

CONNECT

ENERGYUNITED'S MONTHLY MEMBER NEWSLETTER



I was hungry and gave Me food; I was thirsty and you gave Me drink; I was cold and you gave Me clothing; I was naked and you clothed Me; I was a stranger and you took Me in; I was alone and you visited Me; I was sick and you cared for Me; I was in prison and you came to visit Me. Then the King will answer and say to them, 'Truly I tell you, whatever you did for one of the least of these brothers and sisters of mine, you did for Me.' Then he will answer them, 'Truly I tell you, whatever you did for one of the least of these brothers and sisters of mine, you did for Me.' Then he will answer them, 'Truly I tell you, whatever you did for one of the least of these brothers and sisters of mine, you did for Me.' Then he will answer them, 'Truly I tell you, whatever you did for one of the least of these brothers and sisters of mine, you did for Me.'



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A LETTER FROM OUR CEO

H. WAYNE WILKINS

ON PROVIDING RELIABLE, LOW-COST ENERGY

When EnergyUnited was founded over 80 years ago, our humble cooperative aligned itself to the Seven Cooperative Principles we still see and know today. And though each individual principle holds a different value for our members, they all share the same core impetus: looking out for our members' best interests. Many things have changed over the course of our co-op's existence, but we have continued to look out for one another. This month I'd like to turn our focus to the ways in which we strive and succeed at providing members with reliable and competitively-priced energy.

A major way in which we are able to reduce operating costs is by keeping a very streamlined employee base. By doing this, we can keep member rates significantly lower. After all, we are memberowned and operated, which means we're stewards of their money and don't exist to turn a profit. And when we have excess, we pay it back to our members by way of capital credits, or invest it in new technologies to keep improving our services and minimizing our costs.

Another way we're able to keep member costs low is through our rate stabilization program, which helps us protect our costs and project prices well into the future. This stability is a huge part of why we haven't raised rates in nearly three years, and why we're still one of the most affordable co-ops in North Carolina.

That's something that I and the entire EnergyUnited family are very proud of.

H. Wayne Wilkins

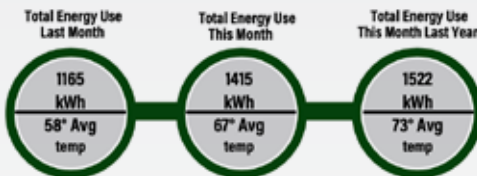
A handwritten signature of H. Wayne Wilkins in black ink. The signature is cursive and includes a large, stylized loop at the end.

NEW LOOK. NEW EXPERIENCE. MORE CONVENIENCE.

ENERGYUNITED ADOPTS NEW ENTERPRISE SYSTEM TO ENHANCE MEMBER SERVICES.

EnergyUnited is proud to announce that the cooperative is implementing a new enterprise system this spring that will offer many new experiences for members. In addition to our newly redesigned bills, members can expect to see more exciting changes in the coming months as we launch our new member portal and mobile app in May.

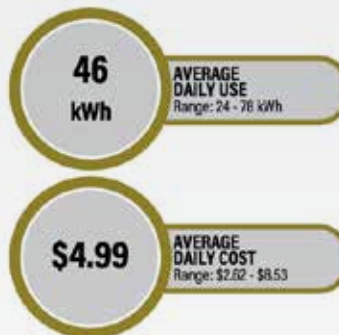
Monthly Energy Use Comparison



Your energy use over the last 24 months.



Your Average Daily Use



Examples of new bill graphics

Each of the changes that you will notice over the next few months will further enhance member services by providing convenient access to data. The goal of these changes is to make it easier for you to find the data that is needed to make informed energy management decisions.

Wondering how your energy use this month compares to last month or in the same month last year? Maybe you want to find your updated average daily energy use? Our new bills and soon to be released mobile app offer quick, easy access to this data to help you identify opportunities to reduce your energy use.

Look for more information on our new member portal and mobile app, **My EnergyHub**, in the next issue of our member newsletter, *Connect*. This app will be released to members in May. We hope these updates will help provide a more user-friendly and efficient experience for members.

THE ENERGYUNITED FOUNDATION IS HELPING **THOSE IN NEED**

The past year has been difficult for all of us, but for some more than others. And it's with this in mind that the EnergyUnited Foundation aimed to alleviate a bit of stress for folks struggling, with a donation of \$100,000 across local food banks in the 19-county service area.

The initiative, or "Drive to SHINE" campaign, provides critical assistance to food banks aiming to eradicate food insecurity brought on by the COVID-19 pandemic. "The Foundation believes this historic campaign couldn't come at a more important time, as many EnergyUnited community members continue to struggle from job losses and wage reductions," said Debra Citta, EnergyUnited Foundation Administrator. "The long lines we are observing at local food banks confirm the reality of our current economic crisis. People need to see these positive examples of cooperative leadership that shine a light on our greatest needs."

