

CONNECT

ENERGYUNITED'S MONTHLY MEMBER NEWSLETTER



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A LETTER FROM

OUR CEO H. WAYNE WILKINS

Maintaining excellent service and reliability is always top of mind for us here at EnergyUnited, which is why we continually look at ways to improve our practices and keep everyone happy. And this year is no exception! I'm excited to share some new advancements that we are already working on this year, and will continue to throughout 2022 to maintain our 99.9% reliability rating!

Our Vegetation Management Program is a simple and effective preventative measure that helps us control overgrown limbs and brush that may lead to outages. We've seen firsthand how impactful and effective this method is and have made an even more substantial investment this year to remove problem trees instead of trimming them on a more frequent basis. Many, if not all, of these trees are infected with fungus or tree disease that makes them more hazardous to the communities in which they grow. We're optimistic that this tactic will help mitigate many more potential outages in the future as well as encourage the natural foliage to grow more healthfully.

Additionally, we've recently seen a new infrastructure bill signed into law, with an emphasis on sustainability. While we are still waiting to learn more about the nuts and bolts of this program, we would like to remind our members that EnergyUnited will always leverage all available resources to adopt new technologies that offer value to our members. One great example of this is our agreement with Yadtel to build 30.7 miles of fiber throughout Love Valley. This project will enable Yadtel to offer high-speed internet to over 600 Love Valley residents. Access to high-speed internet can boost overall economic growth in this community by enabling a global market for local businesses and providing access to online education, remote work and telehealth.

And, of course, we wouldn't be able to improve going forward without studying the results of actions past. With the adoption of our new service delivery model in 2020, we are studying our facility needs across our service area, starting with Mocksville. This assessment will focus on our greatest opportunities to deliver value to our members with strategic facility structuring.

We look forward to sharing even more positive progress with you, our members, as we move further into 2022!

Sincerely,



H. Wayne Wilkins



THE CO-OP DIFFERENCE

As your local, not-for-profit electric cooperative, EnergyUnited is guided by four core values and seven foundational principles that are unique to the cooperative business model.

OUR CORE VALUES



SAFETY

To keep our employees, members and communities safe, we operate with safety protocols to protect the good of all involved.



INTEGRITY

We trust each other, and work together to make decisions affecting all aspects of our business. It's a different approach to business, and one that we will always live by.



COMMITMENT

We are dedicated to our members, customers, employees, communities and to ourselves. We do what we say we will do and maintain our tradition of citizenship.



EXCELLENCE

We continually strive to improve our products and services so that we all can prosper, both as individuals and as a corporation.

OUR SEVEN PRINCIPLES

1 Voluntary & Open Membership

Cooperatives are voluntary organizations that are open to all people willing to accept the responsibilities of membership.

4 Autonomy & Independence

Cooperatives are autonomous organizations controlled by their members. If they enter agreements with other organizations, they do so on terms that ensure democratic control.

7 Concern for Community

While focusing on member needs, cooperatives work for the sustainable development of their communities through policies accepted by their members.

2 Democratic Member Control

A cooperative is member owned and operated. Because of this, members actively participate in setting policies and making decisions.

5 Education, Training & Information

Cooperatives provide education and training for their members, elected representatives, managers and employees.

3 Members' Economic Participation

Members contribute equitably to, and democratically control, the capital of their cooperative, with a portion of these funds reserved for compensation in the form of "Capital Credits."

6 Cooperation Among Cooperatives

Cooperatives serve their members most effectively by working together through local, national and international structures.

COMMUNITY SPOTLIGHT:



Statesville

Founded by pioneers who were drawn to the area's fertile soil and abundant water, Statesville was built around the grounds of the Fourth Creek Meeting House. Soon after, Statesville became the gateway to the frontier, as Fort Dobbs was built to protect this rich land from the vast unknown. Statesville is a quintessential North Carolina community in the middle of one of the world's most dynamic regions. Don't believe us? Here are the top seven reasons to come visit and experience the "Statesville Of Mind" for yourself.

1. GO UP, UP & AWAY IN THE BALLOONING CAPITAL OF THE EAST

Local balloon pilots have flights twice a day, weather permitting, seven days a week, all year-round. On a clear day you can see up to 50 miles, with sights like the Brushy Mountains, Charlotte, Winston-Salem and Pilot Mountain.

2. STOP AND SIP FOR A WHILE AT A SOUTHERN DISTILLING TOUR

Operating one of the largest state-of-the-art distilleries in the Southeast, Southern Distilling is a grain-to-glass distillery conveniently located right off the interstate on I-77 at the I-40 crossroads, with tours & tastings daily.

3. FORT DOBBS STATE HISTORIC SITE

Tour this window into the period of the French and Indian War! The site features a full-scale replica of the 1756 log fort, with guided tours several times a day.

4. GET REVVED UP AT MOTO40 MX PARK

One of the Carolinas' premier MX facilities.

5. PULL UP A SEAT AT ONE OF STATESVILLE'S TWO LOCAL BREWERIES

Fourth Creek Brewing Co & Red Buffalo Brewing Co.

6. STATESVILLE HISTORICAL COLLECTION

View the history of Statesville and surrounding communities in Iredell County through photographs and more.

7. DINE. SHOP. DISCOVER IN DOWNTOWN STATESVILLE

Walk among the beautiful historic architecture, incredible streetscapes, public art and distinctive vibe.

