

in this issue

EnergyUnited Returns \$3.5 Million to Members	1
Rate Reduction on Upcoming Bill	2
CEO Message: Looking Back on 2016	3
Holiday Lighting Safety Tips	4

Published for Member-Owners of EnergyUnited

connect

EnergyUnited Returns \$3.5 Million to Members

Did you know that as a member of this electric cooperative, you actually own a portion of EnergyUnited? One of the benefits of being a member-owner is the allocation of “margins” in the form of capital credits. As a not-for-profit, EnergyUnited strives to only collect enough revenue to maintain sufficient margins to run and expand the cooperative to meet growing energy needs. We return margins beyond what is required to maintain and operate the cooperative to the members in the form of capital credits.

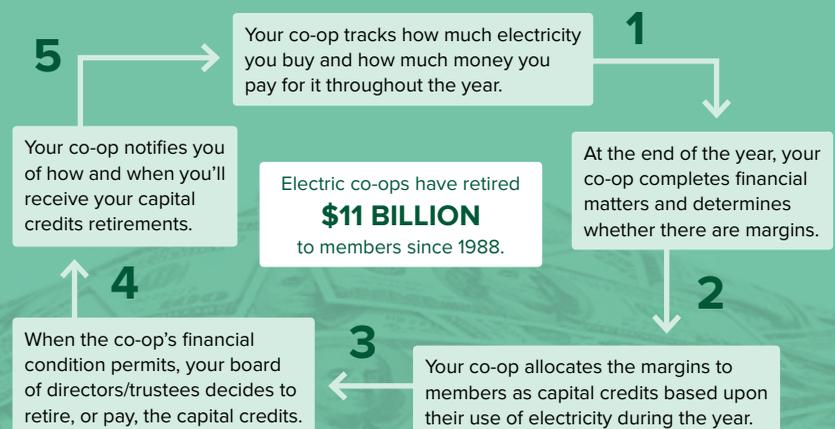
Each year, EnergyUnited evaluates the financial standing of the cooperative to determine if recommending a capital credit retirement makes good business sense. It’s important to know that severe storms, high growth in the number of new accounts, or other events can result in the need to repair, replace or add lines. During these years, there are increased costs which can leave little to distribute in the form of capital credits. For this reason, our ability to retire capital credits reflects the cooperative’s strength and financial stability.

This year, the board of directors has approved the retirement of \$3.5 million to members in capital credits, from years 1988, 1989, 2005, 2006, 2007 and 2015.

The amount of capital credits you receive is primarily determined by the length of service with EnergyUnited, as well as the amount of energy you purchased during the retirement year. All residential members who are eligible to receive \$15 or more in capital credits

HOW DO CAPITAL CREDITS WORK?

Because electric co-ops operate at cost, any excess revenues, called margins, are returned to members in the form of capital credits.



Source: National Rural Utilities Cooperative Finance Corporation

will receive a check in the mail in mid-December. All other eligible members will see a credit on their December electric bill.

Allocating and retiring margins is just one part of what makes EnergyUnited, and the cooperative structure, unique. We are proud to give

back to our members again this year. Thank you for supporting EnergyUnited through another successful year. It is only by working together that we are able to share these benefits with you, our valued membership.

Look for a Rate Reduction on your Upcoming Bill!



One of EnergyUnited's biggest challenges is to provide safe and reliable power at an affordable price. We understand that electric service is an important part of your life and having that service provided at the lowest cost possible is just as important. At EnergyUnited, we strive to keep rates as low possible in a number of ways, such as improving operational efficiencies, streamlining processes by use of technology and keeping our equipment up to date. However, issues like environmental disasters and legislation are often outside of our control. Luckily, over the last several months, economic and environmental factors have been favorable for EnergyUnited to pass savings along to our members!

You may have noticed that fuel prices have been lower this year. Despite an uptick at the pump following a pipeline break and Hurricane Matthew, the average price for fuel in our area is still relatively low compared to previous years. The same factors that lead to lower prices at the gas station also lower our costs for electricity. As long as fuel prices continue to stay

low, we'll be able to pass along these savings and lower rates for all of our members.

You will see this reduction in your bill as a Wholesale Power Cost Adjustment (WPCA) starting December 1. Based on an average consumption of 1000 kilowatt hours (kWhs), the typical residential member will see a \$2 reduction in their bill. You will also see the current amount of the WPCA credit in the message center of your bill. This message simply states how much per kWh used is being returned, which is a \$0.002 reduction per kWh.

We are excited about the opportunity to reduce the price that our members pay for their energy. EnergyUnited will continue to do everything in our power to give you the lowest rates possible, and pass any savings right back to you and your family.



2017 YOUTH TOUR APPLICATIONS DUE

Applications and essays due by **December 30, 2016**

Rules, regulations and much more information can be found at energyunited.com/youth-tour.



