



Published for Member/Owners of **EnergyUnited**
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Customer Satisfaction Results

EnergyUnited is regularly rated by the American Customer Satisfaction Index (ACSI), which is one of the most recognized customer satisfaction indices in the United States. This rating helps our cooperative determine how satisfied, you, our members, are with the service we are providing.

We've recently received the 4th Quarter 2015 results from the ACSI survey, and we are happy to report that we have scored very well.

Overview of Our Results

- Our overall ACSI score was 84 out of 100, an improvement from 82 in 2014.
- EnergyUnited scored higher than the average investor-owned utility score of 74.
- EnergyUnited scored higher than the average municipal utility score of 73.
- We scored higher than the average of all Touchstone Energy Cooperatives, which averages a score of 82.

Things That We Can Attribute to the Score

As an electric cooperative, we continuously listen to feedback from our members through surveys, member advisory committee meetings and comments you leave with our Customer Care Representatives when you call into EnergyUnited. Your direct feedback helps us improve our service to you.

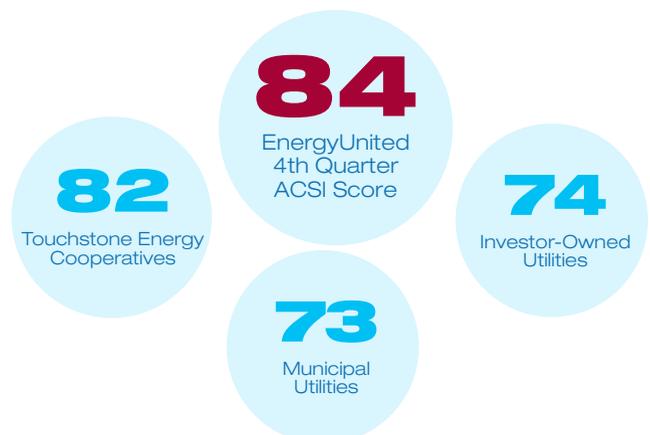
One of our top goals is to provide reliable service. In 2015, we had a high reliability rate of 99.98%, and we had an average restoration time of 103 minutes. Although we would strive for 100% reliability, there are things that cause outages which are outside of our control, such as mother nature or animals coming into contact with an electric line. When this does happen, our focus is to restore power as quickly and safely as

possible. We are proud that our reliability ratings rank among the top within the country.

We also know that we need to provide energy at a low and competitive cost. We are continually looking at ways to reduce costs. Additionally, we use efforts like this newsletter and our e-newsletter, "Empower Your World" to keep you informed about ways to lower your monthly energy costs.

Finally, we understand the importance of giving back to the communities in which we live and serve. In 2015, we gave over \$400,000 to those in need through the EnergyUnited Foundation and we supported local teachers and youth through the Bright Ideas, Youth Tour and Sports Camps programs.

It is our goal to continue to improve on these efforts and find new ways to keep our members satisfied with our customer service through 2016 and beyond.



Update on the Statesville Office Payment Kiosk

Our new self-service kiosk was installed at our Statesville office in January! The kiosk is a new payment option that replaces the overnight deposit box, and it is our hope that it will make bill payments easier than ever before. Members can use the kiosk to pay electric bills by cash, credit and debit cards and checks. Additionally, you can use it to look up your account balance.

The kiosk is anticipated to make it easier for you to do business with EnergyUnited 24 hours a day. If you make a payment in cash, the kiosk will dispense bills, but will not provide change. Instead, you will have the option to donate to Operation Round-Up or apply the change to your next bill. For example, if your bill is \$79.80, you can credit the 20 cents to Operation Round-Up or you can credit the change to your bill for the next month. We are excited to offer this new donation option to make it even more convenient for our members to give back.

Operation Round-Up is part of the EnergyUnited Foundation, a charitable program that provides assistance to families and individuals who are suffering catastrophic, unusual or unexpected problems and are in need of assistance. Since the program began in 1996, the EnergyUnited Foundation has awarded over \$5.3 million to community members who are in need. For more information about the Operation Round-Up program, please call **1-800-522-3793**.



The kiosk is a new payment option that replaces the overnight deposit box, and will make bill payments easier than ever before.



Holiday Closing

Please note that our offices will be closed on Friday, March 25, in observance of Good Friday.

Statement of Non-Discrimination

This policy states EnergyUnited's position on discrimination. This policy applies to all EnergyUnited employees, volunteers, members, clients and contractors. This institution is an equal opportunity provider and employer and does not discriminate on the basis of race, color, religion, gender, gender expression, age, national origin, physical or mental ability, marital status, sexual orientation or military status, in any of its activities or operations. These activities include, but are not limited to hiring and firing of staff, selection of volunteers and vendors and provisions of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors and clients.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call 1-866-632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form for letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax 202-690-7442 or email at program.intake@usda.gov.



Reliability is the Key to Our Success

Here at EnergyUnited, we pride ourselves on our mission to provide reliable energy services for you, our members, at competitive prices. Over the past several years, we have made it a top priority to focus on outage prevention and restoration as well as installing the latest technology across our service areas to bring you the best in energy services.

Reliability starts with taking measures to increase our outage prevention efforts. One of the best ways for us to prevent against outages is through our Right-of-Way (ROW) maintenance program. By proactively inspecting and trimming trees along the ROW corridors on a regular basis, we are able to reduce the chances of limbs falling on power lines during a storm, causing an outage.

