

Cooperatives BUILD

CO-OP MONTH 2016

Published for Member-Owners of **EnergyUnited**

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EnergyUnited Celebrates National Cooperative Month

Being part of a cooperative means being part of something special. EnergyUnited is celebrating National Cooperative Month in October, along with 40,000 other cooperative businesses serving more than 120 million people nationwide.

“Cooperatives Build” is the theme of this year’s National Cooperative Month, which is fitting because there are so many ways that cooperatives help build a stronger America.

Cooperatives Build Trust

Most cooperatives strive to adhere to seven key cooperative principles, which combine to help build trust between the cooperative, its members and the community. For example, the first principle, *Voluntary and Open Membership*, means that we are a voluntary organization open to all people who use our services and are willing to accept the responsibility of membership. The second principle, *Democratic Member Control*, gives members a voice in the cooperative’s policies and decisions.

Cooperatives Build Community

Another cooperative principle is *Concern for Community*. Cooperatives work for the sustainable economic development of our communities through efforts to recruit businesses to the area, involve employees in local organizations, donate charitable contributions to community efforts and support our schools. Members can give back through Operation Round-Up and our EnergyUnited Foundation, which benefits those in need in our communities. We also offer support to schools through the Bright Ideas Program, which gives grants to local teachers for classroom projects, and the opportunity for the youth in our community to attend sports camps and a youth tour to Washington, D.C.

Cooperatives Build Jobs

Cooperatives generate jobs in local communities, keep funds local and pay local taxes to help support community services. Cooperatives often take part in community improvement programs, ensuring that everyone has an opportunity to benefit from the cooperative experience.

Celebrating National Cooperative Month

For cooperative employees and members that are familiar with the principles, the month of October is a great opportunity to renew our connection to each other and the purpose of our cooperative. EnergyUnited’s ongoing commitment is to provide safe, affordable and reliable power to our members. By working together, this cooperative can continue to provide power services that ensure a higher quality of life for all.

EnergyUnited would like to thank each and every one of our members for being part of this special cooperative structure. You are a vital part of what makes our cooperative worth celebrating.



2016 Board of Directors Election Results



JERRY ANDERSON

District 1

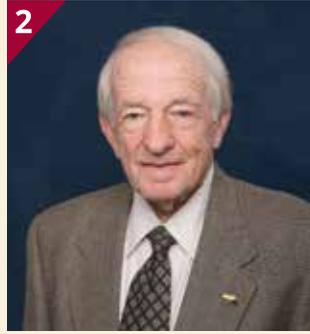
3-year term



JEANNETTE OVERBY

District 2

1-year term



MACK SHOAF

District 2

3-year term



RONNIE HARRISON

District 3

3-year term



THANK YOU FOR PARTICIPATING!

The four board members who ran for new terms were all re-elected (see above). We are appreciative to our board members for their service and commitment to ensuring that EnergyUnited continues to provide safe, reliable and affordable energy services to its members.

This map geographically depicts EnergyUnited's three directorate districts.

Find Ways to Save Energy and Money

As a member of EnergyUnited, you are in a unique position to take an active role in helping to control the amount of energy our cooperative uses. Because we are a not-for-profit organization, our goal is to provide safe, reliable power at the most affordable price for our members. This means helping you save money on your monthly electric bill.

So, how does practicing efficiency habits save you money? It's common sense that if you use less electricity, your bill will be lower. But there's more to it than that. When electric use is high, we pay peak demand charges for the electricity we purchase. By incorporating energy efficiency into your daily routine, you are helping to reduce the demand for electricity, thus lowering its overall cost. And as a cooperative, we pass these savings directly on to you!

Basic energy efficiency practices, like caulking around windows and doors, turning off lights when you leave a room and

using a programmable thermostat are great ways to start saving.

It's also important to understand that *when* you use electricity is just as important as *how much* you use. Typically, most households use larger amounts of electricity in the mornings and in the evenings – when most people are either getting ready for their day or returning home. Our cooperative's peak demand charge can be avoided by lowering energy use during on-peak hours, when electricity is in high demand. When you, our members, make an effort to reduce energy usage during peak times, our whole cooperative benefits!

As you can see, one of the main advantages of being a cooperative member is that your actions directly affect the amount of your monthly electricity bill. To find out more about energy efficiency tips, check your inbox for our e-newsletter, *Empower Your World*, or visit EnergyUnited.com.



Celebrating the Cooperative Structure

It is a real pleasure to be the CEO of a cooperative like EnergyUnited. I'm proud to know that we are building upon the hard work that the original men and women of our cooperative did to bring electricity to our communities and lay a foundation for the strength of the cooperative today.

Each October, EnergyUnited joins the country in celebrating National Cooperative Month. I hope you will have the opportunity to join us during this celebration of a truly unique way of doing business.

The beauty of this cooperative is that it was built for our members, by our members. Over the years, we have grown and changed, but we have always retained the idea that this organization should put members first when providing high quality service and safe, reliable power. We have a commitment to listen to the needs of our members and work to provide services that respond to the most pressing issues we hear from our members.

