

CONNECT

ENERGYUNITED'S MONTHLY MEMBER NEWSLETTER



IN THIS ISSUE

DOING BETTER TOGETHER

MEET OUR LINEMEN

MAKE TIME FOR SAVINGS
THIS MORNING

A LETTER FROM OUR CEO

H. WAYNE WILKINS

There are many things that set us apart as your local connection. Like our commitment to providing reliable energy at one of the best values in the state, our dedication to the community, and of course, the friendly voices and smiling faces that are eager to assist you in your energy needs at every step of the way. All of this, however, is made possible by one crucial group of people: our lineworkers.

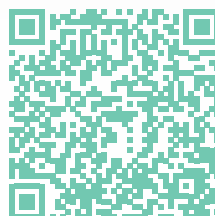
They are the individuals who work around the clock to keep your lights on and your life empowered. With a crew number of roughly 60, the team is based on trust and integrity. Within the team, there's an understanding of camaraderie, that every single person will complete their role well, and that everyone is working with safety ever at heart. And while there is a strong sense of community within this group, there is also tremendous rigor.

After all, power outages aren't a nine-to-five thing, and our team of lineworkers are on call 24/7 to make sure that if you're ever without power, you won't stay that way for long. It's a trying job that exposes these individuals to the elements, high voltage, and dangerous environmental situations. In their best efforts to restore power, that may mean approaching the lines in inclement weather, on precarious and slippery grounds, or in the pitch-black dark.

That's why in honor of National Lineworker Appreciation Day on April 12 for co-ops across the nation and on April 18 for linemen everywhere, we pause to express our gratitude to those who keep us connected to one another, our comforts and our resources. It's with tremendous joy and appreciation that we dedicate this month's issue to the lineworkers who make our everyday lives empowered.

My hope is that you too will recognize their hard work and take the time to say a simple thank you—whether that's on Facebook, Twitter, or even with a simple wave and a smile as you drive around town, I know they will appreciate the gesture. And to our lineworkers, from the bottom of our hearts: thank you for everything you do.

H. Wayne Wilkins



Learn more about our hardworking lineworkers in this video!

DOING BETTER **TOGETHER**

As your leading energy services provider, we have a responsibility to push sustainable initiatives to drive for more eco-friendly energy consumption from the inside out. We all have a part to play in responsible environmental actions, and this is ours. *Doing Better Together* is a call to action that should inspire us all to be more thoughtful and purposeful in our actions. It's about honest self-assessment and continual improvement measures that are focused on the preservation of our communities.

Here is a high-level look at how we are working to lower emissions while preserving our affordable and reliable energy that you know and love today. **EnergyUnited has:**

- Launched a community solar program in spring 2019 with employees and members and met our goal of “selling” 66 panels (22 in Statesville, 22 in Lexington, 22 in Cornelius).
- Partnered with Plug-in NC, a statewide advocacy group seeking to encourage the adoption of plug-in vehicles.
- Partnered with commercial members and installed workplace charging.
- Launched our e-billing campaign to give members the opportunity to help us save on postage and paper costs.
- Launched two new energy-saving initiatives, Beat the Peak and Peak Time Perks, to lower energy costs.
- Empowered members to better manage and save energy with Energy Advisor, a state-of-the-art tool that calculates your energy usage and offers tips and resources to help you save power and money.



CELEBRATE **EARTH DAY**

On April 22, we encourage all our members to look into their energy spending and find ways to improve. And if you're not sure where to begin, our Beat the Peak and Peak Time Perks programs are great places to start.



This month we reached out to four of our EnergyUnited linemen to better understand a day on the job and the dynamics they have as a team, and show a little appreciation for all that they do. The result? We got to know four hardworking individuals who don't shirk at the task of restoring power to hundreds even in the harshest conditions, brave faces ready to act quickly and efficiently to help one another and our members stay safe, all with a positive attitude and a smile on their faces.

It's hard to imagine just how much these individuals put on the line to keep our member base empowered. Safety risks, special occasions missed, and maybe even a couple of nights with no sleep. After all, when the lights go out, so do they.

Please join us in celebrating our linemen this month with a smile, a wave, a handwritten card, or even a baked good if you feel up to the task. We know they'll appreciate it.

MEET THE LIN

WHO POWER YOUR COMMUNITIES



30 YEARS

"I have been a serviceman for 20 years and there have been a lot of opportunities to troubleshoot a member's problem and make their day go a little smoother. That's a good feeling."

MARK JONES

FOOTHILLS REGION

FOOTHILLS REGION

BRIAN KOONTZ

"I've been in the fire service for 35 years and the relation between the firefighter and a lineman is very close. Both have dangerous jobs, have to be available 24/7, and work in every kind of condition to help our neighbors when they need it most."

30 YEARS



EMEN

22 YEARS

“When you are restoring power to areas that have been hard hit and out of power for several days, you get a chance to meet the people behind the meters, after we restore power. That’s very fulfilling.”

BRIAN THOMPSON

LAKE NORMAN REGION



TRIAD & YADKIN RIVER REGION

MIKE MANRING

“Working in a smaller district like Madison, we spend a lot of time together—day and night—so these guys are not just coworkers, they are my friends as well. Making a positive impact at one time or another, and doing it together, is really meaningful.”

27 YEARS

COMMUNITY **CONNECTIONS**



SPRING IS IN BLOOM

BUT WHAT DOES THAT MEAN FOR YOUR ELECTRICITY SOURCE?

