

in this issue

EnergyUnited Helps Bring AccuMED to Davie County	1
Working to Improve Member Satisfaction	2
CEO Message: I'm Thankful for you, our Member-Owners	3
Prepare for Inclement Weather	4

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Cotton Ketchie

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EnergyUnited Helps Bring AccuMED to Davie County

EnergyUnited, in partnership with the Davie County Economic Development Commission, recently secured a \$1 million loan to help bring AccuMED, a textile based manufacturer of medical devices, to Mocksville. The funds come from the United States Department of Agriculture's (USDA) Rural Economic Development Loan (REDL) program, which provides zero-interest loans for projects that support growth in rural communities.



Aerial photo of vacant facility that AccuMED will take over in Mocksville.

AccuMED will use the loan to purchase new equipment for operations as they move their headquarters from Buffalo, New York, to the Mocksville facility.

As an electric cooperative, EnergyUnited is committed to building and supporting the communities we serve as we provide safe, affordable and reliable power. One of the ways we ensure the success of our communities is through economic development programs. Bringing in a business headquarters like AccuMED creates 40-50 new jobs in the first two years while also bringing along a \$3.5 million investment into our community.

EnergyUnited supports economic development in two ways. Our primary role is to be an energy advisor to businesses

looking to relocate to our service area. Large companies, especially manufacturers, have immense power needs. We work with economic development commissions and businesses to estimate energy needs and ensure rates are favorable to both business growth and the members of this cooperative.

Our secondary role is to provide businesses access to resources, such as the Rural Economic Development Loan (REDL) program, that create additional incentives for relocating to North Carolina. "EnergyUnited gives us a competitive advantage when recruiting new business," said Terry Bralley, President of the Davie County Economic Development Commission. "Almost every community has access to some kind of state and federal funding to drive growth, but having a cooperative like EnergyUnited as a partner gives us access to the REDL program and energy advice that often helps us close the deal. It's a strong selling point for a company to know that they can move to North Carolina and update their equipment and technology, while spending far less in interest."

EnergyUnited is proud to support our community by assisting with economic development programs. "Energy is a big piece of any project we do," said Bralley. "EnergyUnited makes a great partner, because they understand what kind of rates and services we need to get businesses excited about moving to our area."

Working to Improve Member Satisfaction



At EnergyUnited, we understand that you, our members, are the driving force behind how our cooperative operates. In an ongoing effort to provide our members with the options they want and improve member satisfaction, we have made some changes to our phone system and our automated account information system.

In recent years, the trend in customer service is that consumers want information to be provided quickly and through various channels such as web, automated systems or mobile apps. In addition, consumers are looking for their utility company to provide a variety of convenient, self-service options via those channels. Lastly, when consumers want or have the need to speak with a representative, they expect to be put in contact with the ones best able to handle their customer service needs. By making these changes to our phone and automated account information systems, we hope to better meet the expectations of our members.

The enhancements to our automated system will make it easier than ever to access account information, provide additional information and offer self-service options that our members have requested. Eventually, our goal is to have information and self-service options available by automated system, web and mobile apps.

You can access your account information 24 hours per day, 7 days per week via the secure member information portal at EnergyUnited.com or by calling 1-800-Member1 (1-800-636-2371).

With our new upgrades, members are able to call in to receive the information they need without speaking to a representative. Directing inquiries such as account balances, due dates, etc., to the automated system allows our representatives to focus more on the customer care aspect for our members.

Our goal is that our customer care representatives will become more of an energy advisor, spending time with callers to discuss energy efficiency measures, cost savings and products or services that would be beneficial to our members.

For members who have customer care needs, the new phone options allow callers to select the type of assistance that is needed, and based on the selection, route those calls to specific customer care representatives who are the most experienced to handle those requests or inquiries.

At EnergyUnited, we understand that your time is valuable, which is why we have taken efforts to provide you with easy-to-use systems that help you save both time and money. Our recently updated website and our EnergyUnited Account App both make it easier for you to manage your account in an efficient way. Likewise, our new payment kiosk in Statesville makes paying your bills easier than ever before.

We are committed to continuing these technological efforts to provide you with the best tools possible to manage your account and energy use. We hope that these changes to our phone system will help to better serve your needs and make your interaction with the cooperative a more positive experience overall.



VOTE&WIN

Thank you to all members who voted in this year's Board of Directors Election. We are excited to announce the winners of the 2016 "Vote & Win" contest. Congratulations to the following three members who will receive a \$100 VISA gift card.



**2016 Board of Directors
"Vote & Win" Winners**



I'm Thankful for you, our Member-Owners

As we enter the holiday season, and reflect on our blessings, I always like to look back on what I'm thankful for. My list is usually about the same – good health, wonderful family and friends, and a wonderful job serving the members of EnergyUnited.

Living in the U.S. today, it is nearly impossible to imagine life without electricity. So many of the modern conveniences that improve the quality of our lives are dependent on electricity as the "fuel" to make them work — everything from the alarm clock that wakes us up, to the refrigerator that keeps our milk cold. We're all thankful for the heating and air conditioning unit that keeps us cool in the summer and warm in the winter, the vacuum that lets us clean more efficiently and all those kitchen appliances that save us time and physical energy. Of course, so much of our entertainment, whether it comes from the TV, radio or computer, depends on the kilowatt-hours (kWh) that your electric cooperative provides. Just think, there would be no smartphones or cell phones if there were no electricity.