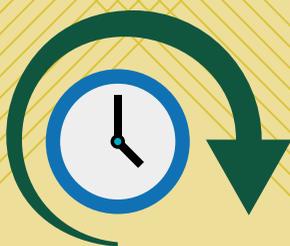
Equipment maintenance is also a key component to preventing outages in our service areas. We perform regular equipment inspections and restore or replace damaged equipment before a failure occurs. Of course, even after taking many preventative measures, power outages may still occur, which is why we make every effort to have effective restoration plans in place during times of outages.

We are in the process of implementing a Mobile Workforce Management Program that will allow us to send outage information electronically to crews in the field and allow them to send information back to Dispatch electronically. This will eliminate some of the need for crews and dispatch to communicate via the radio and telephone, making the exchange of data more efficient. This will reduce the amount of time it takes to restore power, particularly during large storms when radio and telephone are heavily used. More importantly, this will also allow us to better estimate the time to restore outages and provide updates during outage situations to you, our members.

During times of extreme weather, we rely on a cooperative principle called mutual aid agreements. When inclement weather hits, we send crews to other co-ops that may need assistance restoring power outages. Likewise, when our service area is in need during a storm, other nearby co-ops send crews to help us. This is just another way that electric cooperatives work to look out for our members.

Finally, we understand the importance of using innovative technology to help us provide reliable services for our members. We have invested in Advanced Metering, which allows your electric meter to store usage, outage and voltage information and communicate it back to our offices. We use this to confirm single outages and restorations. In addition, we use this information to analyze our system and determine areas we may have potential problems so that we can resolve them before they cause extended outages.

As your electric cooperative, we continue to invest in technology so that we have more information about the electric system to make better decisions. By utilizing some of the newer grid technologies, we narrow the area to which we send crews when we have an outage and in some places, can automatically restore the outage electronically. Because of the investments and efforts we've been making, we've laid a strong foundation for the future of our cooperative and are meeting our members' needs by restoring power quickly and safely should an outage occur.



DAYLIGHT SAVING TIME
MARCH 13

On Sunday, March 13, please prepare to set your clocks ahead one hour, as daylight saving time begins. While most of the country participates in daylight saving time, many people are unaware of its origin.

After being observed nationally during World War II, Congress passed the Uniform Time Act in 1966, which set standardized start and end dates for daylight saving time, but allowed individual states to remain on standard time if their legislatures allowed it.

In 2007, daylight saving time was extended by one month, starting three weeks earlier and ending one week later. As a result, it now begins on the second Sunday in March and ends on the first Sunday in November.

Tips for Staying Safe During Tornado Season



While most of us are looking forward to the end of wintry weather, it can be easy to forget that we are now approaching the tornado season that comes along with spring here in North Carolina. You may be familiar with the phrase, “March comes in like a lion and goes out like a lamb,” meaning that the month of March can often start with inclement weather, before calming down. According to the National Oceanic and Atmospheric Administration, tornado occurrences peak in the southeast between March and May, so it’s important to be prepared as we enter this season of uncertainty.

Tornadoes can be more than a mile wide and create winds that reach up to 300 miles per hour. They can develop quickly in the right conditions, which is one of the reasons these storms are so dangerous.

Signs a Tornado May Be Coming

- Tornadoes typically occur in the late afternoon and evening.
- Often, there is calm before the storm, and it is not uncommon for a tornado to take place under sunny skies, however, they generally occur at the trailing edge of a thunderstorm.

- Watch for a dark, often greenish sky, large hail and a loud roar that sounds similar to a freight train.
- A tornado watch means that a tornado is possible and to stay tuned as storm conditions develop.
- A tornado warning means that a tornado has been spotted or indicated on weather radar and you should take shelter immediately.

Things to Do Before a Storm

- Develop a plan and determine the safest place to take shelter in your home. The safest rooms are those in the middle of a house, with no windows, such as a lower-level bathroom or basement.
- Prior to peak tornado season, make sure to trim any tree limbs and branches that could be a hazard to your home. Do not trim trees close to overhead power lines; call EnergyUnited’s customer service department at **1-800-522-3793** so we can inspect them and determine how to best handle them.
- Remove any debris from around your lawn. Be sure all lawn tools and yard ornaments are put away and secure patio furniture; checking for these hazards may help keep you and your home safe in the event of a tornado.

Together, We Can Be Prepared

- Make note of EnergyUnited’s outage reporting number, and keep it in a prominent place that can be easily accessed during an emergency: **1-800-EUNITED (1-800-386-4833)**.
- View our outage map, which is updated in real time, by visiting www.energyunited.com/storm-center.
- Knowing what to look for and preparing for a tornado can help keep your family safe.

Know What’s Below, Call Before You Dig

With spring in the air, many of us are planning to spend time outside, planting flowers and vegetation in our gardens. However, before you start any digging project, you must first call **811**!

It’s important to know where power lines are buried before you start digging, to help protect you from injuries and damaged equipment, which can lead to penalties. Plan ahead by calling **811** at least three days, but no more than 10 working days, before you begin any digging project.

As a good rule of thumb when planting, you should leave at least three feet of space on the sides and behind a padmount transformer and 12 feet of clear space in front of it.

Thank you in advance for your efforts to stay safe while gardening this spring!



**Know what's below.
Call before you dig.**

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



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