

Published for Member-Owners of **EnergyUnited**

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YOU are the most important part of the board of directors election!

The board of directors that you elect has the final say on all major decisions made by your cooperative, from setting policies to determining the rates we charge for energy. As a member-owner of EnergyUnited, you have the opportunity to participate in the process of electing those members who will represent you on the board of directors.



Any member who participates in the election by voting online or mailing a ballot will be eligible to receive one of three \$100 VISA gift cards. Don't miss out on your chance to win!

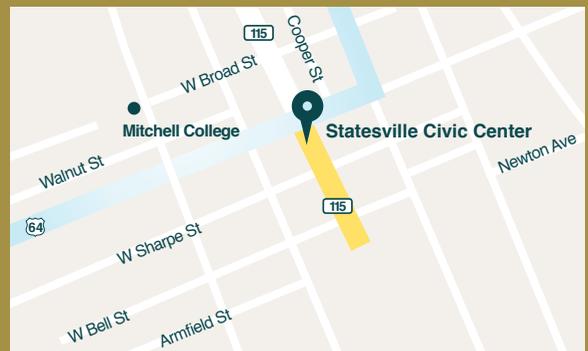


OR



Vote online at directvote.net/euec or by hard copy ballot via U.S. Mail. Voting begins on August 1 and ends at 11:59 p.m. EST, September 6.

2016 EnergyUnited Annual Meeting



Thursday, September 15, at 6:00 p.m.

- Results of the board of directors election will be announced at the Annual Meeting.
- Pre-registration is not required. Members can check in and register between 5:30–6:00 p.m. on September 15 at the Annual Meeting.

STATESVILLE CIVIC CENTER

301 South Center Street
Statesville, NC 28677

EnergyUnited Payment Options - It's That Easy!

EnergyUnited is committed to providing reliable service at the lowest possible cost. The payment options below designed to reduce our costs to help everyone save!



Bank Draft

Free Service - No Fees!

- Monthly Electric Bills can draft from either a savings or checking account.
- Sign up via our secure account information portal at energyunited.com.



EnergyUnited Account App

- View and pay your bill using your mobile device.
- Sign-up for recurring credit or debit card payments.
- Receive payment alert reminders.
- The EnergyUnited Account App can be downloaded at The App Store or Google Play.



Pay By Phone

- Call 1-800-215-7315, have your account number ready and make a payment. It's that easy!
- Payments can be made by credit card, debit card or electronic check.



Web Payments

- Available 24/7, 365 days per year and payments post immediately!
- Login at energyunited.com to view your account information and make a payment.
- In a hurry? No time to log-in? Use Easy Pay by Paymentus. You can find the link to Easy Pay just below the login area on the energyunited.com home page.



Authorized Payment Agents

- A network of authorized payment agents are available across our service area.
- Find a list of locations at energyunited.com/payment-options/payment-locations.
- Only Global Express* authorized agents allow your payments to post immediately to your account.

**Payments made at unauthorized locations can take up to 10 days to post on your account*



US Mail

- Return the bottom portion of the statement with your payment in the return envelope provided.
- Mail payments to:
PO Box 1831
Statesville, NC 28687
- Please allow sufficient time for mail delivery.



Kiosk

(Statesville only)

- Makes paying bills easier than ever, no need to wait to speak with a representative.
- Pay electric bills by cash, credit card, debit card and checks.
- Available 24/7 and payments post immediately to your account.



Hurricane Season

Even as the hot days of summer begin to come to an end, hurricane season for the east coast is just starting to ramp up. While the potential for devastation from hurricanes can be unpredictable, rest assured that your cooperative is prepared in case of an emergency.

Preparing for a hurricane happens well before a storm approaches.

EnergyUnited continues to focus on keeping an open line of communication with local governments and emergency response teams to ensure that everyone is prepared should disaster strike. These open lines of communication allow us to regularly discuss plans for upcoming severe weather, understand response strategies for emergency situations and provide an outline for service restoration should any of our members lose power.

EnergyUnited also prepares internally for disasters. Each and every member of our staff understands their roles and responsibilities during an outage. Our management team has the opportunity to demonstrate their emergency response strategies during "tabletop drills" in which we simulate an outage and outline the steps each employee would take to restore power. Practicing an emergency in this way allows us to identify and correct any issues with our restoration efforts and ensures that EnergyUnited is well prepared should a major outage occur.

