

CONNECT

ENERGYUNITED'S MONTHLY MEMBER NEWSLETTER

IN THIS ISSUE

EMPLOYEE SPOTLIGHT

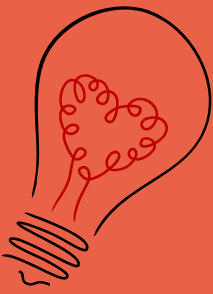
WINTER STORM RESPONSIVENESS

PREPARING FOR AN
ELECTRIC FUTURE



WE LOVE OUR MEMBERS

HAPPY VALENTINE'S DAY



HAPPY VALENTINE'S DAY FROM ENERGYUNITED

Are you a new member of EnergyUnited or looking to learn more about your electric co-op? Check out the New Members page on our website to access your new member guide, service rules and regulations, corporation bylaws and much more. Simply visit energyunited.com/new-members to learn more.



A MESSAGE FROM OUR CEO **H. WAYNE WILKINS**

MESSAGE ON RELIABILITY

Maintaining excellent service reliability is always top of mind for EnergyUnited, which is why we continually make strategic investments in our electric distribution system. While many outside factors like the weather are beyond our control, we understand the importance of taking proactive measures to mitigate service reliability risks. For instance, you may have noticed our crews working in the Wesley Chapel area to rebuild our Wesley Chapel Substation in 2019. This project was a major undertaking, but also a key investment to accommodate future load growth in the area and enhance service reliability.

You may have also received a call from us in 2019 regarding the deployment of one major strategic investment. Our new Advanced Metering Infrastructure (AMI) is now being deployed across our 19-county service area, and members have a lot to be excited about as a result. This new metering system will improve our outage response efforts by notifying us directly when you experience a power outage. Also, the new meters will notify our operations personnel when various issues are detected on the grid, so we can respond more quickly.

Our outage response will also improve thanks to one other key investment. At the end of 2019, EnergyUnited wrapped up its three-year systemwide Field Asset Inventory (FAI) project. This inventory of all equipment in our system will enable us to build an easily accessible database that can be referenced quickly when our crews are working to restore power.

In addition to our AMI system, FAI and the rebuilding of our Wesley Chapel Substation, we have also made many other investments behind the scenes. In 2019 we continued work on our distribution automation system that we began in 2015. This system facilitates a chain of automated steps to help isolate any faults on our power lines and safely restore power to members. By identifying the location of the outage and by operating different switches, it will isolate the outage to as small a section as possible.

Each of these key strategic investments, along with the routine maintenance of our system and rights-of-way, has played a very important role in our efforts to provide safe, reliable power to all our members.

H. Wayne Wilkins



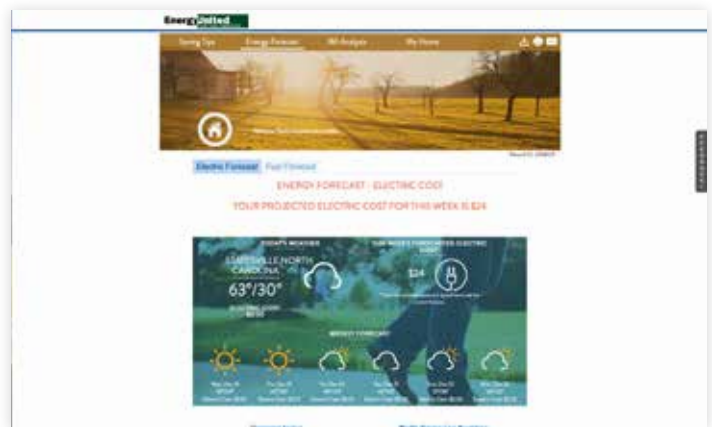
SAVINGS YOU'LL LOVE

Between planning, calculating and oftentimes recalculating, there's a lot that goes into getting a full understanding of how a member can better save their energy and money. That's why we created our state-of-the-art tool, **ENERGY ADVISOR**, to help you save your energy and money for better things.

Energy Advisor is a free online platform that lets users run a full home energy assessment in just a few minutes! With this evaluation, the tool is able to offer more valuable suggestions to improve your energy efficiency efforts at home.

The tool also takes the weather into account and provides you with a weekly forecast of energy costs. By completing the assessment, members will be automatically enrolled in mid-cycle email billing alerts to notify them when their energy bill is projected to be \$20 or higher than their previous bill.

