to access and maintain our facilities.
- Members will receive a general notification from EnergyUnited regarding the timeframe that contractors are expected to be in the area.
- Contractors will need to access the meter base location to confirm asset information, which may be in a backyard or restricted, fenced-in area.
- Contractors will not be installing, removing or selling any equipment and will not require access into a member's home.

Thank you in advance for your cooperation throughout this process. We are looking forward to the many benefits this inspection will bring to you and to EnergyUnited.

Doing Business with EnergyUnited

At EnergyUnited, we know how important it is to have an open line of communication with you, our members. This is why we launched the new EnergyUnited Account App in 2015 and are focusing on improving our website to build on that line of communication. Here's a look at some of the different ways you can interact electronically with EnergyUnited:



WEBSITE

- Sign up for our monthly e-newsletter, EMPOWER YOUR WORLD, which focuses on energy efficiency
- Pay your bill
- Track your daily energy usage
- Manage account information
- Access energy efficiency tips
- Access grant applications for our Operation Round-Up program

SMARTPHONE

- Report outages
- Pay your bill
- Get account information

If you haven't already done so, please consider adding your email address to your account information. Email is a great way for us to communicate with you and share important updates and information during storms and throughout the year.

 Facebook.com/EnergyUnited

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 EnergyUnited Electric Cooperative



Youth Tour Winners Going to Washington, D.C.

High school juniors Marcella Pansini of Mooresville, NC, and Anisha Ponnappati of Charlotte, NC, were selected by EnergyUnited to attend the Electric Cooperative Youth Tour in Washington, D.C., in June 2016.

Pansini, 16, is a student at South Iredell High School. She is a member of Beta Club, National Honor Society as well as the National Spanish and Science Honor Societies. She sings in productions and has acted in various plays and has also directed the play, "Terra Nova." Pansini is an award-winning member of the Boys and Girls Club Teen Entrepreneur Program. She is also active in Youth Leadership Iredell, Model UN, People to People International and speaks three languages (English, Spanish and French).

Ponnappati, 15, is a student at Ardrey Kell High School. She is a member of the National Social and Mathematics Honor Societies, and was awarded the pristine Girl Scout Silver Award. She also received the Silver Presidential Volunteer Service Award for outstanding volunteer service, presented by President Obama and the United States Congress.

The two winners will join over 1,500 students from across the country for a one-week, all-expenses-paid trip to Washington, D.C. While on the Youth Tour, Pansini and Ponnappati will learn about electric cooperatives, American history and the United States government. Youth Tour participants will also visit historic sites around the nation's capital and spend time with their congressional leaders. The trip will be from June 11-17, 2016.

Stay Connected by Keeping Your Phone Number Updated

In the electric co-op business, we know severe weather will occur, and sometimes power outages simply can't be avoided. We encourage you to keep your phone number up-to-date, so we can contact you during power outages and share other important updates with you throughout the year.

Below are a few reasons why it's important for you to keep your phone number updated:

- You can report outages using our automated outage reporting system by calling **EUNITED/1-800-386-4833**. When you call to report an outage, our phone system recognizes the phone number of the incoming call and matches it to member records to ease the process of reporting the outage so it can be dispatched immediately.

- When members provide a phone number, it allows the cooperative to provide notifications during major power outages of the status and estimated restoration time of the outage.
- Phone calls will be used to notify you of planned outages and to share other items of importance concerning the business of EnergyUnited.

Each February, the current phone number associated with your account will be listed in the individual bill print message area of your billing statement. If the number is incorrect, you can make any changes by logging into the secure account information section on our website at **www.energyunited.com** or by contacting customer care at **1-800-522-3793**.



Managing Your Energy Costs During Wintry Weather

As a member-owned cooperative, your needs are always a top priority for EnergyUnited. We understand that managing your energy usage and costs is always important, especially during the winter months. We want to remind you of the various resources available to help keep your energy costs as low as possible.

At EnergyUnited, we want to help you discover ways to manage your energy costs. In late 2015, we launched a new residential electronic newsletter with Questline, EMPOWER YOUR WORLD. Questline is the leading provider of energy communications in the nation, partnering with energy utilities in all 50 states for more than 20 years. This e-newsletter is designed to provide you, our members, with 3-5 articles each month on related best practices, practical "how-to" guidance and updates on emerging energy efficiency trends and technologies. This newsletter also provides information on various programs, products and services we offer from both our electric and propane businesses. If EnergyUnited already has your email address on file, you should be receiving this e-newsletter monthly. If you would like to begin receiving this informative e-newsletter along with other business related communications from EnergyUnited, please share your email address by going to your member account on our website or call our customer care center at **1-800-522-3793**.

