

OCTOBER 2021

CONNECT

ENERGYUNITED'S MONTHLY MEMBER NEWSLETTER

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IMPACT**

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OCTOBER IS NATIONAL
COOPERATIVE MONTH

FROM OUR CEO

H. WAYNE
WILKINS

NATIONAL COOPERATIVE MONTH LOOKING OUT FOR YOU

Being a cooperative member is about more than just receiving reliable energy from your local connection. It's about having a neighbor to help when times get dark (literally), a place for progress to take hold, and having a partner in shaping future generations for good. Said more simply, at EnergyUnited we're looking out for you, but also for all the communities we serve.

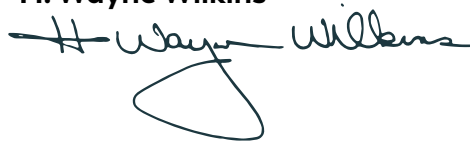
For example, this year alone we've donated over \$100,000 in our Drive to Shine campaign, which specifically helped local food banks and communities who were feeling the impacts of COVID in these unprecedented times. And most notably, we are recognizing the 25-year anniversary of the EnergyUnited Foundation with a giving campaign, which has already seen tremendous amounts of generosity from you, our members. If you're interested in making a donation, please visit EnergyUnited.com/25-years-of-giving.

It's always so inspiring and heartwarming to see the kindness of our community on display, and it makes us incredibly proud to be your energy partner. "Looking out for our members' best interests" is a focus of EnergyUnited, but it's an absolute inspiration to see the community look out for each other—it is truly empowering stuff.

But the empowerment doesn't stop there. In this month's edition of *Connect* you'll learn about how we continue to educate our members on changes ahead, share a solution for power surges, and even give tips on what to look for in cybersecurity. Just another way we're helping you remember the value of being a member of EnergyUnited.

Warm regards,

H. Wayne Wilkins



RISING PRICES PROMPT COST-OF-SERVICE STUDY

As a not-for-profit electric cooperative, EnergyUnited always strives to provide exceptional service at the lowest possible cost. We have worked diligently to maintain steady, competitive rates since our last rate adjustment was implemented in 2018. In fact, we advanced several strategic initiatives that helped achieve new efficiencies and mitigate rising costs.

For example, the deployment of our Advanced Metering Infrastructure (AMI) from Sensus and completion of our Field Asset Inventory (FAI) have enabled our cooperative to respond to outage reports more quickly, safely, and efficiently. Now, all linemen and crew members can quickly locate cooperative-owned equipment on our GIS maps during an outage and our dispatch team can instantly identify whether any reported electrical service issues are located on our side of the meter, resulting in fewer truck rolls.

While we continue to advance new initiatives with this same objective in mind, we will also be evaluating our rate structure to ensure that the cooperative's costs are recovered adequately and fairly across all rate classes. This evaluation is just one component of the comprehensive cost-of-service study that we are conducting this fall, which will examine a wide range of cost projections over the next several years.

As concerns of inflation persist, our commitment to providing safe, affordable, and reliable energy will not waver. We will continually leverage new opportunities to save money, to innovate, and to realize efficiencies whenever possible to follow through on this commitment.



COMMUNITY CONNECTIONS

NOW ACCEPTING YOUTH TOUR APPLICATIONS

Each year, EnergyUnited seeks high school applicants to participate in the Electric Cooperative Youth Tour in Washington, D.C. The program is open to sophomores and juniors and will take students on a historical journey to learn about electric cooperatives, American history, and the United States government while they visit the remarkable sites of the nation's capital.

2021 YOUTH TOUR DELEGATES:

(ALL 2021 YOUTH TOUR DELEGATES PARTICIPATED VIRTUALLY)



CONNOR ROBINSON
(LAKE NORMAN CHARTER)

SYDNEY LOFLIN
(HOPE ACADEMY)

ALEXANDREA MAYNARD
(EAST FORSYTH HIGH)

ARIANNA ALLEN
(MERANCAS MIDDLE
COLLEGE HIGH SCHOOL)

"I cannot say enough good things about the Youth Tour. It provided me with the opportunity to learn from representatives and hear about their journey to where they are now. One component of the Youth Tour I particularly enjoyed was the interaction with other youth tourists. Each of them had their own story, and being surrounded by that many motivated, unique individuals encouraged me to improve my leadership skills and venture out of my comfort zone."

—Sydney Loflin

Applications will be accepted from

OCT. 1, 2021 — DEC. 31, 2021

Delegates will tour Washington, D.C., in June 2022

To apply, visit: **EnergyUnited.com/Youth-Tour**



FALL COMMUNITY EVENTS

Looking to get out of the house? Enjoy the cooler temperatures of the season with these community events that are fun for the whole family!

