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ENERGYUNITED'S MONTHLY MEMBER NEWSLETTER

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

MESSAGE ON INNOVATION

As part of a not-for-profit energy cooperative, our member-customers are at the root of everything we do. We exist to provide reliable, affordable, safe and sustainable power for our consumers, with the constant mission to stand as the leading energy services provider in the state.

Since energy is ever-changing with new technologies, we make every effort to stay flexible to meet future energy demand, all while controlling costs and keeping member-customers' rates as low as possible. And it doesn't stop there—with a finger on the pulse of innovations and sustainable energy methods, we strive to create a future-thinking co-op from the inside out.

Our internal culture is centered around improving the lives of the people we serve, and we try our best to add ease, value and innovation to your life. For example, we've installed electric vehicle (EV) chargers at four of our office locations, continue to offer a growing amount of solar energy, and provide rebates to those who drive electric.

We've also focused on improving existing setups and data collection with our Advanced Meter Infrastructure (AMI). This upgrade provides quick and accurate reporting on outages so that we can restore power faster and you can get reconnected sooner.

As power trends, energy technologies and markets continue to evolve, you can rest assured that we'll be right there to meet them so that we can provide you with the best services today, and into the future.

H. Wayne Wilkins

FUELING A **BETTER LIFE**

Every night after numerous hours of using our mobile devices during the day, we take a moment to think about recharging. However, we don't always think about the need to recharge personally after a long day. That's because our methods for recharging ourselves aren't always as straightforward. For some people, recharging means completely unplugging from technology. For others it means having time to catch up on their favorite shows or enjoying a movie night at home with their family and friends.

Regardless of how you choose to recharge and unwind, home comfort is probably the one shared ingredient that makes most of your preferred choices possible. EnergyUnited is proud to deliver affordable, reliable power that helps create a comfortable environment for you and the ones you love.

Whether you are preparing a home-cooked meal, enjoying your favorite television shows or just appreciating a break from extreme temperatures, each of these experiences is made possible by reliable electricity and propane.



At EnergyUnited, we understand that while you value and appreciate each opportunity to recharge and unwind, there is always room for us to improve the way you experience home comfort. Whether that improvement is achieved as the result of sound advice or a new product or service, our focus remains the same.

So be sure to check out the Energy Advisor page included in this newsletter for helpful efficiency tips, or the Propane Products & Appliances page on our website for a complete list of product offerings. On our website you will find information on products such as gas logs, tankless water heaters and home standby generators that help guarantee continued home comfort in the event of a power outage.



YOUR CONNECTION

THE POWER OF GIVING

Nothing represents EnergyUnited's core value of community commitment more than the members and employees who help serve through the EnergyUnited Foundation. Since 1996, the EnergyUnited Foundation has provided grants to community organizations, nonprofits and individuals who have fallen on hard times. Here we take a look back at our 2019 year of giving, its community impact, and why giving in this way is so powerful.

Our process of grant-giving is not all that different than other foundations', but as EnergyUnited Foundation Administrator Debra Citta explained, the difference lies in the motivation of giving. "We really try to think of it more as a hand up rather than a handout," she said. "This type of financial assistance is for individuals who have found themselves in grave need of assistance with their necessities, who've really just had a tough go of things, and may just need a bit more time to recover financially."

Grants are given specifically for utility bills, home payments or rent, and in certain instances medical equipment. The cases are always presented and approved by the EU Foundation board and offered specifically to individuals and nonprofits within EnergyUnited's 19-county service area.

According to Mrs. Citta, "In 2019 alone, we received 206 applications and approved 105 of those. That translates to over \$380,000 to those in need." One standout family that benefited from a donation was the Leath family.



They had fallen on tough times after their son became very ill. "We were pleased to help them get caught up on payments so that they could focus on what really mattered most—healing and being together as a family," Debra explained.

As for a most memorable grant recipient, Debra noted, "We never expect repayment, of course, but a year after receiving funds a former recipient repaid us the exact amount we gifted her with a note requesting that it go to help another person in need." It's generosity like that that brings us together as a community, and ultimately makes us better people.

EnergyUnited.
YOUR LOCAL CONNECTION

Foundation

TO **COMMUNITY**

SPORTS CAMP & SCHOLARSHIPS **FINAL REMINDER**

Calling all sixth, seventh and eighth graders in the EnergyUnited service area who are ready to pump up their basketball skills. EnergyUnited is looking for one young man to send to Roy Williams Carolina Basketball Camp at UNC-Chapel Hill, and one young woman to send to the Wolfpack Women's Basketball Camp at NC State University in Raleigh. Campers will work directly with players and coaches to develop basketball skills and practice leadership and teamwork at the overnight camps.