Losing power during a major hurricane or other natural disaster is always challenging and often requires additional staff and resources. EnergyUnited works tirelessly during these events to get the power back on as quickly as possible. For our members, it is important to understand how the cooperative goes about restoring power and what your role is during this process. As soon as your lights go out, you

should alert the cooperative to the outage at your home by calling 1-800-EUNITED (1-800-386-4833) or by logging into the Account Information page on energyunited.com. You can also use the EnergyUnited Account App on your smartphone to alert the cooperative of an outage. We encourage you to report outages as soon as possible so that our crews can immediately begin the restoration process. We also appreciate when members let us know about downed power lines, broken poles and fallen trees so that crews can begin working on restoring power as quickly and safely as possible.

Once we understand which homes and communities in our service area are without power, the restoration process begins. EnergyUnited crews, and sometimes crews from other cooperatives, begin by repairing equipment that will return power to the most amount of members, such as substation equipment or transmission lines. Once these main lines are repaired, our crews move to individual neighborhoods and meters. When you can safely inspect your property, determine if the storm has damaged the service installation to your home or building. If so, you will need to contact an electrician to make repairs before we can restore service.

EnergyUnited takes pride in supporting our community by being prepared for any situation. We're committed to managing all potential outage situations and working with others to ensure that our service is always safe and reliable.

Prepare an emergency kit with the following items:

- Flashlights, battery-powered lanterns and other sources of light
- Emergency radio
- Supply of medicine, first aid supplies
- 2 weeks supply of water, nonperishable food items, batteries and firewood

Unplug sensitive electronics

If it looks like you may lose power, be sure to unplug sensitive electronics such as TVs and computers. Fluctuations in power during the restoration process may be damaging to these devices.

Stay away from downed power lines

You should always treat downed power lines as if they are energized and dangerous. Never touch a downed power line, and stay back at least 10 feet from the damaged equipment. Be sure to look out for trees and puddles that may be touching downed power lines, as these can carry an electric current and could be dangerous.

Thermostat Technology

When used correctly, thermostats have the potential to help you save money on your heating and cooling costs. With recent technological advances, there are more options than ever for using your thermostat to help you save money.

When you're looking for a new thermostat for your home, there are two main types that you should consider: programmable and smart thermostats.



Programmable Thermostat



Smart Thermostat

Programmable Thermostats

If you're considering purchasing a programmable thermostat, it's important to install and program it correctly to save the most energy and money. You can save as much as 10% a year on heating and cooling by simply turning your thermostat back 7-10 degrees for 8 hours per day from its normal setting. Your thermostat should be situated on an interior wall, about five feet above the floor and away from heating and cooling vents and other drafty places, such as doors and windows.

Programmable thermostats are best for families who are away during the day. If you decide a programmable thermostat is right for your home, consider which type best suits your lifestyle:

7-day model: Allows you to set different programs every day and provides the most flexibility.

5+2 day model: Follows the same schedule during the week and a different one for weekends.

5-1-1 model: Keeps the same schedule during the week and different ones for Saturday and Sunday.

Remember, programmable thermostats enhance your home's efficiency only when set properly. To be sure to save, set the temperature back for at least eight hours at a time. Program the thermostat to begin warming or cooling to your desired temperature shortly before you get home or wake up, so your home is comfortable when you need it to be. For more information visit energy.gov/energysaver/thermostats.

Smart Thermostats

Similar to programmable thermostats, smart thermostats can be programmed, but their true appeal lies in the ability to allow the software to build a program around the way you live. These devices learn your behavior and adjust heating and air conditioning settings with a goal to save energy.

Individuals who have installed smart thermostats have been able to use the system to create an environment in their home that is both comfortable and efficient. They may also use innovative applications to monitor energy savings and "tweak" settings for maximum cost savings, all of which is impossible with a traditional digital thermostat.

There are several smart thermostat options available on the market and they typically retail between \$200 and \$400.

For more information on how to save energy and money, visit energyunited.com.

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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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EnergyUnited Electric Cooperative

H. Wayne Wilkins Chief Executive Officer

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