What can we say? We've got your back. Visit energyunited.com/save-money to sign up!



CURIOS ABOUT ADDING ANOTHER ENERGY-SAVING RESOURCE TO YOUR ROTATION?

The Empower Your World e-newsletter provides even more helpful energy conservation and efficiency tips to help you better manage your energy use. **Email us at EU-Communications@energyunited.com to sign up to receive this special newsletter.**

YOUR CONNECTION

EMPLOYEE SPOTLIGHT: FATIMA MAGLIC

EnergyUnited does a lot to give back to the community, but we don't just give back – we are also active members of the community, just like you. You may know some of our employees personally as a neighbor, volunteer worker or fellow parishioner at your local church. One of those individuals may be Payroll/Human Resource Assistant Fatima Maglic.

Fatima has lived an extraordinary life. Born and raised in Bosnia, she and her family immigrated to the United States in 2000 after years of experiencing nothing but war and crippling inflation.

Bosnia was one of six nations in conflict over the breakup of Yugoslavia, which began with the secessions of Slovenia and Croatia. During the Yugoslav wars, Fatima was employed by the Bosnian government as a payroll specialist. However, her employment did not shield her or her family from the effects of war.

“My husband and son would sleep under the kitchen table each night fearing that our apartment would be hit by a bomb,” Fatima explained. “We had several close calls over the years but were very fortunate to avoid the worst devastation.”

Those close calls included one visit to a local bank that ended when Fatima hurdled the main counter to seek protection from a nearby blast. Now looking back, she wonders how she was even able to jump that high.

In retrospect, Fatima learned a lot about herself and life in general as a result of the wars. She said that at one time, her family was without power for about six months. To make matters worse, her first-floor apartment temporarily offered the only source of water for the entire building. She didn't realize just how much water the average person needs each day until everyone in the building was coming to her to fill up their containers.

In fact, there was no other place to go to buy basic supplies during the wars. People were earning money that offered little security due to extreme inflation. “Inflation was so bad that businesses were forced to close,” Fatima says. “You couldn't go anywhere to buy anything.”

Fatima explained that the government was forced to ration food to citizens as a result of the inflation and business closures. The government supplied rations of flour, oil and sugar each month that were allotted based on family size. Her family's entire diet was based on these rations.

“My son would tell me he was hungry and would ask for more food. I would have to say, ‘I don't have anything.’ It was the saddest feeling I've ever experienced in my life.”

The constant state of uncertainty and fear led Fatima and her husband to take the ultimate risk: leaving everything they knew behind them in pursuit of a life they hoped would be better. They immigrated to the United States in 2000, a few years after the end of the Bosnian War. Her family had nothing when they arrived in Statesville: no money, no other family and they didn't speak any English.

She said that she owes a great debt to one local church in Statesville that helped them get on their feet. Trinity Episcopal Church provided aid to the family that was gradually phased out as they became more established. The church even enrolled the Maglics in ESL (English as a Second Language) classes offered by Mitchell Community College.

While she initially questioned their decision to leave, those doubts have since been put to rest. Nineteen years later, Fatima says that she can look back and confidently say that they made the right decision for her family.

Her youngest son, Dino, now resides in Salt Lake City where he is completing his residency requirements to become a plastic surgeon. Her oldest son Dejan resides in Boston after receiving his doctorate from Wake Forest University and being selected for a Harvard fellowship. Both Dino and Dejan are happily married.

Dino's wife, Coleman, is also from Statesville. Her parents, Ron and Cheryl Johnson, own Johnson's Greenhouse in downtown Statesville.

As for Fatima, she is still very connected to the people of Statesville and members of Trinity Episcopal Church. Now, she enjoys being with the many great people at EnergyUnited. After nearly two years on the job, she says she couldn't be happier to be an EnergyUnited employee. “Everyone here is so friendly,” Fatima said. “The people I work with are always smiling and willing to do anything to help me.”



Do you know someone in your community who is worthy of the spotlight? We want to learn more about all the people who make our communities great! If you have an interesting story to tell, simply email your nomination to _EU-Communications@energyunited.com

TO COMMUNITY

A SLAM-DUNK SUMMER OPPORTUNITY

Each year, one girl and one boy are selected by EnergyUnited to attend basketball camp at two prestigious North Carolina college campuses. The all-expenses-paid scholarships, sponsored by Touchstone Energy, provide funding for more than 50 middle-school students across the state each year. Young women can apply to attend the Wolfpack Basketball Camp at North Carolina State University, and young men can apply to the Roy Williams Carolina Basketball Camp at the University of North Carolina.