Those who apply will be judged on academics, extracurricular activities and an essay. Applications must be postmarked by March 31, 2020, with winners expected to be announced by the beginning of May.

To access the application, visit **EnergyUnited.com/sports-camp**.



There's Still Time to Empower the Future

EnergyUnited's Empowering the Future scholarship program awards two \$5,000 scholarships to qualified students currently enrolled in their senior year of high school who plan to attend a college, university or technical school after graduating high school.

Apply online before March 31, 2020, by visiting **EnergyUnited.com/scholarship**.





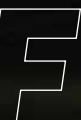
LOOKING OUT FOR YOU AFTER A STORM

To say that EnergyUnited members were hit hard by Tropical Storm Michael in October 2018 would be an understatement. Strong winds and heavy rain from the storm resulted in an immediate disaster that drastically affected the daily operations of your local co-op. At the peak of the storm, over 43,000 members were without power.

While we understood the urgency of restoring power to all affected members as quickly as possible, our team also realized there would be an urgency to address the potential financial impact of the storm. After all, the damage to our distribution system resulted in a hefty price tag of \$2.7 million. So we continued working behind the scenes to mitigate financial risks long after the storm had passed, and power was completely restored.

Our team worked diligently for weeks to collect all pertinent information on the costs and impact of Tropical Storm Michael. We submitted all documentation to the Federal Emergency Management Agency (FEMA) in April 2019 with the hopes that the cooperative would receive reimbursement funds from FEMA to mitigate the financial impact of the storm. In August 2019, we received the good news. Thanks to our team's efforts we were able to secure \$2.4 million in reimbursement funds from FEMA.

EnergyUnited will continue to work with legislators, key agencies and industry officials to seek ideal solutions that benefit you, the consumer. So rest assured that even when the storm is over and all power is restored, we are still looking out for you.



LIFE'S BETTER WITH **E-BILLING**



The savings are in—in your inbox, that is! Signing up for e-billing means your monthly bill goes directly to your inbox with no delay, with no paper, printing or postage. What's more, sign up for e-billing during March for your chance to win a FitBit.

Make the change to online billing by updating your billing preference under My Account.

CONGRATULATIONS TO DECEMBER'S WINNER, *STEPHEN SMITH*, WHO RECEIVED AN IPAD JUST BY SIGNING UP FOR E-BILLING!



FUELING ECONOMIC **GROWTH**

EnergyUnited is proud to be the energy services provider for the Daumar Corporation's first U.S. flexographic printing facility in Huntersville, NC. The company will invest \$21,000,000 during the initial construction to build a 120,000-square-foot facility and plans to hire 40 individuals within that first phase.

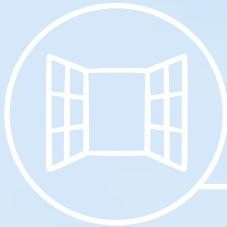
Having an international advanced manufacturer such as Daumar invest in our state is a huge economic benefit. We're proud to stand as their energy services provider of choice, and look forward to the energy innovations, solutions and partnerships this manufacturing facility will bring.



ENERGY ADVISOR

ENERGY EFFICIENCY TIPS

Energy Advisor is a tool that was created to help you manage energy and costs year-round. As the weather begins to warm up there's even more savings you could be bringing in. Here are some tips for saving money and energy this spring.



CREATE YOUR HOME PROFILE

with Energy Advisor. Our interactive tool helps you discover ways you could be heating, cooling and energizing your home more effectively. Visit energyunited.com/EnergyAdvisor.



OPEN YOUR WINDOWS

Take advantage of the glorious temperatures outside by letting Mother Nature do the energy work. Turn on your fans to keep the air circulating.



UPDATE YOUR AIR FILTER

Your air filters should be changed regularly. It's also a good time to get your A/C unit serviced before the heat of summer settles in.



LET'S CONNECT!

Did you know we post real-time outage updates on our social media accounts? And not just that-- we also provide the inside scoop on energy-saving tips, weather warnings, community events, scholarship opportunities and more!

Follow us on Facebook, Instagram, Twitter and YouTube to stay connected!