

FEBRUARY 2021

CONNECT

ENERGYUNITED'S MONTHLY MEMBER NEWSLETTER



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A LETTER FROM

OUR CEO **H. WAYNE WILKINS**

WINTER STORM PREPAREDNESS

As a reliable energy partner, we maintain our focus on being responsive 24/7/365. And when it comes to winter weather, we work to make sure you have access to everything you need to stay up to date on power outages, service updates within the area, and a means to contact us at any time. After all, power outages aren't a 9-to-5 thing, which is why we're always standing by to act fast, answer calls and provide service when needed.

It's our goal to prevent service interruptions whenever possible and to respond quickly when any interruptions occur, but even we can't control the weather. This is why we also provide access to affordable home backup generators that act as a power lifeline to help whenever the weather could disrupt your routine. If your family or business has any special energy needs, you may consider the value of a standby generator to ensure uninterrupted service during severe weather events. They're specifically designed to keep your lights on, appliances running and your family safe during severe weather.

At EnergyUnited, we pride ourselves on providing service you can trust, and continue to maintain a reliability rating of 99.98%. Thank you for choosing EnergyUnited as your reliable, and responsive, energy service provider.



H. Wayne Wilkins



S



IMPLE ENERGY SAVING UPGRADES

ENERGY-EFFICIENT LIGHTING

LED lights are not only highly efficient, they have a rated life of 50,000 hours or more and they're resistant to breakage! You'll save big on energy and maintenance costs over the life of these bulbs.



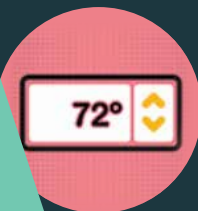
OCCUPANCY SENSORS

These nifty gadgets will automatically turn off lights when no one is there and switch them back on when they're needed.



PROGRAMMABLE THERMOSTATS

Smart thermostats make it easy to manage and reduce energy costs by programming themselves based on weather changes, building occupancy patterns and so on!



PLUG LOADS

Why waste energy on a device when you're not using it? Luckily you can supplement power management settings with advanced power strips that use timers or load sensors to power off.



STOP LEAKS

Weatherstripping and caulking windows and doors in your facility is simple, inexpensive and can significantly reduce heating and cooling costs!



SENDING LOVE TO OUR MEMBERS

When most people think of Valentine's Day they think of gifts, red roses and showing the special someone in their life that they care. But for us at EnergyUnited those cozy feelings mean keeping you and yours warm on a chilly night with reliable energy. It means making sure that you've got the power to create a romantic dinner for two, and the perfect lighting to say I love you.

However Cupid's arrow strikes you this Valentine's Day, we're here to look out for your best interests today and always. Wishing all an absolutely magical day, filled with love, and of course, light.



COMMUNITY C

BUSINESS SPOTLIGHT: **SPECIAL EVENT SERVICES**

EnergyUnited is proud to serve hundreds of great businesses throughout our service area, including Special Event Services (SES) of Mocksville. The company moved its headquarters to Mocksville in 2020. SES focuses on blending uncommon proficiencies in audio, lighting, design, video, staging and live event production to achieve its faith-based mission while effectively reaching millions of people each year.

Success at SES is also driven by an impressive portfolio that includes work experience with dozens of Grammy Award-winning artists like Sir Rod Stewart, Ed Sheeran, Hootie and the Blowfish, The Avett Brothers, Zac Brown Band and Luke Combs.

SES continues to be an industry leader in live event production; however, the company faced many challenges in 2020 due to COVID-19. Public health restrictions that prevented large gatherings in states across the country resulted in a strategic focus on the company's integration division and alternative concert experiences such as drive-in concerts and virtual events.

"Even with all the canceled events and postponed tours during 2020, everyone at SES has remained optimistic about our industry returning to normal," said Jeff Cranfill, vice president and founding partner of SES. "We are also very aware that during this pandemic we need to continue to move in a forward direction and by any means possible stay creative on how to keep live music and entertainment alive."

Cranfill mentioned that while 2020 was certainly challenging, the year did have its bright spots. One special moment came when the company moved into its long-awaited new facility in Mocksville.

"This new home for SES is our bright, shining moment of 2020 and we already feel very comfortable and right at home in our new community," Cranfill added.

Your local energy services cooperative, EnergyUnited, is inspired by all that our members have done to serve and persevere during the pandemic and we are thankful to have an opportunity to serve outstanding businesses like SES. While many businesses have faced unprecedented challenges in the past year, we are hopeful that a brighter future is waiting in the year ahead thanks to innovative companies like SES.



CONNECTIONS

ENERGY BILL ASSISTANCE

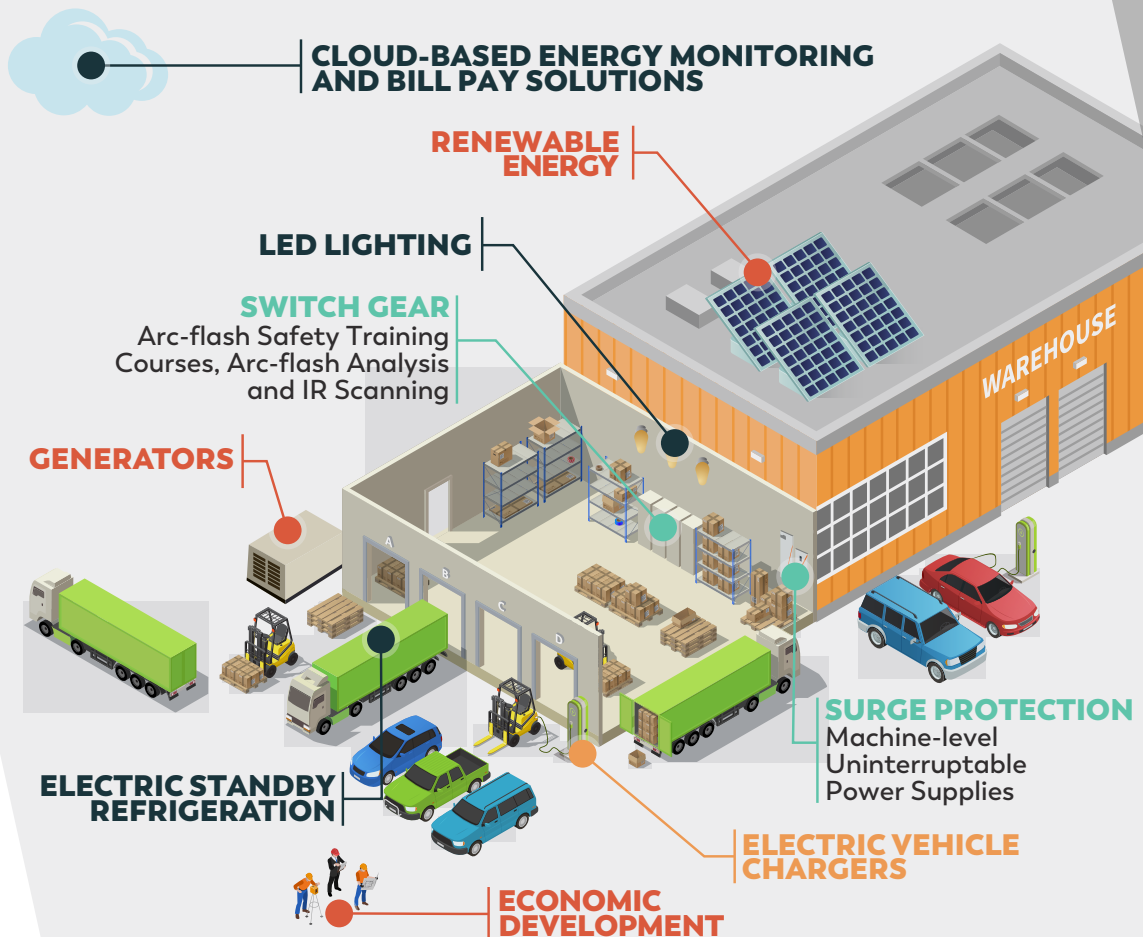
Are you searching for utility bill assistance? You may be eligible for support from the Low Income Energy Assistance Program (LIEAP) through your local Department of Social Services (DSS) office. Check out the eligibility requirements below and be sure to contact DSS if you have any additional questions regarding program eligibility and funding.

Low Income Energy Assistance Program (LIEAP)*

- Assists individuals and families to help pay their heating bills.
- Assistance is in the form of a one-time payment made directly to the heating provider.
- Households including persons age 60 or older or disabled receiving services through NC Division of Aging and Adult Services are eligible to apply from December 1 to March 31 each year.
- All other households, including those with persons age 60 or older or disabled receiving services through NC Division of Aging and Adult Services, are eligible to apply from January 1 to March 31 each year.

****For basic eligibility criteria and a detailed list of community organizations that offer utility bill assistance programs in your county, visit energyunited.com/assistance.***

COMMERCIAL & INDUSTRIAL VISION MAP



Explore more at EnergyUnited.com/interactive-maps

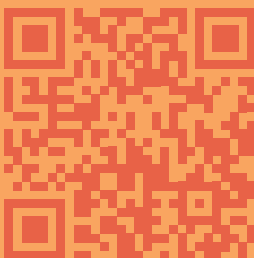


THE *BENEFITS OF* **BEAT THE PEAK**

We all have a responsibility to take care of our planet—and small changes can add up to make a big difference. One way to make an impact is by enrolling in our Beat the Peak program, a free and voluntary program that notifies members via text and/or email when there are forecasts for extreme temperatures, a.k.a. peak times. Peaks occur when the demand (and cost) for electricity is the highest.



Open your phone camera
and scan to watch:



When you receive an alert, you'll be encouraged to adjust your thermostat and lighting and to shift the time you use large appliances in an effort to hold down the demand for power and reduce energy usage.

Curious to learn more? Check out our video and enroll at EnergyUnited.com/demand-response



E-BILLING WINNING

Want a chance to win one of three \$100 gift cards this month? Sign up for e-billing and use any of our electronic payment options! Update your payment preference under **My Account** to enroll.

\$100

SO MANY WAYS TO PAY

Take a look at these options that help make paying your bill simple, convenient and with **NO** associated fees.

BANK DRAFT

Have monthly electric bills automatically drafted from your savings or checking accounts.

ONLINE BILL PAY

You can pay your bills online by logging into your account on the homepage.

PAY BY PHONE

Simply dial 1-800-215-7315 and follow the easy prompts to make immediate payments by credit card, debit card or electronic check via Paymentus.

3RD-PARTY PAY CENTERS

Visit EnergyUnited.com/pay-electric to find a pay center near you.

KIOSK

Our kiosks located within our major offices allow you to participate in Operation Round-Up as you pay.



MAIN ENTREE **RECIPES**

The Recipe Share Cookbook is back for another month of fabulous recipe submissions from our lovely readers (that's you!). All recipes will be included in the cookbook and photos will be added as space permits.

Check them out at

EnergyUnited.com/2021-cookbook-collection.

For the month of February share your favorite main entree with us by sending them to

EU-communications@energyunited.com.

Please submit your recipes no later than February 20.

If you don't have access to email, please send a typed version of your recipe with your first and last name to:

EnergyUnited: Cookbook Collection

P.O. Box 1831

Statesville, NC 28687