Students must be enrolled in fifth, sixth or seventh grade at a qualifying North Carolina school within EnergyUnited's service area.

**Camps are held in June 2020.
Apply online or find out more by visiting
energyunited.com/sports-camp.**

**June 20–24, 2020:
The Roy Williams Carolina Basketball Camp**

**June 21–24, 2020:
Wolfpack Women's Camp**

WHO'S READY TO EMPOWER THE FUTURE?

Every year, EnergyUnited grants \$5,000 to two high school seniors who plan to continue their educational pursuits. Students looking to apply must be current high school seniors and attend a high school serviced by EnergyUnited, or receive household service, in order to be eligible. This program not only demonstrates EnergyUnited's continued commitment to the community but also rewards individual students who espouse and visibly support core cooperative beliefs.

If you or someone you know seems to be a good fit for this program, we strongly encourage you (or them) to apply.

**The application is available now through
March 31 on our website.**

**Visit energyunited.com/scholarship-program
to learn more, or email [_EU-student-
scholarship-program@energyunited.com](mailto:_EU-student-scholarship-program@energyunited.com)
with any additional questions.**

 *Empowering
the Future*



WINTER STORM RESPONSIVENESS

Regardless of the time of year, Mother Nature has her way of placing her own stamp on our plans. Winter weather presents its own unique challenges for electric cooperatives like EnergyUnited. However, these challenges don't prevent our team from being prepared to respond to subsequent power outages.

We are ready to respond when winter weather comes our way because we always have a strong plan in place. Plus, after each storm we sit down and analyze the challenges we faced and the feedback we received so we can better serve you in the future.

To expand on this situational review, our team also conducts an annual process review exercise. This exercise helps us account for system and company changes that need to be considered.

In addition to our post-event reviews and annual process review, we also do a lot of work immediately before any forecasted storm to be sure we are prepared to respond to whatever circumstances we encounter. We always monitor the weather in our 24-hour dispatch center to ensure we are prepared to respond. After regular business hours, our dispatch center can call in additional help based on what is needed to address any potential changes in the weather.

Changing weather forecasts can also impact personnel and other non-personnel needs. When weather forecasts show a potential impact to our system, all personnel are placed on notice and prepared for their storm duties.

Additionally, any materials that we may need to respond during a storm are constantly monitored. As an extra precaution, we always maintain contact with our major suppliers and can receive additional materials in an emergency quickly.

Maintaining contact with important industry and cooperative officials can make a huge difference in our response and restoration efforts. As an electric cooperative, EnergyUnited has access to a large network of cooperative partners who can be called on to help restore power to our members quickly if needed.

Whatever Mother Nature has in store for us throughout the year, one thing is clear: EnergyUnited is here for you and ready to respond.

To receive timely updates during a major outage, be sure to follow us on Facebook, Instagram or Twitter. Our live outage map is also available to view on our website.

To learn more about how you can be prepared to respond before, during or after a storm, visit energyunited.com/storm-preparation.



MEET OUR

PROPANE NEWSLETTER

EnergyUnited Propane has been proudly serving North and South Carolina with quality propane gas and friendly neighborhood service since 2000. A lot has changed in those 20 years, especially the way we communicate. We've adapted to these changing times and are proud to offer a bimonthly propane e-newsletter. This e-newsletter is filled with seasonal tips, promotions, savings opportunities and community events.

Our hope is that this information serves as a helpful reminder of just how powerful it is to stay connected.