EnergyUnited strives to maintain low costs for our members. In an effort to reduce some of our higher cost options, such as mail and in-person payments, we've introduced new options with lower costs to the organization. EnergyUnited made easier payment processing a priority, and as of this year, you can now pay in-person, by check, over the phone using our IVR system, online at EnergyUnited.com and through the EnergyUnited Account App on your smartphone. We are also beta-testing payment kiosks at our headquarters in an effort to continually provide options for our members.

Beyond the day-to-day interactions with the cooperative, we are also committed to keeping our members first by

being prepared for any emergency situation. EnergyUnited is a member of a network of cooperatives that are available to provide assistance should disaster strike. Our team also partners with first responders and other disaster preparedness organizations in the communities we serve to ensure that all efforts are coordinated during a disaster. In this way, we can ensure that our members are safe, and have quick restoration of power, in the worst of situations.

EnergyUnited prides itself on being a good member of our community. In addition to providing jobs across our service area, our economic development team helps our community bring new business to our area, and EnergyUnited acts as an energy advisor for the businesses we serve.

At EnergyUnited, we have always had a focus on progress. Each day, the hard working men and women of this cooperative are generating new ideas to improve the service we provide our members. We also take feedback from our members seriously and have formed Member Advisory Committees (MACs) that help us better understand the needs of our service area. We're proud to have you as a cooperative member, and we thank you for your continued support of EnergyUnited.

The EnergyUnited Commitment

As we celebrate National Cooperative Month, EnergyUnited would like to remind our members of some ways we are building trust, communities, jobs and a better world.

Core Services: EnergyUnited is committed to providing safe reliable and affordable energy. Every day we work hard to maintain the level of reliability and service our members have come to expect.

Low Cost Energy: We understand that the price you pay for electricity has an effect on your life, which is why we work hard to operate efficiently and provide technology options that help keep costs low.

Energy Savings: Understanding how you consume energy is key to saving money on your power bill. Through informative publications like the *Connect* newsletter

and programs that help save energy in your home, EnergyUnited is your partner for energy savings, and we're continually working to bring new energy-savings programs to your home.

Building Communities: We're proud to be your neighbor and build our communities together, which is why we work hard to bring new business to the area, provide community assistance through the EnergyUnited Foundation and create opportunities for our employees to give back.

Utility Poles are Not Billboards

EnergyUnited currently maintains 12,540 miles of distribution line and 195 miles of transmission line within our 19-county service territory. The service area includes the rugged mountain terrain in the Madison Region and the Taylorsville Region to the central Piedmont Region into the highly populated region of Lake Norman. The wood utility poles that hold our lines are one of our largest and most visible assets. Help us protect that asset and don't attach anything to utility poles.

Although seemingly innocent enough, putting signs or other items on a utility pole creates serious safety hazards. Staples, nails and tacks used to hang signs – as well as the signs themselves – pose dangers to both the person posting the sign and our lineworkers who might have to climb that pole when either restoring power following storms or performing routine maintenance.

Signs or other objects create dangerous obstacles. The list of items we've found attached to our utility poles is an interesting mix and includes things like balloons, flags and even birdhouses and basketball goals.



Although posting a sign seems harmless, the nails and tacks left behind can puncture utility workers' boots or safety clothing and gloves, making them vulnerable to slipping or even electrocution.

A lineworker's job is dangerous enough. They work high overhead with live power lines in all kinds of weather to keep your lights on. Please don't add to that danger.

EnergyUnited Seeks Member Advisory Committee Volunteers

As a member-owned cooperative, we value your opinion. That's why EnergyUnited is now looking for volunteers for our Member Advisory Committee (MAC) program in Statesville, Lexington and the Lake Norman regions for 2017.

MAC volunteers act as sounding boards for changes in service processes and development of new programs by providing insights into the wants and needs of EnergyUnited members.

As owners of this cooperative, it is important that EnergyUnited hears your voice. This ongoing interaction

helps enhance communications between our members and cooperative staff. MAC participants are encouraged to share the information they learn with other cooperative members to foster two-way conversations between EnergyUnited staff and the cooperative owners.

Each MAC is made up of at least 12 volunteers from EnergyUnited's 19-county service area, who represent the diverse membership of the cooperative. Our MAC groups meet every four months, usually on Thursdays from 5:30–8:00pm in Statesville, Lexington and the Lake Norman regions.

Members of our MAC groups usually serve 3-year terms on a rotating basis as determined by the MAC group as a whole. After a 3-year term, MAC members will be asked to rotate off the committee for at least 3 years before consideration for another term in order to encourage diversity in participating members. For more information, or to volunteer, fill out the application on our website at EnergyUnited.com/community/member-advisory-committee.



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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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H. Wayne Wilkins Chief Executive Officer

This institution is an equal opportunity provider and employer.