Looking Back On 2016

As we approach the end of this year, it is important to look back and review the lessons we've learned, the things we've accomplished and the contributions we've made to the communities where we live and work. But first, I would like to extend my heartfelt gratitude to you for your support and contributions to the success of EnergyUnited.

As a member-owner of this cooperative, it's important for you to be aware of our ongoing investments in both our distribution and operational infrastructure. These investments are always guided by our mission to provide safe, reliable energy at the lowest possible rates for our members.

In February, we began a comprehensive three-year Field Asset Inventory to document the location and condition of our equipment. The results of this inventory will help us improve our outage analysis and our response times. It will also help reduce our operational costs by accounting for all third-party companies (such as cable, phone, etc) that pay a fee to attach to EnergyUnited poles.

In May, we sent representatives to Washington, D.C., to represent your interests as a member-owner of an electric cooperative. One of the most important issues lawmakers are considering is the role of the Federal Emergency Management Agency (FEMA) during storms and other disasters. EnergyUnited supports FEMA's recommendation to provide cooperatives up to 75% of costs associated with replacing damaged or lost facilities. These funds allow co-ops like ours to focus on efficient and safe restoration of power during emergency situations.

Just recently, we experienced a natural disaster that tested our state's infrastructure. After Hurricane Matthew rolled through central North Carolina, EnergyUnited sent 26 employees to Four County EMC in Burgaw, N.C., to help out with

restoration efforts. Contractors were sent to Brunswick EMC in Southport, N.C., and Santee Cooper EMC in Moncks Corner, S.C. This aid among cooperatives is part of what makes our structure special. We're proud to help other communities when they are in need.

In July, we deployed Phase I of a new Mobile Workforce Management System to simplify and streamline critical communications during outage situations. This system uses new software and mobile tablets to allow our field workers to receive, work on and close outage tickets. This system has improved our outage response times by reducing the time it takes to get the information to the field personnel.

As part of our ongoing efforts to offer you more convenient customer service options, we launched the EnergyUnited Account App. This app lets you track your daily usage, manage your account information, report outages and pay your bill. We also installed a new self-service payment kiosk at our Statesville office.

As we move into 2017, I'm optimistic that it will be another great year for our co-op. I am thankful for our talented, hard-working employees and I'm especially thankful for the support of members like you.

HOLIDAY HOURS

We hope you enjoy the holiday season with your loved ones!

EnergyUnited
YOUR LOCAL CONNECTION

OFFICES CLOSED

MON, 12/26
TUE, 12/27

Aiding Our State & Community

After Hurricane Matthew devastated central and eastern North Carolina. The EnergyUnited Foundation approved a **\$10,000** grant to the American Red Cross and a **\$10,000** grant to the Salvation Army to aid flooding victims.

HOLIDAY LIGHTING SAFETY TIPS

As you deck the halls this holiday season, keep energy efficiency and safety in mind by following these tips:

1. Consider purchasing LED holiday lights; they are cool to the touch and consume up to 75% less energy than conventional incandescent light strands.
2. Test holiday lights by connecting each strand before hanging them.
3. Make sure there are no broken bulbs or damaged / frayed cords. Discard any defective strands.
4. Use holiday lights that include the Underwriter's Laboratories (UL) label.
5. LED holiday lights can last up to 10 times longer than traditional light strands and they are independently tested to meet strict electrical requirements.
6. Avoid resting bulbs on tree needles and branches. Try using a clip to keep the bulbs upright.
7. Do not overload electrical outlets or extension cords.
8. Turn off all indoor and outdoor holiday lighting before leaving the house or going to bed.

Invest in a Backup Home Generator this Winter

When winter weather strikes, there is an increased risk of power outages throughout our service area. While EnergyUnited works to get power restored as quickly as possible in the event of an outage, we understand that it is inconvenient to be without power for a prolonged amount of time.

A backup home generator can make all the difference, by automatically turning on when your power goes out. It will even keep your home's security system operational during an outage, which is particularly helpful if you are traveling when an outage occurs.

At EnergyUnited, we offer an extensive selection of generators at competitive prices. Additionally, our team of knowledgeable experts will help you choose the right generator for your needs and install the equipment. Our generators run on either natural gas or propane.

Call 1-800-522-3793 or visit our website at: energyunited.com/propane/appliances-equipment/generators

connect

is published monthly for its members by EnergyUnited.

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



1-800-522-3793 energyunited.com

[Facebook.com/EnergyUnited](https://www.facebook.com/EnergyUnited)

[@EnergyUnitedEMC](https://twitter.com/EnergyUnitedEMC)

[EnergyUnited Electric Cooperative](https://www.youtube.com/EnergyUnited)

H. Wayne Wilkins Chief Executive Officer

This institution is an equal opportunity provider and employer.