

February MAC Presentation



Welcome & Introductions



Maureen Moore
Communications Manager

Please Join Us In Welcoming:

- ▶ Amanda Anderson (New Member)
- ▶ Courtney McClain (Statesville Member)

Our Meeting

- ▶ Utilize Mute Button to Eliminate Background Noise
- ▶ Stay Engaged by:
 - ▶ Sharing Video if Possible
 - ▶ Use Reactions (Thumbs Up, Clapping, etc.)



Safety First



Business Transition



H. Wayne Wilkins
Chief Executive Officer

Business Transition



BUSINESS TRANSITION PLAN ANNOUNCEMENT

EnergyUnited Adopts New Plan to Improve Member Service and Reduce Costs

As a not-for-profit electric cooperative, EnergyUnited continually analyzes its operations to identify opportunities to improve our service and reduce operational costs wherever possible; however, COVID-19 ultimately helped shape our perspective on this analysis in 2020. Understanding all the changes we have endured in 2020, we once again asked ourselves, “How can we continue to provide excellent service to our members and do so at the lowest possible cost?”

The answer to our question was not an easy one, but it became clear as the result of a nearly yearlong study. This ultimately led the EnergyUnited Board of Directors to approve the adoption of a new service delivery model for our members, one that will better leverage the use of authorized pay agents in the future for in-person payment transactions instead of maintaining cooperative offices for that service.

Business Transition

- ▶ Waiving all credit card/payment processing fees
- ▶ Closing offices, utilizing authorized pay agents for in-person transactions instead of maintaining cooperative offices for that service.
- ▶ All customer care representatives answering phone calls for more efficient service delivery.
- ▶ Installing new payment kiosks



**START THE YEAR
WITH A NEW
WAY TO PAY**

BANK DRAFT
Automate your payments

PAY ONLINE OR VIA APP
Download the EnergyUnited app or log in online

PAY BY PHONE
Dial 1-800-215-7315 and follow the voice prompts

3RD-PARTY PAY CENTERS
Visit EnergyUnited.com/Pay-Electric to find a popular retail location near you

PAYMENT KIOSKS OR DROP BOXES
Located at our main offices

NISC Migration Project



Brian Dacaret

Manager of Application Systems

NISC Migration Project

- ▶ Purpose
- ▶ Objective
- ▶ Goals
- ▶ Benefits

NISC Migration Project - Purpose

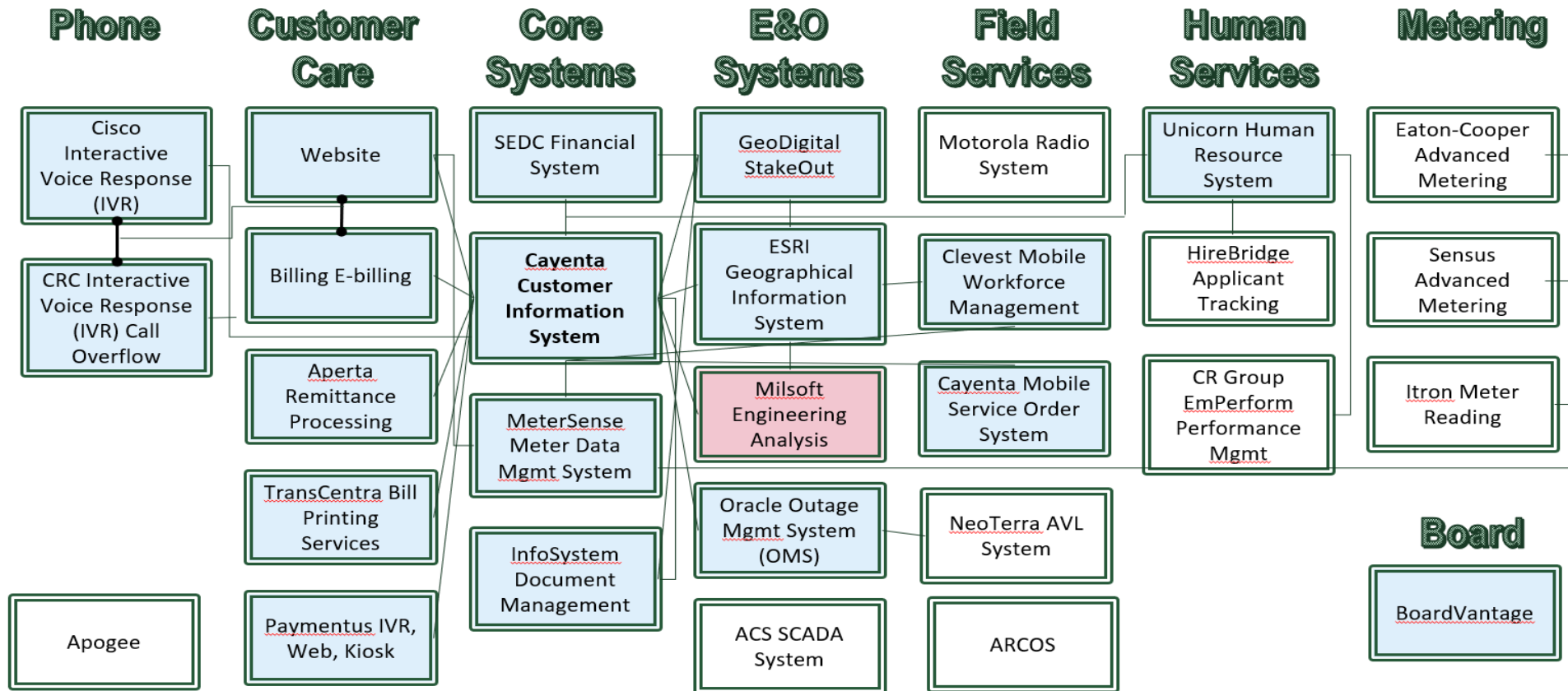
► Purpose

- Strengthen our current technology platform to allow EnergyUnited to be the leading energy services provider committed to delivering reliable energy services at competitive prices to improve the quality of life of its customers and communities.