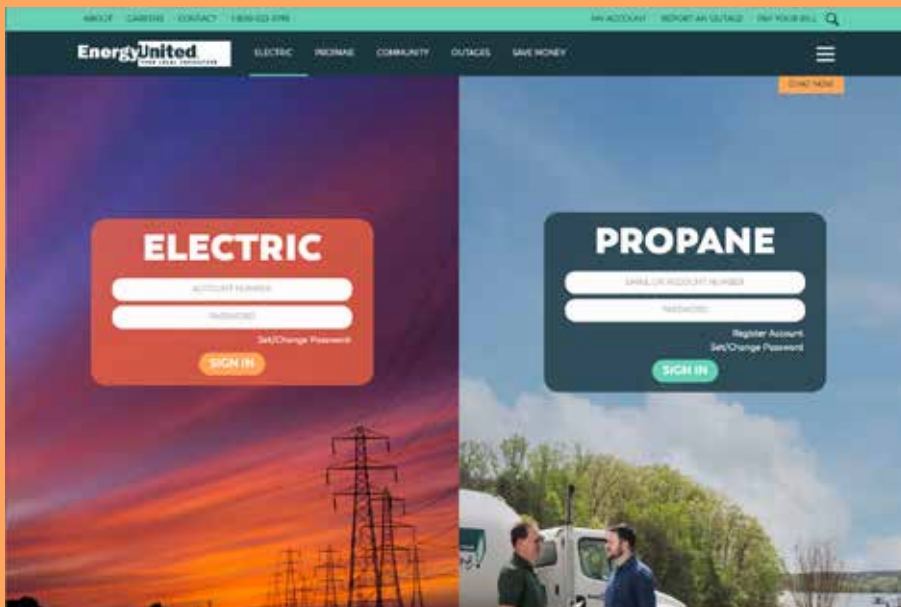


Visit energyunited.com/propane-newsletter-signup to sign up today!



SIGN UP FOR E-BILLING TODAY

We get it, paying bills is never fun but with e-billing, we're making it a lot more convenient. No more paper waste, delayed delivery, or guesswork on what your bill will be. E-billing sends you timely notices of your current bill directly to your inbox! Now that's easy!



SIGN UP DURING THE MONTH OF FEBRUARY FOR A CHANCE TO WIN A \$100 BILL CREDIT!



PREPARING FOR AN ELECTRIC FUTURE

The future is looking very electric! Did you know that by 2040, 57 percent of new car sales are projected to be electric vehicles? That's a drastic increase from where we are today in 2020, with more than 1 million electric vehicles currently on the road in the United States. By 2030, that number is projected to be 18.7 million. By then, industry experts estimate there will be approximately 9.6 million publicly accessible charging stations to support this consumer shift. So, what is EnergyUnited doing to support this change?

In true cooperative spirit, we are preparing for this drastic change by establishing and strengthening key partnerships that will facilitate and promote the widespread adoption of electric vehicles. With the help of North Carolina's electric cooperatives and Plug-In NC, EnergyUnited is focusing first on its responsibility to educate consumers. What are the environmental and financial benefits of driving an electric vehicle? Which vehicles are eligible for federal tax credits?

You can find all this information and more on our website, and on our statewide website: www.ncdriveelectric.com. You can also find answers to many practical questions that explain the difference between a Level 1, Level 2 and DC fast-charging station. Plus, on our statewide site you'll find a map that shows all publicly accessible Level 2 charging stations that have been deployed by electric cooperatives in North Carolina.

Our focus on consumer education also includes hands-on experience. In January 2019, EnergyUnited added a new Tesla Model 3 to its company fleet to share the EV experience with our employees and members. In the past year, company officials have had the opportunity to show the vehicle to its Member Advisory Committee, scholarship recipients and many community members by displaying it at various events throughout our service area, such as the Carolina BalloonFest, Lexington BBQ Festival and the annual Light up Cornelius event.

In addition to consumer education, EnergyUnited is also committed to investing in the necessary infrastructure to support the widespread adoption of electric vehicles. One significant investment came in 2019 with the installation of our four dual-port Level 2 charging stations in Madison, Lexington, Statesville and Cornelius. These charging stations have already been used by commuters who were able to locate the stations using the ChargePoint app and a map that shows their network of charging stations.

Another important consideration is the fact that while public charging stations are necessary for commuters, EV owners do most of their charging at home. That's why EnergyUnited will once again offer a special \$500 rebate for members who install a charging station at home in 2020. Learn more at energyunited.com/rebates

Whether we are building and supporting new infrastructure or publishing educational materials that answer your most important questions, one thing is clear: EnergyUnited is ready to support an electric future.

To learn more about the benefits of electric vehicles, visit energyunited.com/electric-vehicles.

Source: Analytical White Paper: "Overcoming Barriers to Expanding Fast Charging Infrastructure in the Midcontinent Region," Great Plains Institute, NREL, July 2019.



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