

MAY 2021

CONNECT

ENERGYUNITED'S MONTHLY MEMBER NEWSLETTER

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A LETTER FROM OUR CEO

H. WAYNE WILKINS



NATIONAL ELECTRIC SAFETY MONTH

May often marks a noticeable shift in attitude. The weather typically seems to have made up its mind to stay warm, the days seem sunny more often than not, and our moods begin to lighten in tandem with the longer days. It's a beautiful time in North Carolina and one that we feel blessed to take part in, but it also grants us the opportunity to reflect on one of our core values, and the cornerstone of our cooperative: safety.

This month we observe National Electrical Safety Month, which is the perfect opportunity for us to remind you, our members, of best practices so all of us can enjoy a healthy and happy spring. In this edition of *Connect*, you will find helpful tools, reminders, and resources to make sure your home or business is operating as safely as possible. It's also a fantastic chance for us to share some of our technological and infrastructural advancements that lay the groundwork for a safer today and tomorrow.

Our Field Asset Inventory (FAI) was completed in 2020, which allows our linemen and crew to quickly locate our equipment to respond to your outage reports and resolve any possible safety risks. By doing this we can better prepare ourselves for any worst-case scenario and keep an eye out for potential safety threats as well as get the power on sooner in the case of an outage. We also offer Triple Surge Guard Service to keep your home completely safe against high-voltage power surges.

The Triple Surge Guard protects your home by blocking the three major avenues that surges can access: cable, satellite, and phone lines. In doing so, you can protect your hardwired appliances and save a lot of money. If this sounds like something that would interest you, the EnergyUnited website is a fantastic resource, and our customer care team is always available to discuss your options.

We hope May is a safe and relaxing month for all of you, and if you're looking to expand your safety knowledge for an even more enjoyable spring, this edition of *Connect* is full of excellent resources.

Sincerely,

H. Wayne Wilkins



KEEPING YOU AND YOUR HOME SAFE

Whether you are a homeowner or a renter, electrical safety should be a top priority in your home. Awareness of electrical hazards is the key to reducing the staggering number of electricity-related home fires, injuries, and deaths that occur every year. Many electrocutions and home fires can be prevented simply by understanding basic electrical safety principles and adhering to safe practices. Take a look at our tips to stay safe.

Prevent Electrical Overloads — Overloaded electrical circuits are a major cause of residential fires. Help lower your risk of electrical fires by not overloading your electrical system with too many devices and appliances.

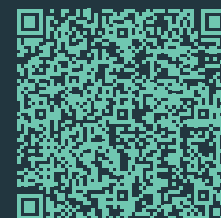
Extension Cord Safety — Roughly 3,300 home fires originate in extension cords each year, killing 50 people and injuring 270 more. Extension cords can overheat and cause fires when used improperly, so do not overload extension cords with too many devices.

Smoke Alarms and Carbon Monoxide Detectors — Working smoke alarms can mean the difference between life and death in the event of a home fire, so make sure you schedule regular maintenance on these small appliances as they could make a big difference.

Do-It-Yourself Electrical Safety — We're all for a DIY mentality, but when it comes to electrical work, we strongly recommend hiring a qualified, licensed electrician to perform any electrical work in your home. However, if you do decide to do it yourself, consider the following important safety tips before undertaking any home electrical project:

- Make an effort to learn about your home electrical system so that you can safely navigate and maintain it.
- Never attempt a project that is beyond your skill level. Knowing when to call a professional may help prevent electrical fires, injuries, and fatalities.
- Always turn off the power to the circuit that you plan to work on by switching off the circuit breaker in the main service panel.
- Be sure to unplug any appliance before working on it.
- Test the wires before you touch them to make sure that the power has been turned off.
- Never touch plumbing or gas pipes when performing a do-it-yourself electrical project.

SCAN FOR MORE ELECTRICAL SAFETY TIPS



GIVING BACK WITH HEARTS AND HANDS

In honor of Mother's Day we're highlighting Sandra and her two daughters, who work together to bring food to the hungry and a smile to those they serve. In March they were one of the recipients of our \$100,000 Drive to Shine campaign. Read on to find out more about their food pantry, their mission to give back, and how they inspire one another, and our co-op, in all that they do.

Please tell us about the founding of Hearts and Hands Food Pantry. When was the organization founded? Who helped create the organization?

The divine vision for Hearts and Hands was inspired while watching the TV show "Extreme Couponing"—that's when my daughter Kenya and I had the same thought—we could use couponing to purchase food to help others and start a food pantry. Hearts and Hands Food Pantry was launched in May 2017 in a room at the church we attended in Huntersville, N.C. Kenya and I are co-founders along with my younger daughter Kim and friends Mary Harley and Gwana Chambers, who are board members and volunteers. (Sandra)

Kenya and Kim: Did your mom inspire you to pursue this passion? What do you admire most about her leadership and service?