When trees come into contact with power lines, they are causing a “fault,” which in turn causes line breakers to trip, fuses to blow, lights to blink on and off, and power outages. By selecting your tree species and planting location carefully, you will prevent excessive pruning and power disruptions in years to come. Remember, always look up before planting any trees.

To avoid the risk of accidentally striking an underground utility line, **call 811 before you dig.**

Small trees that have a mature height of less than 20 feet (like redbuds, dogwoods, and crabapple trees) are the easiest to manage close to a power line.¹

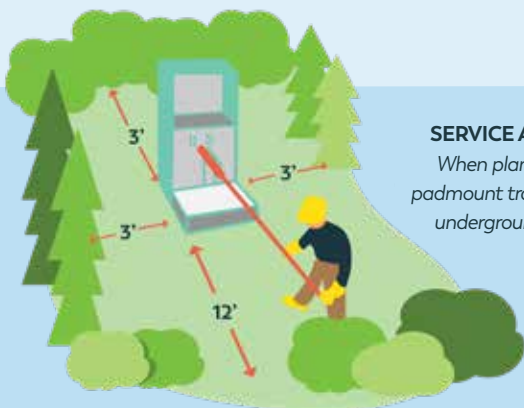
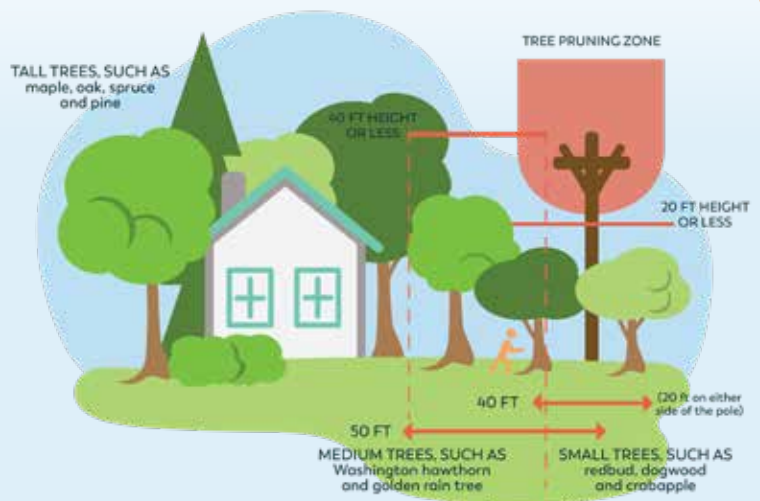
Tall trees that reach a mature height of 60+ feet should remain at least 50 feet away from power lines and at least 35 feet away from your house to ensure proper root development and minimize any damage to your house. Remember, evergreens should be separated by 6 to 10 feet, while deciduous trees should be 4 to 8 feet apart.¹

We take our job of providing safe and reliable electricity to you very seriously. One tree-related outage can affect hundreds of our members. We appreciate your cooperation in supporting our vegetation management program. By working together, we can help control the cost of your electric service, reduce the possibilities of power interruptions to your neighborhood and still enjoy the positive qualities that trees contribute to our daily lives.

¹ Arbor Day Foundation www.arborday.org
International Society of Arboriculture
www.treesaregood.org

PLANT THE RIGHT TREES IN THE RIGHT PLACE

Plant taller trees away from overhead utility lines



Know what's below.
Call before you dig.

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

MAKE TIME FOR SAVINGS **THIS MORNING**



TAKE SHORTER SHOWERS

You can save time and energy by keeping shower time under 10 minutes.



TURN OFF THE TAP

Conserve water and shut off the tap while shaving or brushing your teeth.



TOAST A TASTY MEAL

Use an energy-efficient toaster or microwave to heat up your breakfast to cook up some savings.



MATCH THE PAN TO THE BURNER

If you do need the stove, use the right-size pot or pan on the right-size burner.



POWER DOWN

Before heading out, turn off lights, adjust the thermostat, and unplug energy-wasting electronics.

Want to automate your energy savings? Low-flow water fixtures, programmable thermostats, and advanced power strips make it easy to lower your energy bills throughout the day.

WAYS TO PAY



PAY BY MAIL

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

3RD-PARTY PAY CENTERS

Visit [EnergyUnited.com/pay-electric](https://www.energyunited.com/pay-electric) to find a popular retail location near you

PAYMENT KIOSKS OR DROP BOXES

Located outside our main offices

BRIGHT IDEAS KICKOFF!

EnergyUnited is now accepting applications for Bright Ideas grants of up to \$2,000 for innovative, hands-on classroom projects. Educators can learn more and apply online at EnergyUnited.com/bright-ideas. The grants are available to K-12 teachers for projects in any subject, and educators can apply individually or as a team.

Applications will be accepted **April 1 through Sept. 15, 2021**. Teachers who submit their applications by the early bird-deadline of August 15 will be entered to win one of five \$100 Visa gift cards.



MEET: MY ENERGYHUB

My EnergyHub is an interactive mobile and web app that will give you convenient account access and detailed real-time information about your energy use. You can customize alerts for power outages, usage and billing preferences as well as view and pay your bill from anywhere, anytime. This new app will launch on May 3rd. More information coming soon!



SHARE YOUR FAVORITE DESSERT!

Nothing beats the sweet feeling of springtime, but your favorite sweet treat might come close! Send your favorite dessert recipe to be shared with our members and EnergyUnited community in our growing recipe collection to EU-communications@energyunited.com.

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

Please submit your recipes no later than April 20.



EnergyUnited



@EnergyUnitedEMC



EnergyUnited Electric Cooperative



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