In addition to this newsletter, providing energy efficiency tips and best practices has always been an essential part of our member communications. You can always find relevant

and timely tips throughout the year in our member newsletter, Connect and on EnergyUnited's Facebook and Twitter pages.

Our website is also a great resource. When accessing the EnergyUnited webpage at **www.energyunited.com**, you will be able to access Touchstone Energy's "Together We Save" web page, which provides home efficiency analysis tools, energy saving videos, energy efficiency articles and a new app that is available for both your iPhone and Android mobile devices. I also encourage you to review your account information online where you can view your daily usage to see how these changes are helping you to save. As you incorporate some of these tips in your lifestyle or make changes in your home, you should see a savings in your energy usage.

I hope you will take the time to look at some of the ways you can reduce electricity consumption and better manage your energy costs this year!

TOGETHER WE SAVE

Take an interactive **Energy Services Home Tour** or monitor your energy usage with the **Home Efficiency Analysis Tool** where you can find videos, blog posts and other information to help optimize your home for energy efficiency.

Visit: www.energyunited.com/energy-efficiency-tips

ENERGY EFFICIENCY TIPS FOR WINTER

Frigid temperatures can cause your heating system to work overtime, leading to higher electric bills. Take these simple steps to improve the energy efficiency of your home this winter.

1. WRAP exposed pipes and water heaters located in unconditioned spaces.
2. CHANGE your air filter every month.
3. KEEP your fireplace damper closed when not in use.
4. CAULK around the fireplace hearth.
5. ADD weather stripping to doors and windows.

TOP FIVE ENERGY USERS IN YOUR HOME

While most homeowners would like to be more energy efficient and save money, often it feels overwhelming because many people don't know where to start. How can the average family use less energy, lower their utility bill and still meet their daily energy needs? To help jumpstart your effort, it is useful to know what the top energy users are in your home.

According to the US Energy Information Agency, the top five energy users in US homes are:



ADJUST THE TEMPERATURE

Together, home heating and cooling use the most energy and take the biggest bite out of your energy budget. To help offset these costs, set your thermostat to 68 degrees Fahrenheit during the winter and clean the filters of your HVAC system regularly.

Also, consider vent-free space heating, which is functional and efficient. With vent-free space heaters, you can focus warmth where needed, without wasting energy heating other parts of the house.

WATER HEATING EFFICIENCY

Just as it is energy-wise to insulate your roof, wall or floor, it also pays to wrap your water heater with an insulating blanket, especially if you have an older unit.

You can also think about getting a propane tankless water heater. These systems eliminate standby energy loss that occurs in storage

tank systems by only heating water on demand. With a tankless water heater, you can get all the hot water you want for as low as \$29.99 per month! Visit energyunited.com/propane for more information.

SHINE THE LIGHT ON SAVINGS

If you still use incandescent lighting in your home, your bulbs are operating at only 25% energy efficiency. Replacing your home's five most frequently used bulbs with LEDs can save you up to \$75 per year. And be sure to always turn lights off in rooms that are not being used.

PUT COLD HARD CASH BACK IN YOUR WALLET

If your refrigerator was purchased before 2001, it could use 40% more energy than a newer model. Regardless of the age of your fridge, you should keep the temperature between 35-38 degrees Fahrenheit to save on energy.

By understanding how your home uses energy, you can determine the best ways to modify energy use and keep more money in your wallet.

connect[®]

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Please send questions, comments and story ideas to **Maureen Moore**, Communications Manager, at maureen.moore@energyunited.com.

EnergyUnited
YOUR LOCAL CONNECTION

1-800-522-3793 www.EnergyUnited.com

Facebook.com/EnergyUnited

@EnergyUnitedEMC

EnergyUnited Electric Cooperative

H. Wayne Wilkins Chief Executive Officer

This institution is an equal opportunity provider and employer.

Apply for a Basketball Camp Scholarship Today!

The Touchstone Energy Sports Camp Scholarship program is now accepting applications from students interested in attending basketball camp in June 2016. EnergyUnited will select one boy for a scholarship to attend the Roy Williams Carolina Basketball Camp June 18-22 at the University of North Carolina at Chapel Hill and one girl for the Wolfpack Women's Basketball Camp June 12-15 at North Carolina State University in Raleigh.

Students who are enrolled in fifth, sixth or seventh grade during the 2015-16 school year and live in or near a service area in one of the 19 counties we serve throughout North Carolina are eligible to apply. Interested applicants can find more information at www.energyunited.com/sports-camp. Applications are due on or before Thursday, March 31.