My mom has always shown me that anything I want to do is possible and to always think bigger, so from our original idea it was never a question that we could do it and get to the scale we are at now and beyond. I most admire her spirit in leadership—she truly is selfless and does her very best to make ways out of no way. (Kenya)

Sandra: What do you value most about having the opportunity to work with your daughters? What are the most important values that you always wanted to instill in Kenya and Kim as a mother and as the leader of a nonprofit?

My father was a missionary serving in Africa, so I wanted to instill a strong sense of faith, serving God by serving others as their grandfather had instilled in me. So as leaders of a nonprofit it is important that we always show love and caring to those we serve, going beyond what may be expected. What I value most about working with my daughters is the bond that we have because we all

share the same vision, and both are able to use their skill sets and talents to fulfill that vision, as well as build a legacy that they will pass on. (Sandra)

All: What have been some of your greatest challenges that you faced since the organization was founded? How did you meet those challenges?

The hardest challenge we faced was dealing with the initial lockdowns and fallout from the pandemic. We knew this was a time we had to stand in the gap



no matter what. The lockdown happened on a Friday and that following week our clients went up 500% and increased further throughout the rest of 2020. We banded together to continue to serve and stayed open even when many others closed because we knew the community needed us. We also saw that we were starting to get more and more homeless clients, so we extended our service to the Uptown tent encampment in April 2020, which added a whole new side to our work. (Kenya)

Kenya and/or Kim: Are there any special memories of your mom that stand out most (when working together or outside of work)?

My favorite memory, or at least the one that stands out the most, is when my mom and I moved back to New York City when I was 17. My mother, after having to close down her small

business that she created and ran for several years, had to go back to the corporate workplace. She slept on a blow-up mattress in her bedroom, while she made sure I had a bed and dresser in my room and everything I needed to make sure my last two years in high school were comfortable. We didn't have much, but we had each other. Her sacrifice is something I will always remember and is a true testament to who she is as a mother. (Kim)

Kenya and/or Kim: What is your mother's greatest gift/skill? How does she use it to serve others?

One of the greatest gifts my mother has instilled in me is love. Not just love for your family or love for the people who love you, but selfless love; the kind where you seek to give to others without expectation because you want to always be ready to be a blessing to others. Through this way of being, she has also shown us that nothing is impossible because where there is a will there is a way and I can do it all through faith. This is what I admire most about her leadership and service.

My mother's love and faith in God are her driving force for how she interacts with

and serves others, and she leans on that to extend kindness, patience, and a willingness to hear everyone she encounters without judgment. Also, her career as a fashion designer and traveling the world has helped her navigate communicating with people on any and every level. She utilizes those skills and gifts to serve people on a daily basis. (Kim)

Have you received a lot of community support since the organization was founded? How important is it to receive support from community partners like the EnergyUnited Foundation? What is the best way for interested individuals to support Hearts and Hands today?

Community support for Hearts and Hands Food Pantry has been tremendous from day one. We could not do what we do without them. From grocery donations to financial contributions, encouraging messages and words, and creating connections, the community is both the backbone and purpose of what we do. Receiving such incredible support from community partners like the EnergyUnited Foundation is huge for us because it allows us to manage larger expenses (like refrigeration) to better serve our clients.

Individuals interested in our work and helping out can learn more and connect with us through our website heartsandhandsfoodpantry.com.

From left to right: Kenya Joseph, Sandra Marks, Kim Joseph.



COMMUNITY

CONNECTIONS

INTRODUCING MY ENERGYHUB

SMART ENERGY MANAGEMENT FOR A SMARTER LIFE

Life is fast, and it can be hectic, but it doesn't all have to be complicated. Paying your EnergyUnited bill shouldn't be a complex task, and with our My EnergyHub web and mobile app, it won't be.