Businesses of all kinds rely on electricity to produce and sell the products we need. It is no wonder that at EnergyUnited we feel that, while our primary product is electricity, we are here to help improve your quality of life.

As we celebrate the season that reminds us to be thankful for all that we have, it is important to remember the 1.3 billion people in the world that still live without reliable electric service. That is equal to about four times the U.S. population!

We are so thankful that our community ancestors right here in the heart of North Carolina had the vision and foresight

to do what needed to be done, gathering friends and neighbors to organize under the cooperative structure. With roots dating back to the late 1930s, EnergyUnited was formed in 1998 by the consolidation of two strong, community-minded electric cooperatives, Crescent EMC and Davidson EMC. The cooperative is named "EnergyUnited" because the word "Energy" defines the core service to member-customers and "United" shows that the cooperative is owned, composed of, and actively supported by its members.

During this season of reflection and gratitude, I would like to tell you how thankful I am to be part of an organization that has such a rich history. But, more importantly, I want to say "Thank You!" to you, our member-owners.

Margaret Mead, a cultural anthropologist, once said, "Never doubt the ability of a small group of people to change the world, indeed it is the only thing that ever has." EnergyUnited works because we are connected to each other by more than just the electric line. EnergyUnited wouldn't be here without your support, participation and engagement, and for that, I thank you.

NOV 11

VETERANS DAY

On Friday, November 11, our nation honors current and former military service members for their courage and dedication to fight for our freedom. EnergyUnited thanks all veterans for their service.



THANKSGIVING HOURS

In observance of the Thanksgiving holiday, all offices will be closed on Thursday, November 24, and Friday, November 25. Our Propane offices will be closed on Thursday, but open on Friday. As always, our crews are standing by for emergency services 24/7/365.

Together, We Can Be Prepared for Inclement Weather

While this time of the year is filled with the festivities of the holidays and fun times with family and friends, it can also include snow, ice and dangerous winter storms. When temperatures drop and storms hit, it can be challenging to stay safe and warm, particularly when outages occur. EnergyUnited prioritizes your safety and understands that it is just as important for you, our members, to be prepared for a storm as it is for our cooperative to have a plan in place for dealing with outages that may occur.

How to Prepare for a Winter Storm

Severe winter storms often bring heavy accumulation of ice and snow, which can lead to downed power lines and extended outages. EnergyUnited crews will work hard to restore power quickly, but it is a smart idea to have a winter survival kit with the following items on hand:

- Food that does not require cooking, such as canned goods, crackers and dried fruit.
- Approximately five gallons of water per person.
- Forms of identification, such as driver's licenses, photo IDs and Social Security cards.
- Refilled prescriptions for all required medication.
- Other emergency items such as a first aid kit, blankets, flashlights and batteries.

How EnergyUnited Works to Restore Power

While we work hard to ensure that your power is always on, in the event of a major outage due to a winter storm, we follow a strict restoration protocol to restore service as quickly and safely as possible.

- The substation and main distribution line from the substation must be repaired first.
- Crews repair lines that bring power to the greatest number of consumers.
- After larger pockets of consumers have power, crews repair service lines to individual homes, prioritizing those on file with medical needs.

You can report power outages via our automated outage reporting system by calling 1-800-EUNITED (1-800-386-4833), or through our website or mobile account app. The automated outage reporting system immediately notifies our dispatchers, and it will provide estimated restoration times and updates when available.

Winter weather can be unpredictable and dangerous, but planning ahead can often be the difference between life and death. EnergyUnited is ready for what Mother Nature has in store, and we want you to be ready too.

Cooking Up Holiday Energy Savings

For many of us, the holidays involve home-cooked meals and wonderful aromas of delicious foods wafting throughout



the house. It means a busy kitchen and a bustling house full of family and friends. If this rings true for you, despite the increased kitchen activity, you still have an opportunity to save energy during the holidays.

Energy Efficiency in the Kitchen

When preparing side dishes, baked goods, soups, etc., consider using small appliances like a crock pot, toaster oven or microwave instead of a conventional oven or stovetop. These small appliances are a smart, energy-saving alternative, typically using about half the energy of a stove.

When you must use your oven, don't peek! Opening the oven door can lower the temperature by as much as 25 degrees and causes your stove to work harder to return to the desired cooking temperature. Clean burners and reflectors increase efficiency and offer better heating, so don't neglect this small but important task to keep your oven working efficiently.

Holiday Guests can Bring Big Savings

When your oven is working hard and you have a house full of guests, the heat from the stove and the guests will keep your house comfortable, enabling you to turn down the thermostat.

When it's time to clean up, extend holiday fellowship to the kitchen by washing and drying dirty dishes by hand. This uses less energy than a dishwasher. However, don't leave the water running continuously, or you will waste energy.

By adapting these efficient practices in your kitchen, energy savings will be one more thing to be thankful for this holiday season.

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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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