Out of the Darkness Walk at Statesville High School

(American Foundation of Suicide Prevention)

Oct. 2, 2021

Purple Heart Homes “Take That Hill” Bike Ride Taylorsville, NC

Oct. 23, 2021

10th Annual Light Up Cornelius Tree Lighting Event

Nov. 27, 2021



COMMUNITY
CONNECTIONS

PROTECT YOUR HOME FROM POWER SURGES

Between hurricanes, tropical storms, and winter weather, staying protected and comfortable is top of mind: Enter our Triple Surge Guard.

EnergyUnited's Triple Surge Guard service is a system that offers complete protection 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 are blocked when there's a surge. Our system protects hardwired and plug-in equipment and is the only total household protection of appliances available.

In the unlikely event that a power surge damages the Triple Surge Guard and your electronic appliances, the Triple Surge Guard warranty is provided to all customers. This warranty covers up to \$5,000 per item and up to \$50,000 per incident per household.

Curious? Visit EnergyUnited.com/triple-surge-guard to order or find out more information.



NEED BACKUP?

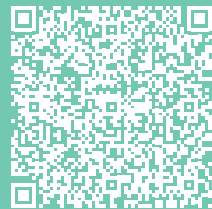
A GENERATOR MIGHT BE RIGHT FOR YOU

A backup generator can make all the difference when power goes out. When there's a power outage, it turns on automatically to keep lights on, appliances running, and heating or cooling systems operational until power is restored. It will also keep security systems operational, which is especially important if the power fails while you are away.

Luckily, EnergyUnited has an extensive selection of generators from Generac and a team of knowledgeable pros to help you choose the right system for your home's electrical needs.

Visit EnergyUnited.com/electric-category/generators for more information.

**SAFETY
FIRST**



Generators are a great backup plan, but should also be used safely. For instance, never use your generator indoors. Get more safety tips by scanning the QR code above.

CYBERSECURITY 101

Over the past year, we've witnessed one of the most catastrophic (and expensive) cybersecurity breaches to date. In May 2021, the Colonial Pipeline fell victim to a cybersecurity breach by a criminal extortion ring, which held the company's corporate data for ransom. Here on the East Coast, we felt the effects with a gas shortage, inflated prices, and travel plans put on hold. Of course, this is unlikely to happen to an individual, but scammers still exist and look to target those with an internet presence. Here are some tips to stay safe on the web:

1. LEARN ABOUT PHISHING SCAMS—BE VERY SUSPICIOUS OF EMAILS, PHONE CALLS, AND FLYERS

It's come to our attention that scammers are attempting to gain information/ payment from EnergyUnited members via text message and calls by threatening to disconnect service unless a payment is made via Zelle or unknown or unauthorized payment services. ENERGYUNITED WILL NEVER ASK FOR PAYMENTS THIS WAY. For a complete listing of our payment options, visit EnergyUnited.com/Pay-Electric.

2. KEEP YOUR SOFTWARE UP TO DATE

- Turn on automatic system updates for your device.
- Make sure you're using the most current version of your web browser.
- Don't use browser plugins such as Java unless absolutely necessary. If you must use them, keep them updated.

3. USE ANTIVIRUS PROTECTION AND A FIREWALL

- Make sure you keep your antivirus software subscriptions renewed and up-to-date.
- Ensure you have a modern, up-to-date firewall/router in your home.

4. USE STRONG PASSWORDS AND USE A PASSWORD MANAGEMENT TOOL

- Passwords should be a minimum of 12 characters in length and contain numbers, uppercase and lowercase letters as well as special characters such as #, @, !, etc.
- Use different passwords for different accounts.

5. USE TWO-FACTOR OR MULTIFACTOR AUTHENTICATION

Two-factor or multifactor authentication is a service that adds additional layers of security to the standard password method of online identification. Use two-factor or multifactor authentication whenever possible.

PREPARE FOR A **FALL FEAST!**

Join us in our recipe collection by submitting your favorite recipes to **EU-communications@energyunited.com**.

If you don't have access to email, please send a typed version of your recipe along with a photo of your dish and your first and last name to:

EnergyUnited: Cookbook Collection

P.O. Box 1831

Statesville, NC 28687

**Please submit your
recipes no later
than Oct. 20**

STAY SAFE THIS HALLOWEEN!

1. CARVE SAFELY

Make sure adults are the only ones using carving knives—or even consider an alternative to carving like painting or stickers instead!

2. GET CLEVER WITH COSTUMES

Choose bright or reflective materials and make sure nothing is flammable. Limiting pointy accessories (like play swords or wands) is also a good idea.

3. BE CAREFUL WITH CANDY

Inspect treats before indulging and discard anything that isn't sealed or looks questionable.

4. ALWAYS SET GROUND RULES

If your child will be trick-or-treating without you, set a familiar route and a curfew to make sure they are safe and comfortable in their surroundings.



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