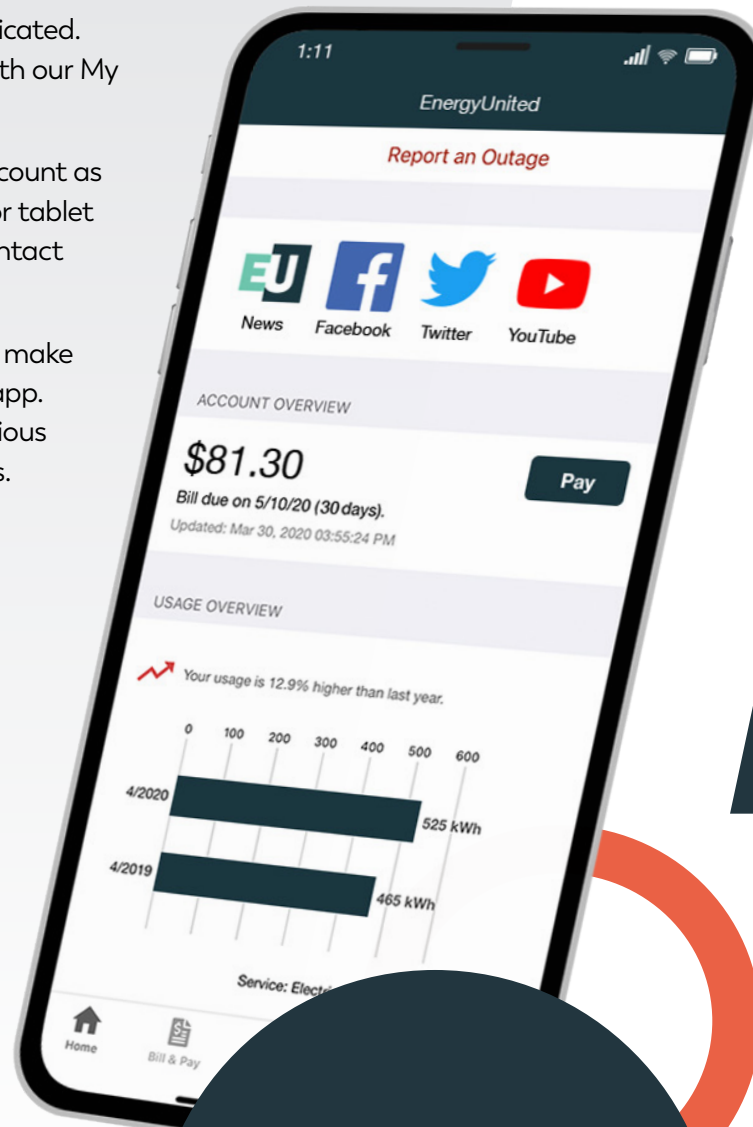
My EnergyHub has several features that make managing your account as easy as possible. Whether through the web, or your smartphone or tablet (Android or iOS), you'll be able to pay your bill, view your usage, contact customer service, and get the latest news.

As soon as you log in, you'll be able to view your billing history and make a payment with just a couple of clicks...or taps, if you're using the app. You'll be able to see your current bill, along with bills from the previous month or even the previous summer, if you want to compare costs. Not only will you see your billing history, but you'll be able to view your actual use. You can see how your use is trending over time, which will allow you to take steps to lower your bill.

Making payments through My EnergyHub is fast and easy. The first time you make a payment either through the web or through your mobile device, you'll be able to securely store your payment information for future transactions. The next time you need to pay your bill, it will only take a couple of clicks.

Access My EnergyHub by visiting www.energyunited.com or by downloading the app on your mobile device through the Apple App Store (iOS devices) or Google Play Marketplace (Android devices).

Plenty of things in life are complicated. Manage your EnergyUnited account simply, quickly, and easily with My EnergyHub.



WAYS TO PAY

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

*Please note: Some 3rd-party pay locations will charge a processing fee.

PAYMENT KIOSKS OR DROP BOXES:

Located outside of our main offices

EVEN MORE PERKS FOR YOU 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 times. When you sign up, **you'll be credited \$50** on your electric bill, and **\$20 for each year after that.**

Plus, You'll also be automatically **entered to win a \$100 Visa Gift Card** just by enrolling through the month of May! We will be raffling off two of these gift cards EVERY week! Why wait? **Visit EnergyUnited.com/demand-response to sign up!**

PAY YOUR BILL

VIEW YOUR USAGE

CONTACT CUSTOMER SERVICE

GET THE LATEST NEWS



2X
\$1000
\$1000

IN GOOD TASTE

Join us in our recipe collection by submitting your favorite appetizer recipe into our e-Cookbook.

Send your recipes 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 May 25.**

For more information, please email
nominating.committee@energyunited.com
or call **704-878-5116**

EnergyUnited members can be nominated to be director
candidates by the Nominating Committee.
Visit **EnergyUnited.com/director-elections** to learn more.

DISTRICT 1:

Denise Hendrix
Mocksville

Johnny Towell
Harmony

Betty Moring
Moravian Falls

DISTRICT 3:

Steve Somloi
Huntersville

Neal Wilfong
Cleveland

Gary Powers
Davidson

DISTRICT 2:

Neal Motsinger
Winston-Salem

Vinnon Williams
Lexington

Archie Benton
Denton

CLAIM YOUR CAPITAL CREDITS!

Receiving capital credits is just one of the benefits of being a member-owner of EnergyUnited! But sometimes we are unable to locate members from previous years who are entitled to a check, as they may have moved to other areas. These capital credits can go unclaimed and we want to make sure they are received by their rightful owners!

Visit **EnergyUnited.com/capital-credits-check** if you've not received a check to see if you are eligible to claim your capital credits!

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