To contribute to the EnergyUnited Foundation, please consider enrolling in our Operation Round-Up program. Nearly 80,000 members choose to participate by "rounding up" their monthly electric bill, and this generosity when pooled together can mean so much to those in need.



CELEBRATING OUR **AGRICULTURAL PARTNERSHIPS**

Farmers founded co-ops like ours, and we continue to work closely with our state's agricultural industry to build a brighter future for our rural communities. **National Ag Day is March 23**, but we are thankful every day to serve our agricultural members and communities by helping them save money, improve efficiency and achieve sustainability goals.

COMMUNITY CONNECTIONS





NOW'S YOUR CHANCE TO **EMPOWER THE FUTURE**

The Empowering the Future scholarship is open to high school students in our 19-county service area who are planning to attend a college, university or technical school during the 2021-22 school year. To be eligible, students must:

- 1** Reside in a home/apartment/condo/townhouse that is serviced by EnergyUnited **OR** attend a school that is serviced by EnergyUnited.
 - We serve the following high schools in our 19-county service area: Central Davidson, Davie County Early College, Davie County, Hopewell, Ledford, North Iredell, South Davidson, West Iredell and William Amos Hough. These students automatically become eligible to apply, regardless of their home address.

2

Complete an application and a student resume. Student resume should include any awards or honors received, any school organizations, athletics, community organizations they are involved with, and any volunteer work. If applicable, please list work experience.

Visit energyunited.com/empowering-the-future-scholarship-application.

*Empowering
the Future*

DEADLINE TO APPLY

3/31/21

UTILITY BILL ASSISTANCE

Are you currently facing financial hardship and searching for resources to help you pay your energy bill? Right now, we are entering the final month of the annual application period for individuals to apply for assistance from the Department of Social Services' (DSS) Low Income Energy Assistance Program (LIEAP). The deadline to apply for funding from LIEAP is **March 31**.

We encourage all members who are facing financial hardship and searching for assistance to contact their local DSS office to see if they may be able to receive assistance through LIEAP. Another option available through DSS is the Crisis Intervention Program (CIP) and this program is open for applications throughout the year.

To learn more about these programs and other utility bill assistance programs, visit our website at EnergyUnited.com/assistance. There you will find information on programs that are offered by DSS and community nonprofit organizations, including the EnergyUnited Foundation. In addition to visiting our website, we also encourage members who are in need of assistance to dial 211 for a third-party utility bill assistance program referral.

PREPARE FOR WARMER DAYS WITH **BEAT THE PEAK**

Join thousands of electric cooperative members in our service area in managing your energy use during peak times. Peaks occur on the coldest winter mornings and hottest summer afternoons, when the demand for electricity, and the cost for it, is the highest. So when summer arrives, join other members in working together to help Beat the Peak.



To participate in our Beat the Peak program, visit energyunited.com/demand-response.

WAYS TO PAY YOUR BILL!

We have concluded a yearlong study to improve member service, prioritize public safety and reduce costs. As a result, the EnergyUnited cooperative offices will not be reopening, even beyond the pandemic. Instead, we will continue to leverage third-party pay centers for in-person transactions and there are many other convenient options to pay your bill, too. Check them out!

BANK DRAFT

Automate your payments

PAY ONLINE

Log in to the member account portal

PAY BY PHONE

Dial 1-800-215-7315 and follow the voice prompts

PAY BY MAIL

EnergyUnited, P.O. Box 1831, Statesville, NC 28687

3RD-PARTY PAY CENTERS

Visit EnergyUnited.com/pay-electric to find a popular retail location near you

PAYMENT KIOSKS OR DROP BOXES

Located outside of our main offices



ENROLL IN **PEAK TIME PERKS**

Do you have or are you planning to purchase a Google Nest or Honeywell Home smart thermostat? If so, we encourage you to enroll in PEAK TIME PERKS, a program for EnergyUnited electric residential members that rewards you for allowing us to adjust your thermostat during peak periods. When you sign up, you'll be credited \$50 on your electric bill. And for each year after that, an additional \$20 will be credited to your account.



To participate in our Peak Time Perks program, visit energyunited.com/demand-response.



**5 WAYS TO
SAVE WITHOUT
SPENDING
MONEY**





LEAN RECIPES FOR SPRING

Have a lighter recipe you'd like to share?
We'd love to see your vegan, vegetarian or
gluten-free recipes featured in our e-cookbook!

Send your favorite recipe to
EU-communications@energyunited.com.

**Please submit your recipes no later
than March 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*

LET'S CONNECT: