


# CONNECT

ENERGYUNITED'S MONTHLY MEMBER NEWSLETTER



Touchstone Energy<sup>®</sup>  
Cooperatives

CELEBRATING NATIONAL  
CO-OP MONTH:

**BY THE COMMUNITY,  
FOR THE COMMUNITY.**

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# CONSUMER PROFILE: **MELANIE REEVES**



*As a leading energy services provider, it's crucial that we understand our members' energy needs and concerns so that we can better support home and business requirements. This segment will showcase electric members, propane customers and business leaders across our service areas to gain insights on how we can better serve you. Our first spotlight is on electric member, propane customer and North Carolinian Melanie Reeves, who shares her thoughts and experiences on what it means to be a valued member.*

## **How long have you been an electric member and propane customer of EnergyUnited?**

I have been a happy customer of EU since 2011 and receive propane as well as electric services. I am very happy with both and love that I feel totally connected to the company. All of the employees that I interact with seem more like family members than service providers, since they are all so polite and willing to help in any way possible.

## **What's your connection to the Lexington, N.C. community? Have you lived here long?**

I was born and raised in Lexington but left the area after high school in 1973 to attend college in Virginia. I received undergraduate degrees in biology and chemistry from Virginia State University and graduated in 1977. I then moved up to the northeast where I've worked for the pharmaceutical industry for over 40 years as a chemical engineer. I've been with a number of pharma companies and am currently employed by Daiichi Sankyo, a Japanese pharma company. I have two daughters, Veronica and Ashley, one grandson, Brian, and a tiny miniature Doberman Pinscher with a large personality named Diesel. My plan was always to move back home to the Lexington N.C. area, and eight years ago I purchased a home and started my countdown to retirement.

## **Have you had any memorable and positive experiences with EnergyUnited that you could share?**

Since I live in the northeast most of the year I wasn't familiar with how long a tank of propane would last me in North Carolina. One morning, I woke up to a very cold home and the smell of sulfur gas—which led me to believe that my heating system had broken down. I called EnergyUnited about my problem, and they told me they'd send a technician to check what the problem was. I was out of propane, and it was the weekend, so I assumed I'd have to suffer until Monday. But to my pleasant surprise, EU sent out a propane truck and filled my tank the very same day!

## **Is there anything else you'd like to add?**

I really look forward to coming into the office to pay my bill monthly—just so I can talk to all of the beautiful, helpful staff members. I love my propane and electric services from EnergyUnited and would recommend them to any friend or family member.

# FROM THE DESK OF THE CEO

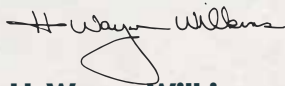
October is National Co-op Month and during this time we'd like to take a moment to reflect on the economic, societal and individual impacts cooperative businesses have had nationwide. The theme of this year's National Co-op Month is By the Community, For the Community. This theme represents one key principle that binds cooperatives across all industries: Concern for Community.

In the 1930s, President Franklin D. Roosevelt signed the Rural Electrification Act, which allowed states to create and operate not-for-profit, consumer-owned electric cooperatives. The result? Communities across the nation gathered together, built a coalition of support and empowered their neighborhoods in more ways than one. By 1953, rural homes with power had risen from 10% to 90%, all thanks to community action.

Thus, our cooperatives were born, and with it the mindset to live By the Community, For the Community. Our people, principles and businesses are fueled by this core value. It's something we work to keep in mind not just during the month of October, but every single day as we strive to remain a leading energy services provider. And it's not just us—cooperatives across the nation live and work by this belief.

Together, cooperatives are guided by seven foundational principles. These are Open and Voluntary Membership; Democratic Member Control; Members' Economic Participation; Autonomy and Independence; Education, Training and Information; Cooperation Among Cooperatives; and Concern for Community. It's what ensures an active member base, community involvement and timely support from other electric cooperatives during a major storm.

As hurricane season winds down, we look thankfully toward our co-op allies who have helped us in the past, and who will be there for us in the future. By the Community, For the Community is more than just our monthly theme after all; it's cooperatives in action, helping out and being there even when the going gets tough, because said plainly, we would do the same for them.