Make your plans to Visit Statesville now at visitstatesville.com

Statesville Convention & Visitors Bureau



Did you miss our article on Mocksville last month? You're in luck — we have an updated version at EnergyUnited.com/Publications!

ONNECTIONS

This month we're highlighting Statesville-area diners and restaurants! Our pick for this month is **The 220 Cafe** — a Contemporary American Cuisine restaurant, located in the historic district of downtown Statesville, NC. With an extensive wine list, live music every Friday night and fabulous service, The 220 Cafe is a must-see spot in Statesville! And while we're giving recommendations, their spicy spinach & artichoke dip, seared tuna fish tacos or black 'n bleu grilled ribeye are always a hit!

Check out a video of The 220 Cafe's owner, Kelli Simko, and her team talking about their business in the QR code here:



Next up, we're highlighting Lexington-area spots! Submit your favorite Lexington cafes, bars, restaurants and bakeries no later than **FEBRUARY 20** to EU-Communications@EnergyUnited.com.

FOOD, FAMILY AND FRIENDS

ENERGYUNITED MOURNS THE LOSS OF LONGTIME DIRECTOR **GLENN SMITH**



Longtime EnergyUnited director, Glenn Smith, passed away Monday, December 13, 2021, due to complications caused by COVID-19.

Smith devoted more than four decades of his life to serving our members. Smith's service to the cooperative began in 1977 as a member of the Davidson EMC and Crescent EMC, and he served on the EnergyUnited Board of Directors since its inception in 1998.

"Glenn dedicated so much of his life to the service principles that we espouse as an electric cooperative," said Wayne Wilkins, chief executive officer of EnergyUnited. "He will be greatly missed by all the Board, staff and management of EnergyUnited."

We, as a cooperative, were so lucky to have Glenn as a member of our Board and serve our membership for so long. He will be greatly missed.

BEWARE OF SCAMS



You get a call or a visit from someone claiming to be from your energy company. They explain that your bill is past due and threaten to shut off your service if you don't make a payment. However, you know your monthly bill was paid. Do you need to worry?

The answer is yes, but not for the reason you might think. Energy bill scams are becoming increasingly common. Scammers will use aggressive tactics, such as insisting your account is delinquent and threatening to shut off service immediately. As a customer, it can be difficult to ignore these convincing phone calls, emails and even home visits.

Read more about protecting yourself from scammers by scanning the QR code provided above.

NO DELAYS

Postal delays can be a real drag. But they're no match for paperless billing! When you switch to paperless you can view your bill online instantly and conveniently with no delay, and it saves the co-op money — which helps us to keep rates lower. That's what we call a win-win!

WHAT IS MY ENERGYHUB?

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!

WHAT'S INCLUDED

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. You'll be able to see your current bill along with bills from the previous month or even the previous season, if you want to compare costs. Not only will you see your billing history, you'll also be able to view your actual usage and manage notifications and communication preferences. You can see how your use is trending over time, which will allow you to take steps to lower your bill.

MAKING PAYMENTS

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, and best of all, **it's free!**

HOW TO ACCESS MY ENERGYHUB

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 — accessing your energy bill doesn't have to be. Manage your EnergyUnited account simply, quickly and easily with My EnergyHub.



A SPOTLIGHT ON AMAYA HANLEY

This year marks the fifth anniversary of EnergyUnited's Empowering the Future Scholarship Program and we will once again be awarding \$5,000 college scholarships to two students from our 19-county service area. Over the past four years, EnergyUnited has awarded \$40,000 to eight students, which has provided avenues to new careers and networking opportunities that will help pave the way for a brighter future in our communities. One of our two 2021 winners, Amaya Hanley, has experienced the positive impact of our program firsthand.

"I am so incredibly thankful for not only this scholarship, but the opportunity it brought to me. I loved the interview process, learning about energy in general and the company, and loved meeting the amazing EnergyUnited members upon being selected," Hanley said.

Amaya's future continues to look brighter each day. She has completed her first semester at Duke and says that she has loved every second of the experience. Not only is she pursuing her academic studies at Duke, but she is also on the University's swim team.

"Things are going great and I'm so happy to be checking in with EnergyUnited again," Hanley said. "Applying for this scholarship didn't only benefit me financially, it also gave me the chance to meet a network of incredible individuals fully invested in myself and my success, and for that, I am forever grateful."

EnergyUnited's Empowering the Future Scholarship is available to all high school seniors who either receive service at home from EnergyUnited or attend a school that receives service from EnergyUnited. **Visit www.EnergyUnited.com/Scholarship-Program/ to learn more or submit your application.**



SWOOSH! DON'T MISS THIS SUMMER OPPORTUNITY!

Every year, one girl and one boy are selected to attend basketball camp at two prestigious North Carolina college campuses. The all-expenses-paid scholarships, sponsored by North Carolina's 26 Touchstone Energy cooperatives, have provided funding for more than 50 middle school students across the state. Young women can apply to attend the Wolfpack Basketball Camp at North Carolina State University, and young men can apply to the Roy Williams Carolina Basketball Camp at the University of North Carolina.

Students must be rising 6th and 7th graders enrolled at a qualifying North Carolina school within EnergyUnited's service area.

The application deadline is **MARCH 31, 2022**

Camps are held in June 2022. The Roy Williams Carolina Basketball Camp is set for June 20-24, 2022.



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