NISC Migration Project - Objective

- **Objective-** Consolidate our current distributed technology platform into a single, integrated enterprise system.

EnergyUnited's Best of Breed Technology



NISC Migration Project - Goals

► Goals-

- Incorporate one product with a consistent look and feel
- Provide higher level of data integration eliminating duplication of data
- Increase efficiencies across the organization
- Develop long lasting partnership with one vendor who understands and supports the cooperative business model
- Enhance functionality to meet and exceed member expectations

NISC Migration Project - Benefits

► Benefits

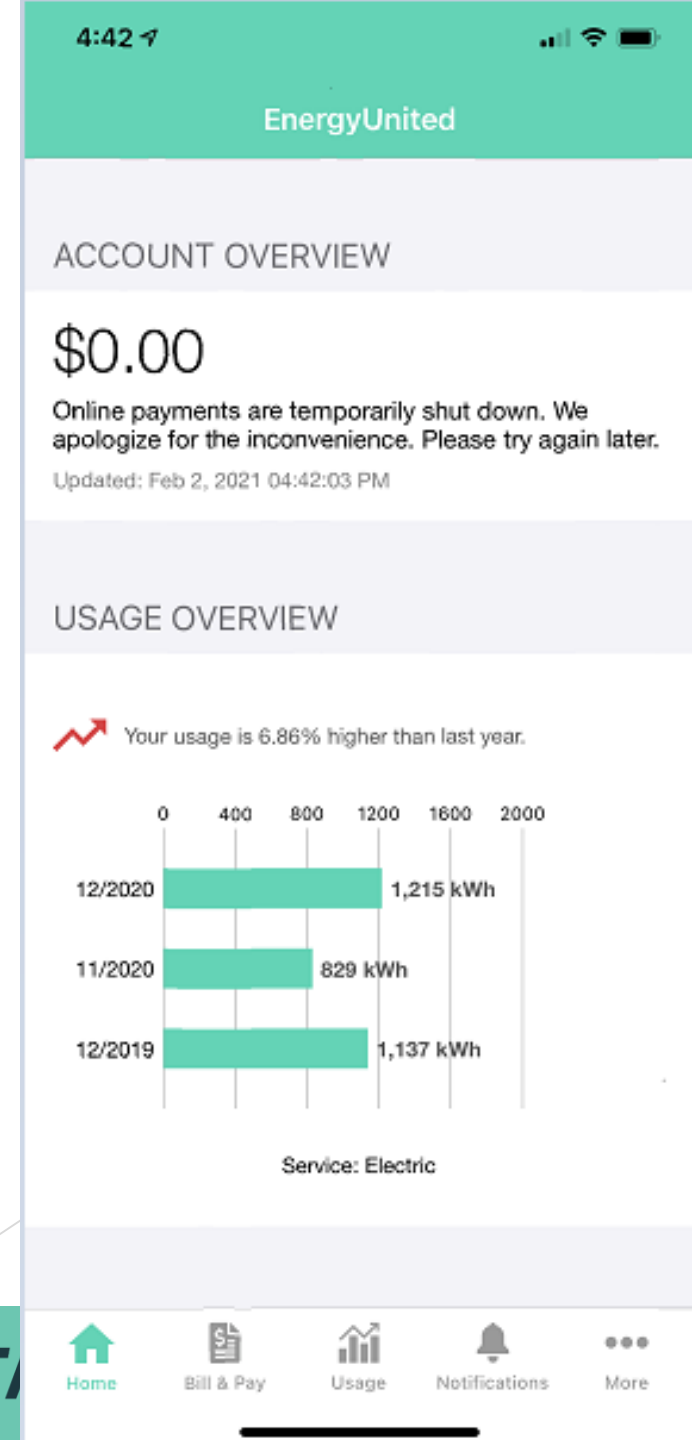
- New ways to conveniently manage your account
- More ways to 'Keep You Informed'
- New ways to communicate with EnergyUnited

