

## Office Closures: Frequently Asked Questions

### **Q: Why did EnergyUnited close offices to the public?**

**A:** As an at-cost, not-for-profit electric cooperative, EnergyUnited always strives to provide excellent service and reliable energy at the lowest possible cost. This decision reinforces that commitment and offers the following benefits for members:

**Focus on Safety:** As reported cases of COVID-19 begin to spike again this fall, EnergyUnited is choosing to remain vigilant and to prioritize the health of our members and employees. We will continue to focus on member service solutions that promote social distancing and strive to do what we can to mitigate the spread of COVID-19, while continuing to provide the safe, affordable, reliable energy services to you and your families.

**Focus on Convenience:** EnergyUnited has waived all transactional and payment processing fees that were previously passed on to members. We believe that our decision to absorb these fees will effectively open a broader suite of convenient payment options that meet our members' needs.

**Focus on Costs:** EnergyUnited continually analyzes opportunities to improve efficiencies and reduce operational costs. As we examine the breakdown of our transactional expenses, we have determined that in-person transactions have been the most expensive. Additionally, EnergyUnited anticipates a reduction in operational expenses by offering flexibility for employees to be able to work from home.

### **Q: What if I want to pay my bill over the phone but don't want to wait to speak with someone? What do you suggest?**

**A:** Members who prefer to pay their bills in-person at any of our office locations can utilize our payment kiosks and drop boxes. Additionally, we have an extensive list of nearly 100 payment locations available to view on our website: visit [energyunited.com/pay-electric/](https://www.energyunited.com/pay-electric/) to find the complete listing.

### **Q: Where can I make payment? Is there a charge?**

**A:** There are many convenient ways to make a payment, free of charge. Payments may be made using our website [www.energyunited.com](https://www.energyunited.com), over the phone at 800-522-3793 or utilizing our mobile app. There are nearly 100 authorized payment agents across our service territory, where payments can also be made free of charge, including many Walmart stores. Visit <https://www.energyunited.com/pay-electric/> for a list of those in your area. Another convenient option is bank draft, where your account is

automatically drafted each month. This may be set up through our website or by calling into the office to speak with a representative. Payments may also be mailed to PO Box 1831 Statesville, NC 28687.

Additionally, several of our offices have 24-hour payment kiosks, which post payments immediately: Statesville, Lexington and Cornelius. The remaining offices have night depositories, which are manually posted each day: Taylorsville, Mocksville, Madison and Denton.

**Q: How can I start service, disconnect service, other business?**

**A:** Many service requests, such as account transfers and disconnections, can be completed online using your login credentials to access the *My Account* portal. Service requests can also be completed over the phone with one of our customer service representatives by dialing 800-522-3793.

**Q: When will my night deposit payment get posted?**

**A:** Night deposit payments are posted daily, at the beginning of the day. Payments made after the start of the business day will be posted the following business day.

**Q: What if I want to pay my bill over the phone but I don't want to wait to speak with someone?**

**A:** Members can call our IVR phone system directly to make a payment without having to wait to speak with a customer care representative by calling 800-522-3793 and selecting option 1 then option 2.

**Q: How do I get through to a representative when calling in?**

**A:** Call 800-522-3793. From the main menu, select 1 for electric service. From the next menu, select 3 to speak with a representative. We have representatives on the phone from 7 am- 8 pm. For shorter wait times, it is best to call between 8 am – 5 pm.

**Q: What should I do if my power is disconnected?**

**A:** Payment may be made through one of the previously mentioned methods, free of charge. Please contact Customer Care with any questions and to initiate reconnection of service at 800-522-3793.

**Q: How do I provide paperwork? ID verification, EnergyAdvantage agreement, etc.**

**A:** These items may be provided electronically through email, via fax or through the mail, depending upon the items being submitted. We do not accept documentation with SSN or tax ID or bank account information through email.

**Q: Will there be any job layoffs?**

**A:** No. EnergyUnited will remain fully staffed and fully operational. In fact, this transition plan focuses on enhancing member convenience by shifting more customer care representatives to answering phone calls. Our goal is to provide members with the best

service experience possible by providing quick, useful responses to your questions and service requests when you contact us.

**Q: Will EnergyUnited reopen offices when COVID-19 cases go down and a vaccine is available?**

A: EnergyUnited is not planning to reopen its offices. This decision was influenced partially by public health concerns surrounding the pandemic, but was more broadly shaped by our analysis of the opportunity to achieve greater efficiencies and savings for members.