**H. Wayne Wilkins**



## TOUCHSTONE ENERGY BALLOON MARKS 20 YEARS

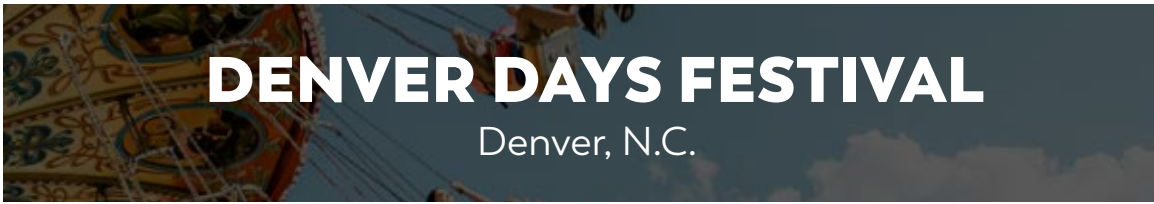
EnergyUnited is a proud sponsor of the Carolina BalloonFest—providing propane for all of the balloons both local and visiting. One balloon that's particularly iconic is the Touchstone Energy® balloon that represents our nationwide network of member-owned electric cooperatives. The balloon first took flight in Rantoul, Illinois, in 1999 and will be celebrating its 20th birthday at the 2019 Carolina BalloonFest!

**MAKE SURE YOU AND YOUR FAMILY COME BY TO CHECK IT OUT, OCTOBER 18-20 IN STATESVILLE, N.C.!**

# OCTOBER COMMUNITY EVENTS

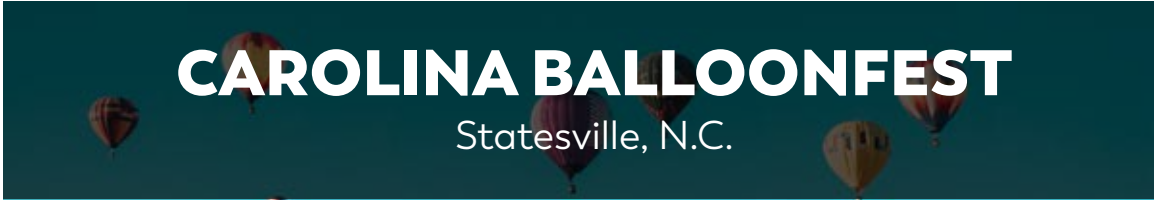
Enjoy the cooler temperatures of the season with these EnergyUnited-sponsored community events that are fun for the whole family!

OCTOBER  
**4-5**



**DENVER DAYS FESTIVAL**  
Denver, N.C.

OCTOBER  
**18-20**



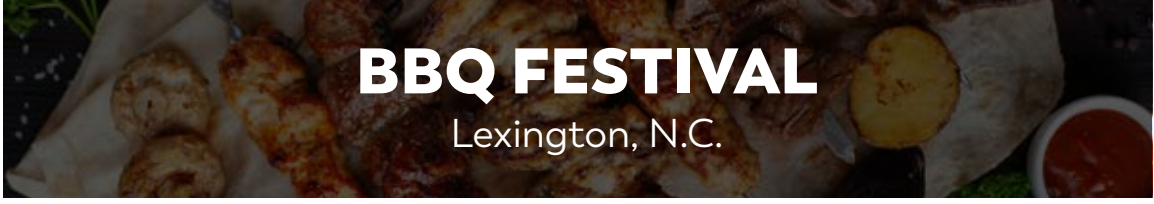
**CAROLINA BALLOONFEST**  
Statesville, N.C.

OCTOBER  
**19**



**TAYLORSVILLE APPLE FESTIVAL**  
Taylorsville, N.C.

OCTOBER  
**26**



**BBQ FESTIVAL**  
Lexington, N.C.

## SUPER SHARING!

Guess what? We had over 1,300 members and customers share their email address during the month of July! That's progress and proves how conscientious and forward-thinking our member base really is. We're delighted to announce that one lucky winner was randomly drawn and won four tickets to the Charlotte Knights' final regular season home game! The winner is (drumroll please) Heather Jones!



**FEEL LIKE YOU'RE MISSING OUT? THERE ARE PLENTY MORE CHANCES TO SCORE—CHECK OUT YOUR BILL INSERT FOR MORE INFORMATION.**

## NOW ACCEPTING:

## YOUTH TOUR APPLICATIONS

Each year, EnergyUnited seeks out high school applicants to participate in the Electric Cooperative Youth Tour in Washington, D.C. The program is open to sophomores and juniors and will take students on a historic journey to learn about electric cooperatives, American history and the United States government while visiting the remarkable sites of our nation's capital.



**APPLICATIONS WILL BE ACCEPTED FROM OCT. 1 THROUGH DEC. 31, 2019, FOR 2020 YOUTH TOUR. TO APPLY, VISIT: [ENERGYUNITED.COM/YOUTH-TOUR](http://ENERGYUNITED.COM/YOUTH-TOUR)**



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