NISC Migration Project -My EnergyHub

NISC Migration Project - Benefits

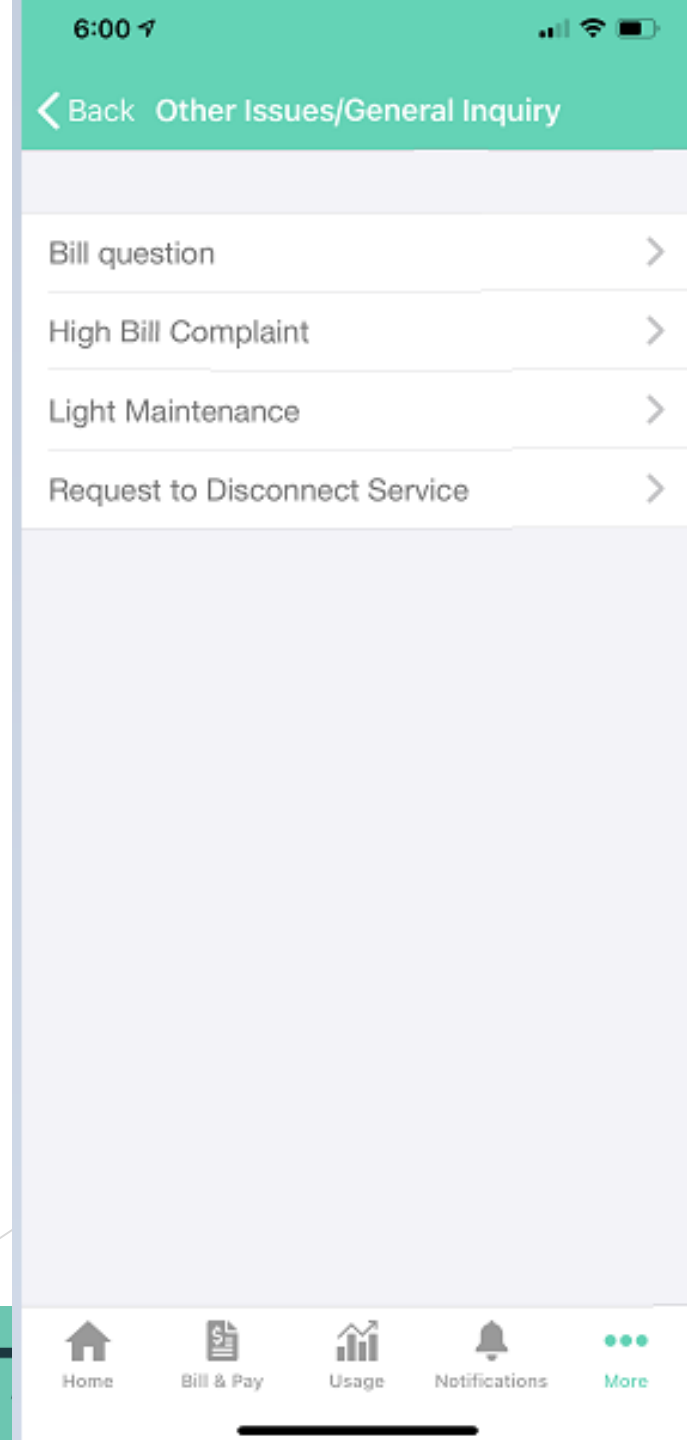
-Keep You Informed: Mobile

- ▶ Account overview
 - ▶ Current amount due
 - ▶ Usage overview
 - ▶ Easy to use navigation buttons



NISC Migration Project - Benefits -Communications: Mobile

- ▶ New ways to communicate with EnergyUnited
 - ▶ Report an Issue/Inquiry
 - ▶ Power Outages
 - ▶ Light Maintenance
 - ▶ Request to Disconnect Service
 - ▶ Question About Your Bill



NISC Migration Project - Benefits -Communications

- ▶ Report an Issue/Inquiry
 - ▶ Light Maintenance Example



Records Found: 1

« < Page 1 of 1 > »

Date/Time ▼	Reason	Created By	Status	Description	
01/31/2021 05:51 PM	Light Maintenance	nisc	Open	Contact request submitted via SmartHub: Customer Name: BRIAN T DACARET Customer Nu...	--

Created By: nisc

Contact Name: BRIAN T DACARET

Contact Method:

Location:

Light Maintenance

Description: Contact request submitted via SmartHub: Customer Name: BRIAN T DACARET Customer Number: 1259198 Account/Provider: 2519323/ELECO Phone Number: Email Address: brian.dacaret@gmail.com Contact Reason: LIT-M - Light Maintenance Comments: Dacaret testing GPS: 35.8051,-80.8265 URL: https://energyunited.smarthub.coop/services/secured/cloudFileService/cloudDownload/brian_dacaret@gmail_com/b8ee35f3-3016-4b1e-be46-967e476ad798/file.jpg

Solution:

Status: Open

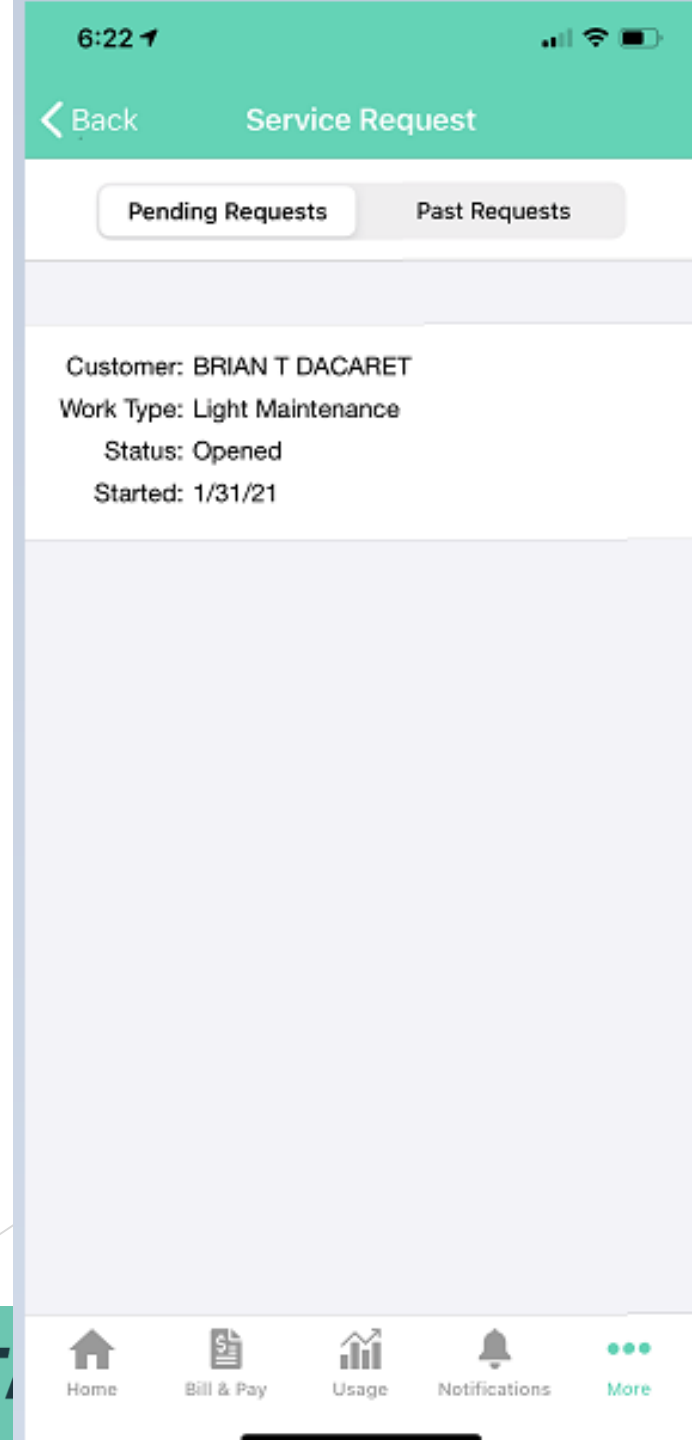
NISC Migration Project - Benefits

-Keep You Informed: Mobile

▶ Track Issues-Status

▶ Power Outages

▶ Service Requests



NISC Migration Project - Benefits

-Keep You Informed: My Usage-Web

My Usage

This My Usage section provides several tools for you to analyze your past and current usage, as well as plan and conserve in the future. Compare your use and costs, set markers to monitor changes in your usage over periods of time, and get energy saving tips. Click the tabs below to learn more about these tools.

[Analyze Your Usage](#)[Plan and Save](#)[Explore Usage Management](#)

Usage Explorer

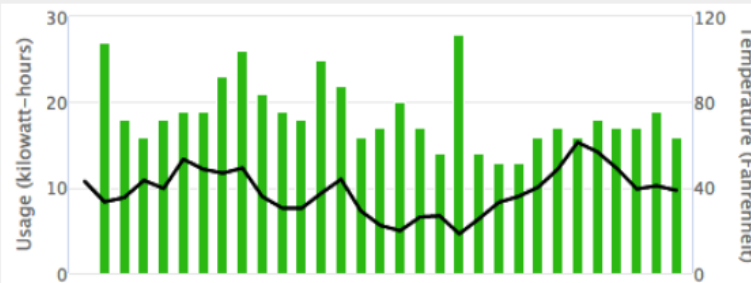


Usage Explorer gives you a detailed look at your past and current usage, all in one place.

View your usage and weather trends by month, or if available by day or hour.

[Use the Usage Explorer tool](#)

Usage Comparison

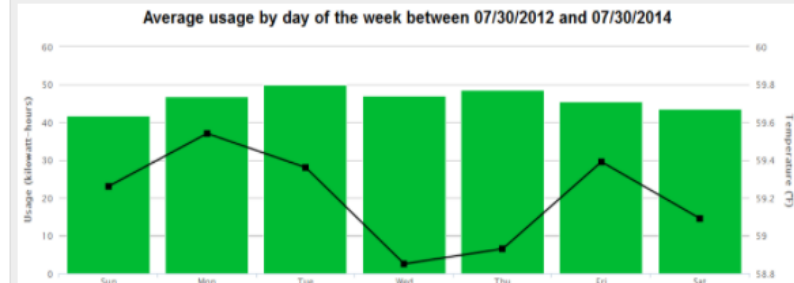


Usage Comparison lets you compare two bills worth of usage history side by side.

View the differences between this month last year, or other combinations to see how your bill varies each month.

[Use the Usage Comparison tool](#)

Average Usage



Average Usage shows you what your typical or average usage is for your selected time period.

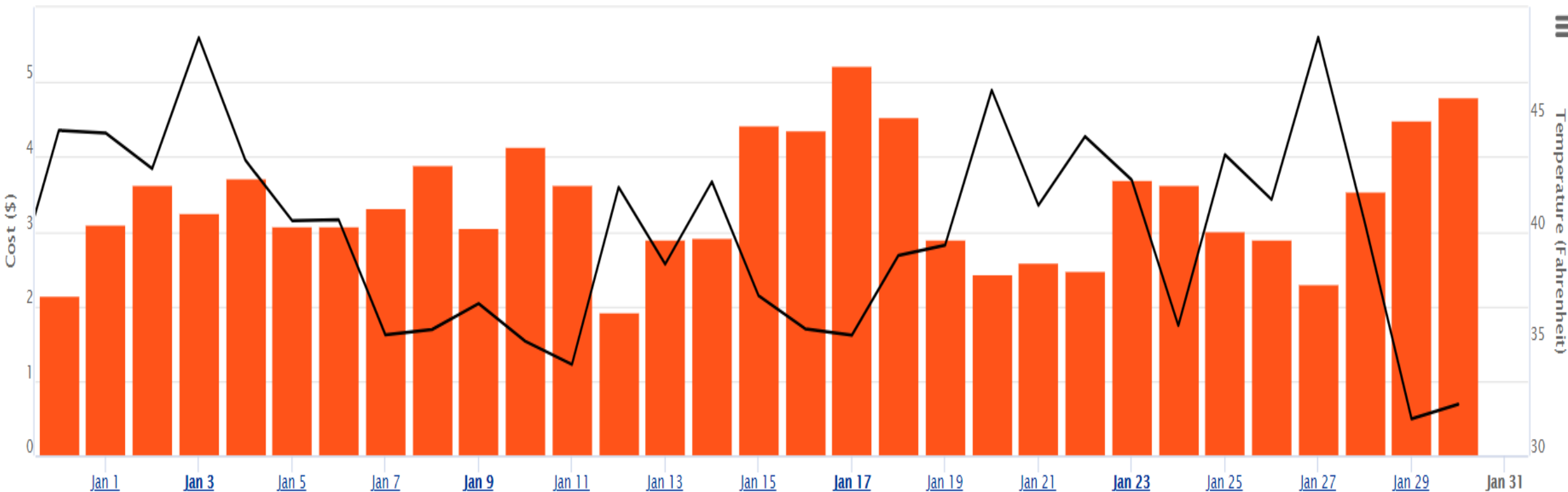
For example, see your average usage on each day of the week (such as Tuesdays), over the course of a year. Or see your typical usage in each hour of the day over the course of 2 weeks. Discover when you can save the most on your utility bill.

[Use the Average Usage tool](#)

NISC Migration Project - Benefits

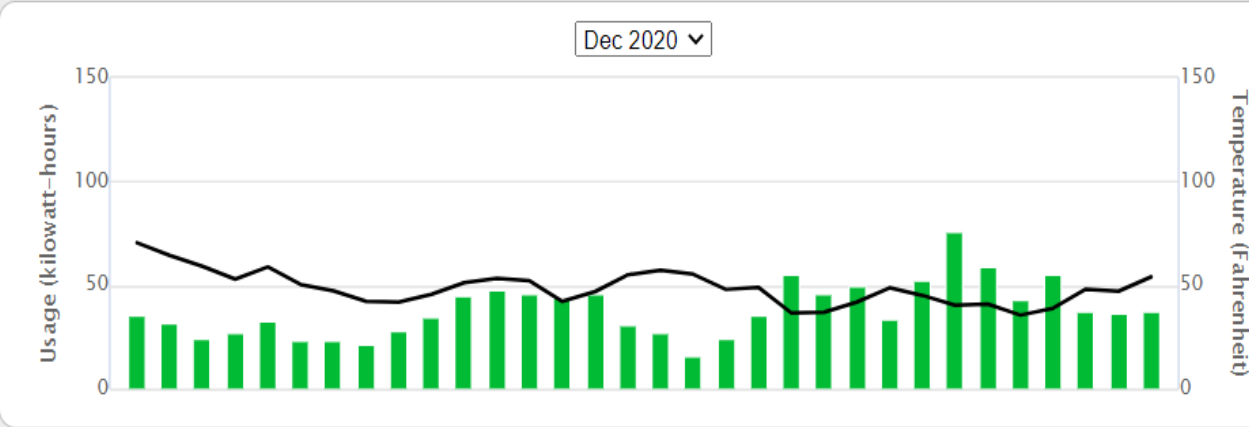
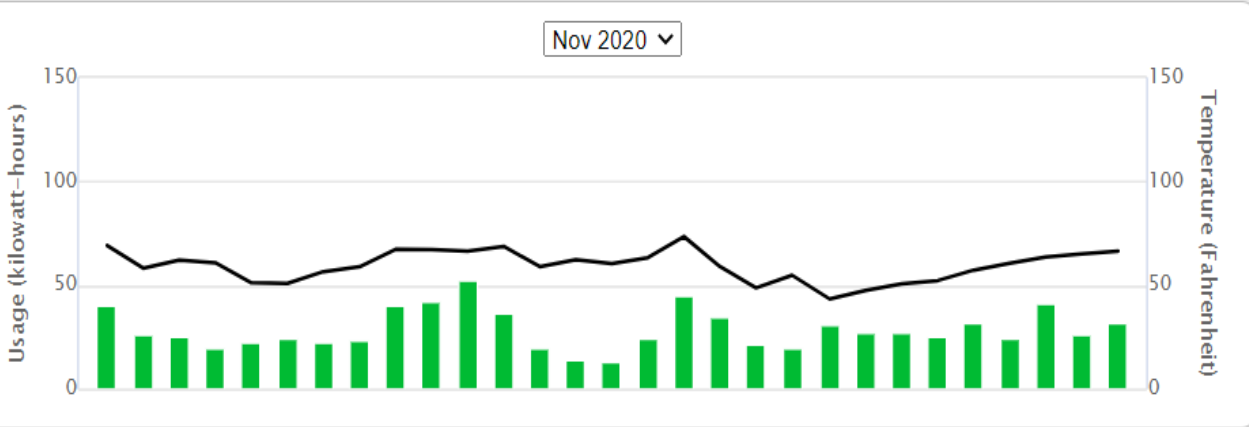
-Keep You Informed: Usage Explorer-Web

Daily Usage Dec 31, 2020 to Jan 31, 2021
Customer since: November 21, 2013



NISC Migration Project - Benefits

-Keep You Informed: Usage Comparison-Web



Billing Periods	Nov 2020	Dec 2020	Difference
Billing Days:	10/13/2020 to 11/11/2020	11/11/2020 to 12/13/2020	.
Days in Period:	29	32	↑ 3
Total Usage Charge:	\$65.24	\$95.62	↑ \$30.38
Total Monthly Charges:	\$110.00	\$143.00	↑ \$33.00
Total Usage:	829.00 kWh	1,215.00 kWh	↑ 386.00 kWh
Average Daily Usage:	28.59 kWh	37.97 kWh	↑ 9.38 kWh
Max Temperature:	83°F	77°F	↓ -6°F
Min Temperature:	31°F	24°F	↓ -7°F
Avg Temperature:	59°F	49°F	↓ -11°F

NISC Migration Project - Benefits

-Keep You Informed: Average Usage-Web

Report:

Monthly

Date Range:

Jan, 2020 - Jan, 2021

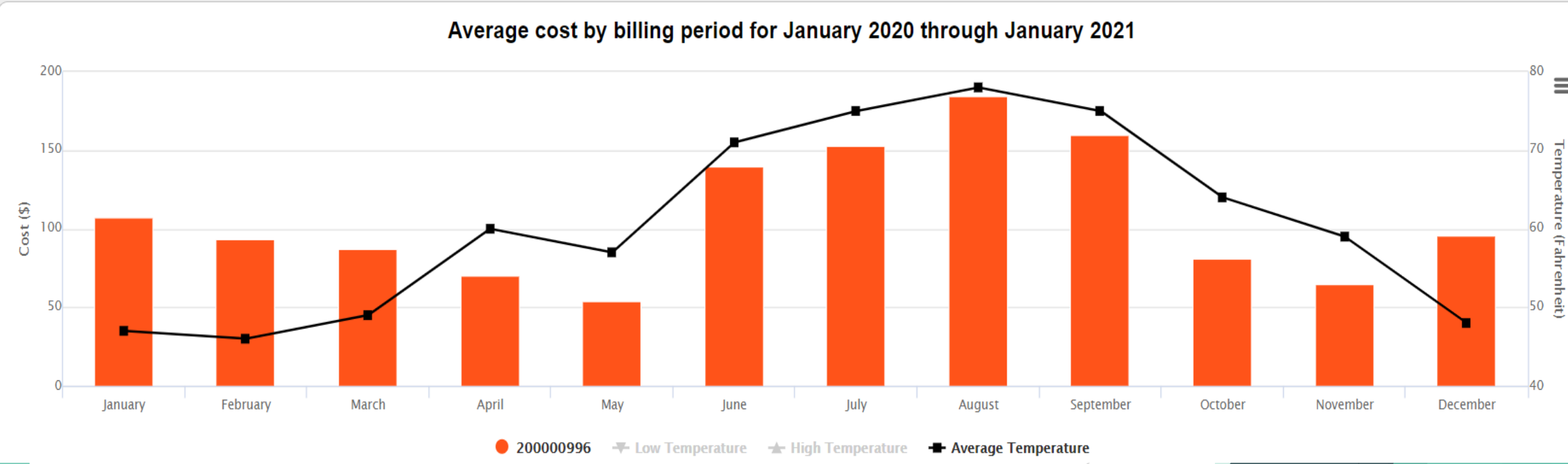
View Graph By:

Usage

Cost

Select Account:

2519323 - LOT 16 - 310 THISTLE LN



NISC Migration Project - Benefits

-Keep You Informed: Notifications-Web

Billing Notifications

- ▶ Bill Available
- ▶ Billing Change
- ▶ Credit Card Expiration
- ▶ Payment Arrangement Due
- ▶ Payment Confirmation
- ▶ Payment Posted
- ▶ Scheduled Payment Notification
- ▶ Unsuccessful Payment Notification

Service/Usage Notifications

- ▶ New Service Request Created
- ▶ Planned Power Outage
- ▶ Power Outage Restored
- ▶ Power Outage Updated
- ▶ Peak Time Alert
- ▶ Power Usage Alert

NISC Migration Project - Benefits

-Keep You Informed: New Bill Print

Other Ways to Pay Your Bill



Online

Pay your bill at
energyunited.com



Phone

Call 833-284-5048
to Pay by Phone



Mobile App

Download the MyEnergyHub app
on iTunes or Google Play Store



Kiosk or Drop Box

Your district office is: Statesville
567 Mocksville Highway
Statesville, NC 28625

Now offering cash bill-pay service at participating retail stores. The barcode below can be scanned at the register, allowing you to make your monthly payment. There is a \$1.50 convenience fee to use this service. To find a location near you, visit

pay.vanilladirect.com/pages/retailers

By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed e-receipt at vanilladirect.com/pay/ereceipt.

The majority of participating locations will accept cash payments up to a maximum amount of \$500.00.



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NISC Migration Project - When??

May 3, 2021

NISC Migration Project - Thank you!

Questions?

Break



Cybersecurity Update



Jason Ward
Cybersecurity Specialist

Jason Ward, EnergyUnited Cybersecurity Specialist

- ▶ Bachelor of Science in Computer Information Technology from Western Kentucky University
- ▶ Masters in Homeland Security Information and Forensics from Penn State
- ▶ Certified Information System Security Professional certified by (ISC)2

As of 1/1/2021 there are only 92,938 CISSPs in the United States while 147,591 hold the certification around the world. (source: [Member Counts | How Many \(ISC\)2 Members Are There Per Certification | \(ISC\)2 \(isc2.org\)](#))

Background in IT and information Security with experience for 2 Fortune 50 companies.

Day-to-Day Role

- ▶ Evaluate existing systems for vulnerabilities
 - ▶ Audits of activity
 - ▶ Use of existing tools to monitor activity across network
- ▶ Prepare and provide cyber awareness trainings to new hires and existing employees
- ▶ Conduct vendor and product assessments for each new product or service
- ▶ Research attack methodologies and cyber security threats and how each type of threat actor could negatively impact EnergyUnited
- ▶ Provide members of leadership with reports summarizing the state of cybersecurity within the organization.
- ▶ Advise leadership of threats or situations to proactively attempt to mitigate threats and reduce risks

Prevention of Threats

Awareness Training

What is a threat?

Who is a threat actor and what do they do?

Why would EnergyUnited be a target for malicious actors?

Incident Response

- ▶ What to do when an incident occurs
- ▶ Who to contact when an incident occurs

Defense-in-Depth

- ▶ Multiple layers of security (technical and administrative) controls to protect systems and data
- ▶ Adding layers to protect the metaphorical castle

IT Staff Training

- ▶ Unique configurations
- ▶ Confidentiality, Availability, and Integrity of data

Cyber Safety – BEC's

Here are some of the top things you can do to help ensure cyber safety:

- ▶ Be suspicious of all email from unknown and unexpected senders.
- ▶ Know the BECs of social engineering:
 - ▶ **Breaking** – if the email is about breaking news and seems urgent or overly important, it's likely fake.
 - ▶ **Emotional** – if the email is designed to tug at your emotions, it's likely fake.
 - ▶ **Complicated** – if the email attempts to explain something complicated and requires you to take some action, it's likely fake.
- ▶ Be very suspicious of email that urgently requests you to act; such as replying or clicking on a link. Trust your instincts!
- ▶ Don't rely on social media outlets as your trusted news source.

A Brighter Future



H. Wayne Wilkins
Chief Executive Officer

A Brighter Future



Letter to the Editor, Iredell Free News

BY H. WAYNE WILKINS

EnergyUnited is defining a future for our members and the community we all share – a brighter future that continues our commitment to delivering reliable electricity at the lowest possible cost while also advancing the pursuit of responsible sustainability goals.

Many of you are members of EnergyUnited, but even if you are not a member, please read on. While our members' interests form the bedrock of our planning, I do believe the benefits of our initiatives in the next decade and beyond will extend to this entire community, and it starts with our business model.

The member-owned electric cooperative business model works. As a not-for-profit business located in and governed by the community we serve, we put people and our community first.

The brighter future we are defining must strike a careful balance in providing electricity that is not only sustainable, but also reliable and affordable. I am proud to announce EnergyUnited will be supporting North Carolina's Electric Cooperatives' goal of achieving net-zero carbon emissions by 2050 with an interim step of reducing emissions by 50 percent from 2005 levels by 2030.

We strive to achieve these goals voluntarily and know that in order to achieve them while upholding our promise of delivering reliable electricity at the lowest possible cost, we must: continue to leverage our existing investments in carbon-free power sources like nuclear energy; work with our members through energy services to manage when and how electricity travels across the grid; incorporate new sources of energy, including solar; utilize low-cost natural gas to expand renewable energy growth; and support the advancement of new technologies that effectively capture carbon emissions.

As a local business, EnergyUnited is not only powering, but also empowering this community. We are in tune with – and responsive to – the needs of this community because we live here and know firsthand how access to essential services and opportunities for economic growth will strengthen this region.

EnergyUnited Community Support Initiatives



Brighter Future

- ▶ Highlight NC electric cooperatives' efforts to support the communities we serve.
- ▶ Focuses on reducing carbon footprint, leveraging innovation.

Building a **BRIGHTER FUTURE**



Sustainable, Affordable Energy

Pursue a goal of net-zero carbon emissions by 2050 using new and existing resources to ensure electricity continues to be delivered at the lowest possible cost.



Reliability & Innovation

Leverage new technologies and innovation to deliver reliable electricity across resilient, co-op operated electric grids.



Local Community Support

Enrich the lives of our local members through continued education initiatives, economic development and community-focused activities.

Net-Zero, Clean Energy Plan...

- ▶ **What does “Net zero” Mean?** – NZ refers to achieving an overall balance between your emissions (Carbon footprint) produced and emissions taken out of the atmosphere.
- ▶ **Why have a goal?**
 - ▶ To be a good environmental steward in the community
 - ▶ To service current C/I customers who have corporate net zero goals
 - ▶ To attract potential C/I customers to local area (economic development)
 - ▶ To be able to take action early before pricing/interest rates/scarcity of resources/offsets costs increase, legislation dictates, and members demand sustainability.

Sources of EnergyUnited's Carbon Footprint

- ▶ **Mobile Combustion** - Number of vehicles, make and model of each vehicle, gas mileage of vehicle, and miles traveled in year
- ▶ **Misc. Machinery** - Owned AC units, owned boilers - Emissions rate or amount of fuel burned during year
- ▶ **Generated, Purchased and Consumed Electricity** - Utility energy usage for the year, total energy split by resource type (Hydro, Nuclear, Coal, Natural Gas, Solar & other renewables)
- ▶ **Transportation to/from Work** - Number of employees/contractors that drive to work, distance of each one's commute, car's average gas mileage
- ▶ **Business Trips by Car** - Miles driven, gas mileage of car
- ▶ **Business Trips by Plane** - Origin and destination, number of seats purchased
- ▶ **Hotel Stays** - Number of rooms occupied, number of nights

Net-Zero Goal, Clean Energy Plan...

A portfolio strategy

- ▶ Already today: Energy Efficiency programs, Demand Response programs, Renewable resources, CVR
- ▶ Coal is out, Natural Gas is replacement (still dirty)
 - ▶ Batteries are starting to enter
 - ▶ Replacement for coal/gas is not quite renewables (100%)
- ▶ Future: Current generating resources and market purchases have to retire/terminate
- ▶ Near Future: Reliability concerns
- ▶ Carbon offsets (Net) - compensate for your emissions by funding an equivalent carbon dioxide saving elsewhere.
 - ▶ Reforestation Option (Trees) ,Carbon Capture (Storage)

Questions?

Break



Sustainability Report, Digital Campaign & Front Porch Forum



Adam Martin

Communications Specialist

2020 Sustainability Report



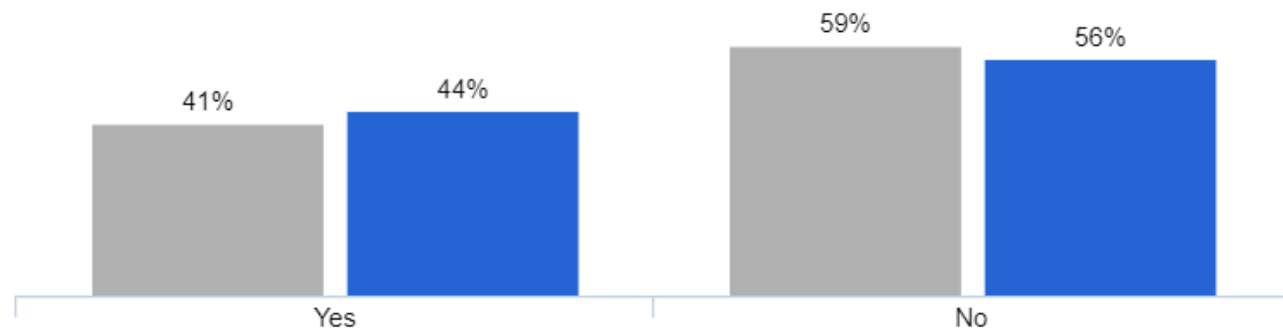
2020 Sustainability Report - Special Campaign

EnergyUnited members are more aware of our efforts to improve impact on environment when compared to other cooperative members, but there is an opportunity to increase awareness.

Corporate Citizenship

Aware of utility efforts to improve impact on environment

■ Cooperatives ■ EnergyUnited



Front Porch Forum on Sustainability



EnergyUnited
Market Research Proposal
Front Porch Forum Online Discussion Groups

Front Porch Forum on Sustainability

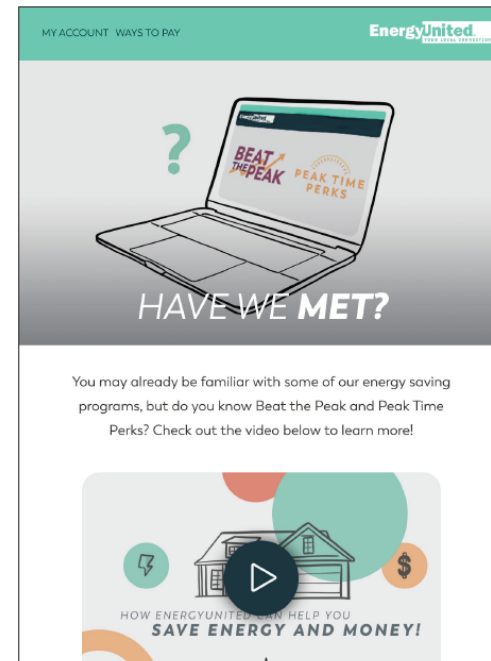
Participating members will:

- Review sustainability messages and assets to provide qualitative insight.
- Respond to questions to help EU understand how important sustainability is when compared to other service attributes.
- Complete these assignments within one week. EU to observe flex schedule.

EU - BEAT THE PEAK VIDEO

EMAIL

SL: Meet these perks
PT: & save some money!

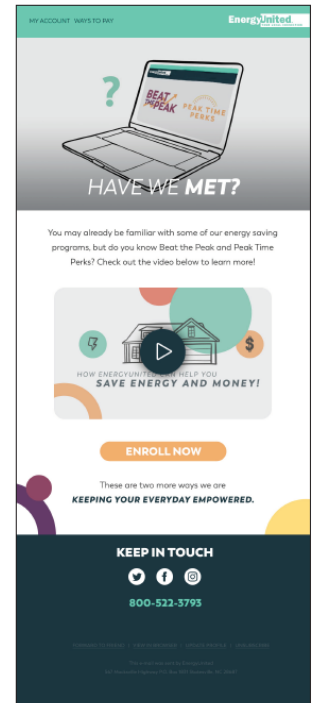
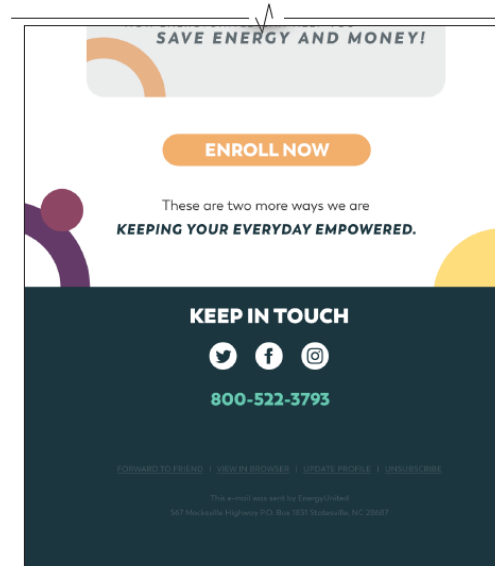


Alt:

SL: Let the savings roll in
PT: We'll show you how >>

SL: Ready to save?
PT: We can help

SL: Energy Savings
PT: right this way...



Front Porch Forum on Sustainability

Mid-February

Select members to
participate



March 1 - 5

Screen participants



March 8 - March 14

Front Porch Forum
Conducted



March 19

Preliminary Results
Provided to EU



March 26

Assets finalized



April 1 - April 30

Campaign/Report
Assets Deployed.

Questions?

Co-op Updates



Maureen Moore
Communications Manager

AMI Update

Meter Deployment is complete apart from cleanup work. There are only about 30 meters left to install. These are a mixture of customer refusals/opt-outs and access issues including locked gates and inaccessible meter bases.



DC Fast Chargers Coming

- DEQ awarded grant to EU in partnership with NCEMC and ChargePoint for 2 DC Fast Chargers
- Greenbriar Café - Statesville
- McDonald's – Mocksville
- 125 kw DC-Fast Chargers
- 62.5 kw per cable
- 80%, 200-mile charge in 1 hour



Youth Tour Update

EnergyUnited has been informed that the National Rural Electric Cooperative Association (NRECA) has canceled the in-person trip to Washington, D.C. this year due to the COVID-19 pandemic. Instead, the experience will be offered for students to participate virtually this June. We have extended the application deadline to March 15.

Apply Online:

www.energyunited.com/youth-tour/



Student Scholarship Program

EnergyUnited is now accepting applications for our Empowering the Future Scholarship program. Students must live in a residence that is serviced by EnergyUnited or attend a school serviced by EnergyUnited.



Apply Online:

www.energyunited.com/scholarship-program/

Drive to Shine Campaign

The EnergyUnited Foundation awarded more than \$100,000 to food banks across our 19-county service area in our “Drive to Shine” campaign.



Iredell	\$ 6,417.00	Matthew 25 Ministries
Iredell	\$ 6,417.00	Fifth Street Ministries
Iredell	\$ 6,417.00	Yokefellow Ministry of Statesville



Member Communications



MAKE YOUR PAPER BILL DISAPPEAR

Switch to e-billing for a chance to win a \$100 Visa® gift card or bill credit. It's that easy!

Sign up for e-billing by logging into **My Account** and updating your billing preferences or by calling 1-800-522-3793 today!

EnergyUnited
YOUR LOCAL CONNECTION

PAY YOUR WAY

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3RD-PARTY PAY CENTERS
Visit EnergyUnited.com/pay-electric to find a popular retail location near you

PAYMENT KIOSKS OR DROP BOXES
Located at our main offices

No associated fees. Learn more at EnergyUnited.com/pay-electric
Note: Our offices will not be reopening.

EnergyUnited
YOUR LOCAL CONNECTION

2021 Cookbook Collection



Follow our monthly recipe themes in the Carolina Country and send us your favorites by emailing EU-Communications@energyunited.com. This month, we are looking for main entrée recipes.

Help Us Grow!

- Please invite a guest to join us for our next MAC Meeting in June, which will also be a virtual meeting.